



# Notice

8 April 2026

## Origin Energy Retail Ltd

### 2025 performance audit

The Economic Regulation Authority has published the 2025 performance audit report and the post-audit implementation plan for [Origin Energy Retail Ltd's](#) gas trading licence GTL13.

Origin supplies gas to residential and small business customers in the coastal supply area of the State, including Perth. Origin had 23,788 residential and business customers as of 30 June 2025.

#### The ERA's decision

As Origin has achieved a satisfactory level of compliance with its licence, the ERA has decided to maintain the audit period at 36 months.

The next audit will cover the period 1 June 2025 to 31 May 2028.

#### Audit findings

The audit of the 275 licence obligations applicable to Origin found 14 non-compliances and six control deficiencies. Most of the non-compliances related to billing and bill reviews:

- Bills and reminder notices did not include required information (right to request a meter reading and interpreter information).
- Some customers with final bills in credit were not asked for instructions on how to refund the credit balance.
- Some hardship customers were not informed of their rights to have bills redirected free of charge.

The auditor made seven recommendations to address the non-compliances and control deficiencies. No recommendations were made for two of the non-compliances, as they were resolved before the end of the audit. Origin has addressed all the recommendations in the post-audit implementation plan since the audit was completed.

#### The ERA's assessment of the audit findings

The ERA considers that Origin has achieved a satisfactory level of compliance with its licence. While there has been a small increase in the number of non-compliances from the 2022 audit, four non-compliances and two control deficiencies were for obligations that were removed from the *Compendium of Gas Customer Licence Obligations* during the audit period. Two non-compliances and control deficiencies were carried forward from the 2022 audit and resolved during the current audit period.

**Further information**

General enquiries

Alex Kroon

Ph: 08 6557 7989

[info@erawa.com.au](mailto:info@erawa.com.au)

Media enquiries

Ph: +61 428 859 826

[media@erawa.com.au](mailto:media@erawa.com.au)