

ENFORCEMENT AND COMPLIANCE OUTCOMES 2016-17

Enforcement



Court enforceable undertakings
2



Infringement notices
21



Total penalties
\$420,000

Failure to provide a registered life support customer with 4 business days notice of a planned interruption

s125(2)(d) Retail Rules



Infringements
12



Penalties

Ausgrid **\$160,000**
Ergon Energy **\$20,000**
Energex Limited **\$40,000**
Endeavour Energy **\$20,000**

Failure to obtain explicit informed consent

s38 Retail Law



Infringements
3



Penalties

Simply Energy **\$60,000**

Sale of electricity without valid authorisation or exemption

s88 Retail Law



Infringements
5



Penalties

Stockland Trust Management Limited **\$100,000**

Submitting inaccurate information and data

s282 (1) Retail Rules



Infringements
1



Penalties

Origin Energy LPG Limited **\$20,000**

Compliance and Monitoring



425
exempt sellers had their practices reviewed



26
retailers had their pricing information reviewed



3
compliance checks relating to retailer billing practices



2
industry surveys into retailer practices regarding life support customers and disconnections

Engagement



2,300
life support packs distributed to GP clinics to raise awareness of life support protections



1,100
life support brochures to regional councils