



# Lumo Energy Pty Ltd – retail audit fact sheet

The Australian Energy Regulator (AER) required Lumo Energy Pty Ltd (Lumo) to undertake an independent audit of its compliance with specific requirements of the National Energy Retail Law (Retail Law) and National Energy Retail Rules (Retail Rules).

In 2017 Lumo was audited by Ernst & Young with respect to disconnection obligations under the Retail Law and Retail Rules as well as its compliance reporting obligations to the AER under Retail Law.

This fact sheet provides a summary of audit findings.

## Grade

## What the auditors found



Grade: Yellow

### **Retail Rule 111 – De-energisation for not paying bill**

The auditor found that Lumo's processes and policies were satisfactory and identified only minor instances of non-compliance.

The auditor made recommendations as to possible process improvements which would supplement the current process and eliminate any possible breaches of this rule.



Grade: Green

### **Retail Rule 115 – De-energisation for non-notification by move-in or carry over customers**

The auditor found that Lumo's processes and policies were effective with only minor instances of non-compliance.

The auditor made recommendations around documentation of employee compliance with Lumo's procedures and policies.



Grade: Green

### **Retail Rule 116 – When retailer must not arrange de-energisation**

The auditor found that Lumo's processes and policies were effective with only minor instances of non-compliance.

The auditor made a number of recommendations on how processes can be further improved.



Grade: Yellow

### **Compliance reporting to the AER**

The auditor found that Lumo has satisfactory processes and policies to report breaches to the AER under the Compliance Guideline.

The auditor recommended changes including the development and implementation of regulatory reporting, compliance training packs and guidelines for specified employees.

