



Notice

9 April 2025

Change Energy Pty Ltd

2024 performance audit

The Economic Regulation Authority has published the 2024 [performance audit report](#) and the [post-audit implementation plan](#) for Change Energy Pty Ltd's electricity retail licence ERL25.

Change Energy sells electricity to contestable business customers in the South West Interconnected System.¹ As at 30 June 2024, Change Energy had 197 small use and 225 large use business customers.²

The ERA's decision

The ERA considers that Change Energy has achieved a high level of compliance with its licence and decided to increase the audit period from 36 months to 48 months. The next audit will cover the period 1 January 2025 to 31 December 2028, with the report to be provided by 30 April 2029.

Audit findings

The audit of the 239 licence obligations applicable to Change Energy found seven non-compliances but no control deficiencies. Five of the non-compliances were from the previous audit in 2021 and were addressed by June 2022.

The two new non-compliances were for submitting an annual compliance report to the ERA late and not specifying on estimated bills that the customer can request the basis and reason for the estimation, a verification of energy data and a meter reading. Change Energy has already implemented the auditor's two recommendations to resolve the non-compliances.

Further information

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¹ Contestable customers are customers on the SWIS who consume more than 50MWh of electricity a year.

² Small use customers consume less than 160MWh of electricity a year.