

Jenny Cameron
Chief Executive
ERANZ
P O Box 25596
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For the Attention of: Jenny Cameron

10 August 2018

Dear Jenny

Compliance Report against Voluntary Practice Benchmark for Electricity Retailer Credit Management of Vulnerable Customers

1. In July 2017 ERANZ engaged Strata Energy Consulting (Strata) to collect information from relevant retailers on the level of compliance being achieved against the Voluntary Practice Benchmarks for Electricity Retailer Credit Management of Vulnerable Customers (VC Benchmark) and Management of Medically Dependent Customers (MDC Benchmark). The benchmarks are an electricity industry led initiative and the relevant retailers are those that have voluntarily agreed to align practices with the benchmarks.
2. Strata's role as an independent facilitator involved collecting individual retailer compliance reports and recording an aggregated position on the level of compliance with the Benchmarks. Between July and November 2017, Strata received the individual compliance reports for the June 2016/17 year. The aggregated responses were provided to ERANZ in January 2018.
3. The results from the compliance reports are set out below.

The Results of the Voluntary Practice Benchmark for Vulnerable Customers

4. 10 compliance reports were received from the 13 VC Benchmark signatories (a 77% response). 2 additional responses were received from non VC Benchmark signatories.
5. All responding retailers reported full compliance with the Voluntary Practice Benchmarks with 6 retailers becoming fully compliant in 2017. Only one instance of non-compliance was reported; this was in the provision of information to customers on how to manage without power.

The Results of the Voluntary Practice Benchmark for Management of Medically Dependent Customers

6. Strata Energy Consulting received 11 responses from the 13 MDC Benchmark signatories (an 85% response). 3 additional responses were received from non MDC Benchmark signatories.

7. Of the 14 responding electricity retailers, only two reported non-compliance with the voluntary benchmarks but provided details on the expected date of compliance and actions that were being taken to achieve compliance.
8. Based on the results of the retailers' self-assessment, 100% compliance across the responding electricity retailers is expected to be achieved by February 2018.

Regards

A handwritten signature in black ink, appearing to read 'Bill Heaps', with a stylized flourish at the end.

Bill Heaps
Managing Director
Strata Energy Consulting Limited