

Australian Energy Market Operator

COMPLIANCE ISSUES FOR DECISION

DATE: 23 March 2017
RESPONSIBILITY: Group Manager Market Management

COMPLIANCE ISSUES SUMMARY TABLE:

Breach	Description	Recommendation
Retail Market Procedures (WA) 78, 81(2) and 81(3) by Alinta Energy on 03/02/2017 and 06/02/2017	<p>On 17/02/2017, Alinta Energy was advised by another retailer that Alinta Energy had transferred two customers to Alinta Energy as move in customers rather than as in-situ customers. The transfer requests were made by Alinta Energy on 03/02/17 and 06/02/17.</p> <p>This appears to be a breach of clause 78, 81(2) and 81(3) of the WA Retail Market Procedures (“Procedures”) by Alinta Energy.</p>	<p>Submissions were called for, and the submission window closed on 21/03/2017.</p> <p>No submissions were received.</p> <p>After having regard to the other matters in clause 329(1) of the WA Retail Market Procedures (“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 breaches self-reported by Alinta Energy:

Retail Market Procedures (WA) 78, 81(2) and 81(3) by Alinta Energy on 03/02/2017 and 06/02/2017.

Description	See the description above.
Action taken	Alinta Energy immediately identified the staff concerned and they were re-trained in the correct transfer procedures. Alinta Energy has apologised to the other Retailer. Alinta Energy has reviewed its customer transfer procedures to ensure it is clear to all staff the circumstances under which a customer can be transferred as a move in.
Impact	The transfer requests made by Alinta Energy on 03/02/2017 and 06/02/2017 had no associated change of user for the delivery points and hence the customers should not have been transferred as move in customers. There was no impact on either customer. No submissions were received from participants in response to the request for submissions.
Decision	After having regard to the 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.