



EnergyAustralia

16 February 2015

Jeff Cefai  
Essential Services Commission  
Level 37, 2 Lonsdale Street  
Melbourne 3000

*Issued via Email*

Dear Jeff

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### ESC ASSURANCE AND ADMINISTRATIVE UNDERTAKING

EnergyAustralia wishes to provide the Commission with the following information with regard to the assurances sought in relation to breaches of regulatory obligations summarised on the Commission's website located via <http://www.esc.vic.gov.au/Energy/EnergyAustralia-Compliance> .

A summary of these assurances, including references to the breaches included in EnergyAustralia Pty Ltd's Annual Compliance report dated 1 July 2013 to 30 June 2014 (**Report**) which is attached, include:

Ref.	Description	Report reference	Completed
1	Undertaking to reduce the number of unbilled accounts.	Breach 15	1 February 2014
2	Provision of smart meter information for customers serviced in Ausgrid's SAP billing system.	Breach 16	21 November 2014
3	The application of discounts to accounts.	Breaches 20 and 32	27 October 2013
4	Billing greater than nine months.	Breach 21	15 December 2013
5	Early Termination Fees.	Breach 28	30 November 2013
6	Recording customer explicit informed consent.	Breach 3	1 July 2014
7	Compliance and Billing Audit.	<a href="http://www.esc.vic.gov.au/getattachmen t/a2cecb28-4f7c-4184-bd72-31c4849528a4/EnergyAustralia-Regulatory-Audit-of-Customer-Billi.pdf">http://www.esc.vic.gov.au/getattachmen t/a2cecb28-4f7c-4184-bd72-31c4849528a4/EnergyAustralia-Regulatory-Audit-of-Customer-Billi.pdf</a>	1 May 2014

All above-mentioned breaches with the exception of the provision of the smart meter information have been remediated and reported as such in EnergyAustralia Pty Ltd's Annual Compliance report dated 1 July 2013 to 30 June 2014.

With regards to the provision of smart meter content on bills to former Ausgrid customers, EnergyAustralia confirms the impacted customers were successfully transferred to the C1 billing platform on 21 November 2014, following which impacted customers commenced receiving the required billing information. A sample bill

demonstrating compliance with this obligation was issued to and accepted by Martin Johnson on 6 February 2015.

With regards to our current number of unbilled accounts they are 1,488, on this basis EnergyAustralia considers this an acceptable business as usual level therefore no longer sees it necessary to provide the Commission with fortnightly reports on the unbilled customer numbers.

We therefore respectfully request the Commission to remove from its homepage references to these regulatory compliance breaches which have now been finalised and reported.

If you have any questions regarding this matter please me on +61 8628 1343 or via email on [angela.jaric@energyaustralia.com.au](mailto:angela.jaric@energyaustralia.com.au)

Yours sincerely

Angela Jaric  
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**EnergyAustralia Pty Ltd**