



# Notice

4 December 2025

## Alinta Sales Pty Ltd

### 2025 performance audit

The Economic Regulation Authority has published the report for the 2025 performance audit of [Alinta Sales Pty Ltd](#)'s electricity retail licence ERL6.

As at 30 June 2025, Alinta supplied electricity to 2,596 business customers on the South West Interconnected System.

#### The ERA's decision

The ERA considers that Alinta has achieved a high level of compliance with its licence and has decided to maintain the audit period at 48 months. The next audit will cover the period 1 June 2025 to 31 May 2029, with the report due 30 September 2029.

#### Audit findings

The audit of the 243 licence obligations applicable to Alinta found two non-compliances.

The two non-compliances were:

- Alinta's non-standard form contract did not state that there is a privacy policy available on Alinta's website, and the customer can obtain a copy free of charge. Alinta updated the non-standard contract in September 2025 to include this information.
- Alinta sent customers who are on bespoke pricing (not standard tariffs) general notices of annual tariff variations, which did not include all the information required by the *Code of Conduct to Supply Electricity to Small Use Customers*.

The auditor found these were minor non-compliances that did not adversely affect customers.

The auditor made two recommendations to address the non-compliances, with the recommendation to update the non-standard contract already completed. In its post-audit implementation plan, Alinta has committed to resolving the remaining recommendation to be able to send customers tariff variation notices that include all the required information by July 2026. The ERA will monitor Alinta's progress in resolving the recommendation.

#### Further information

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