

Jemena – distributor audit fact sheet



Jemena is a distributor that provides electricity to the north-western Victoria. In 2017 Jemena was audited by Deloitte on four topics:

Grade	What the auditors found
●	<p>Life support</p> <p>The audit found Jemena has sufficient processes in place to protect life support customers.</p> <p>The auditor made some recommendations to further improve processes in this area, including: formalise training for staff, and review third party service providers to ensure all activities are undertaken in line with expectations.</p>
●	<p>Guaranteed service levels</p> <p>Jemena had sufficient processes in place to ensure guaranteed service level payments were made. The auditor made some recommendations to further improve processes in this area, including: automation of manual processes to ensure appointment data is captured accurately, and to ensure that customers received timely payments.</p>
●	<p>Compliance systems</p> <p>The audit noted that Jemena had some satisfactory compliance controls, but recommended that Jemena: enhance training for third parties, record completed training better, monitor processes to check procedures are followed, and ensure consistency in the use of the central compliance system.</p>
●	<p>Complaints and dispute resolution</p> <p>The audit recommended that Jemena improve training for staff for how complaints are escalated, and consider implementing a dedicated team for high risk complaints.</p>

Commission's response: The audit found that Jemena has some controls in place, but requires further improvements to maintain compliance. Jemena have accepted these recommendations and are undertaking works to improve their compliance systems.

The commission is aware of a small number of breaches reported by Jemena during the audit period. The commission will continue to closely monitor Jemena's compliance with the energy codes and the works that are being undertaken to improve their processes.

The commission would like to thank Jemena and Deloitte for their collaborative and co-operative approach to the audit.

