

05 March 2015

**Our ref:** C/15/2808

Ms Angela Jaric  
GM, Retail Regulation and Compliance  
EnergyAustralia Pty Ltd  
Level 33 / 385 Bourke Street  
Melbourne Victoria 3000

Dear Ms Jaric

**Essential Services Commission Assurances and Administrative Undertaking**

Thank you for your letter of 16 February 2015 about a number of compliance breaches, identified by EnergyAustralia in late 2013. At that time, the Essential Services Commission (the Commission) sought assurances that EnergyAustralia had taken the necessary corrective actions to remedy those breaches, or formal Administrative Undertakings that it would do so.

In periodic reports to the Commission and in regular staff meetings thereafter, EnergyAustralia reported early progress in coming into compliance. EnergyAustralia also continued to detail improvements in timeliness of billing throughout 2014. As your recent letter states, EnergyAustralia has recorded the completion of all required actions in its 2013–2014 annual compliance report to the Commission, for all but one of the original breaches.

The remaining breach needing corrective action involved the transfer of EnergyAustralia customers from Ausgrid's SAP billing to the C1 system. This solution was adopted to provide required information on customer bills. I note that EnergyAustralia shows this transfer as complete in the half-year compliance report to December 2014.

I therefore can advise that, subject to confirmation by independent audit, the Commission will consider these matters closed and the undertakings discharged.

Your letter and this response will shortly appear on the Commission's website, to update information already published there. Please feel free to call me on (03) 9032 1320 if you would like to discuss these matters further.

Yours sincerely



Jeff Cefai  
Director, Energy