

AGL Gas Trading Licence Performance Audit – Post Audit Implementation Plan

Ref. (no./ year)	Non-compliance / Control Deficiency	Auditors Recommendation	Management action proposed to be taken by the licensee
01/2022	<p>Non-Compliance and Control Deficiency Rating: B/2 Legislative Obligations: Trading Licence Clause 2.1 and Schedule 2 Compendium Clause 4.1(b) Details: During the audit period there were 6,937 instances where a customer was not billed within 105 days. This represents a control improvement with Obligation 137</p>	<p><i>RSM recommend AGL reduce the unbilled threshold in which billing exceptions are identified to promote early detection. This also allows the Billing team to manage exceptions within the SLA to mitigate the risk of future non-compliance.</i></p>	<p>Action Plan: AGL supports this recommendation and is committed to continuous improvement and implementing strategies that better support our customers. This includes frequently reviewing our processes. AGL will review the current procedures for WA unbilled customers, with a view to enhance our early detection controls for WA accounts at risk of being billed in excess the 105-day requirement. Given the volume of bills sent each year, AGL considers the instances identified during the audit period to be low.</p> <p>Responsible Officer: Head of Connections and Billing</p> <p>Target Completion Date: 28 Feb 2023</p>
02/2022	<p>Non-Compliance and Control Deficiency Rating: B/2 Legislative Obligations: Trading Licence Clause 2.1 and Schedule 2 Compendium Clause 4.16(3) Details: One instance was identified where AGL had not informed the customer of the outcome of the review (of the bill) within 20 business days or as soon as practicable. This represents a non-compliance with Obligation 170.</p>	<p><i>RSM acknowledge that AGL implemented additional controls to address this non-compliance, however the amendment performed on the KIT Procedure document occurred in June 2022, which is outside the audit period. Therefore, we recommend AGL to assess the effectiveness of the update and evaluate the newly implemented workflow procedure in KIT to determine if the procedure is working as expected, ensuring customers are informed of the outcome of the bill review within 20 business days from the date of receipt of the request for review.</i></p>	<p>Action Plan: As a priority AGL completed a root cause analysis of this instance when identified in the audit. The root cause of the customer not being informed of the outcome of the bill review was due to a gap in the relevant KIT work instructions. AGL acted quickly to remediate the gap identified during the audit and confirmed no other customers were impacted. AGL supports this recommendation and will complete a post implementation review of the KIT process to determine the effectiveness of the control, additionally AGL will explore options to automate this control going forward.</p> <p>Responsible Officer: Head of Connections and Billing</p> <p>Target Completion Date: 30 November 2022</p>