



Notice

9 October 2025

ENGIE 2025 performance audit

The Economic Regulation Authority has published the report for the 2025 performance audit of [IPower Pty Ltd and IPower2 Pty Ltd's \(trading as ENGIE\)](#) gas trading licence GTL16.

As of 30 June 2025, ENGIE retails gas to 16,144 residential and 24 business customers in Western Australia.

The ERA's decision

The ERA considers that while ENGIE has achieved an adequate level of compliance with its licence, there is significant room for improvement in several areas, and its performance has deteriorated substantially since the last audit. Consequently, the ERA has decided to reduce the audit period from 36 months to 24 months.

The next audit will cover the period 1 March 2025 to 28 February 2027, with the report due by 30 June 2027.

Audit findings

The audit of the 260 licence obligations applicable to ENGIE found 19 non-compliances and 11 control deficiencies.

The main non-compliances and control deficiencies were:

- Providing inaccurate and late performance data to the ERA.
- ENGIE received overpayments on closed accounts from four Centrepay customers and did not have a process in place to identify and refund the customers.
- ENGIE did not ask customers where to transfer a credit amount when the account was closed and the final bill issued.
- ENGIE could not provide evidence that customers gave verifiable consent to enter non-standard contracts.
- A copy of the non-standard contract was not provided to customers immediately after they entered into the contract.

The auditor made 11 recommendations to address the non-compliances and control deficiencies. The post-audit implementation plan states that ENGIE will address the recommendations by December 2025.

The ERA's assessment of the audit findings

ENGIE's performance has deteriorated since its last audit, increasing from three non-compliances and no control deficiencies in 2022 to 19 non-compliances and 11 control deficiencies in this audit. Several of the non-compliances could have had a negative effect on customers, including delays in refunding overpayments and account credits that customers were entitled to.

The ERA received late, inaccurate and incomplete performance data from ENGIE during the audit period, which is a serious failure of its controls. It is essential that ENGIE provides accurate and timely data to the ERA because we use it to monitor licensees' performance in providing essential services to customers and to inform the development of customer protections.

ENGIE has taken proactive steps to resolve the non-compliances and control deficiencies by completing five of the 11 auditor recommendations and has committed to addressing the remaining recommendations by December 2025. ENGIE has initiated a controls improvement process to systematically identify and refund overpayments on closed accounts as they occur, so they do not become overcharges.

ENGIE has controls in place for most obligations and has set up a compliance framework, which includes policies and procedures to guide and support it in meeting its licence obligations. ENGIE has also implemented a governance, risk, and compliance management system to identify, track, and assign accountability for its licence obligations.

ENGIE's performance is not considered serious enough to warrant compliance enforcement action under the *Energy Coordination Act 1994*, particularly as it has resolved some of the non-compliances, but it is serious enough to reduce the audit period to 24 months, which is the shortest period allowed by the Act.

The ERA expects ENGIE to improve its performance significantly and will closely monitor ENGIE's progress in implementing the auditor's recommendations.

Further information

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