

Australian Energy Market Operator

COMPLIANCE ISSUES FOR DECISION

DATE: 14 July 2017
RESPONSIBILITY: Group Manager Market Management

COMPLIANCE ISSUES SUMMARY TABLE:

Breach	Description	Recommendation
Retail Market Procedures (WA) 79(4) by Alinta Energy on 06/06/2017	<p>On 29/05/2017, a customer emailed Alinta Energy requesting cancellation of a transfer request to Alinta Energy. However, that email was not actioned within the 2 business days required under the WA Retail Market Procedures (“Procedures”). As a result, the customer received a final bill from their retailer.</p> <p>On 06/06/2017, Alinta Energy was advised by the other retailer that Alinta Energy had failed to withdraw the customer’s transfer request in a timely manner.</p> <p>This appears to be a breach of clause 79(4) of the Procedures by Alinta Energy for failing to withdraw the transfer request within 2 business days.</p>	<p>Submissions were called for, and the submission window closed on 13/07/2017.</p> <p>No submissions were received.</p> <p>After having regard to the other matters in clause 329(1) of the Procedures, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

COMPLIANCE ISSUES:

1. Procedures breach reported by Alinta Energy:

Retail Market Procedures (WA) 79(4) by Alinta Energy on gas day 06/06/2017.

Description	See the description above.
Action taken	Alinta Energy requested the other retailer to raise an error correction notice as per clause 32(1)(a) of the Procedures to transfer the customer back to the other retailer. Alinta Energy has apologised to the other retailer. Alinta Energy has reviewed its operational processes and re-trained relevant staff in the correct transfer withdrawal procedures.
Impact	Failure to withdraw the transfer request in a timely manner has resulted in a customer receiving the final bill from the other retailer. No submissions were received from participants in response to the request for submissions.

