






M2 energy Pty Ltd– retail audit fact sheet

The Australian Energy Regulator (AER) required M2 Energy Pty Ltd (M2) 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 2018 M2 was audited by RSM Australia Pty Ltd (RSM) with respect to its hardship obligations under the Retail Law and Retail Rules as well as its compliance reporting obligations to the AER under the Retail Law.

This fact sheet provides a summary of audit findings.

Grade	What the auditors found
 Grade: Green	<p>Retail Law - Section 43 – Customer Hardship Policies</p> <p>Retail Law - Section 44 – Minimum requirements for customer hardship policy (by virtue of section 43)</p> <p>The auditor found that M2’s policies and processes were effective.</p> <p>The auditor recommended that the hardship policy be prioritised and reviewed annually, further training on the requirement for hardship policies prior to the customer exiting from its hardship program, ensuring evidence is retained for coaching and training staff and agents.</p>
 Grade: Green	<p>Retail Law - Section 50 – Payment Plans</p> <p>Retail Law - Section 52 - Rules</p> <p>The auditor found that M2’s policies and processes were effective.</p> <p>The auditor recommended that voice recording be retained on how payment plans are set up with customers.</p>
 Grade: Green	<p>Retail Rule 111(1)(2) – De-energisation for not paying bill</p> <p>The auditor found that M2’s policies and processes were compliant.</p> <p>The auditor recommended that training for staff on assessing a customer’s ability to pay and offering payment plans prior to disconnections and retaining records of complaints and potential breaches.</p>
 Grade: Green	<p>Retail Rule 116 – When retailer must not arrange de-energisation</p> <p>Retail Rules - Rule 33 – Payment difficulties & Rule 72 – Payment Plans (by virtue of Rule 116)</p> <p>The auditor found that M2’s policies and processes were effective.</p>
 Grade: Yellow	<p>Part 3 – Obligations to submit information & data on compliance to the AER</p> <p>The auditor found that M2’s policies and processes were only partially compliant.</p> <p>The auditor recommended that M2 submit reports for each reporting period and retain a copy of the reports and to train staff on the process for identifying and reporting potential compliance breaches.</p>