



# Bulletin

## REES Bulletin No. 13

### Electronic Activity and Audit Records

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### Key Messages:

- ▶ This Bulletin outlines the process for use of Electronic Activity and Audit Records in-field.
- ▶ When obtaining electronic confirmation from a customer, the audit or activity form must be signed using a stylus.
- ▶ Compliance with storage and communication requirements can be met using the appropriate electronic communication and storage methods set out in the Electronic Transactions Act 2000 (SA).
- ▶ An information statement must be left with the customer at the time the audit or activity is performed and a copy of the signed activity or audit form must be made available upon request of the customer.

This Retailer Energy Efficiency Scheme (REES) Bulletin outlines the process for the creation of Electronic Activity and Audit Records 'in-field', for example, the use of electronic tablets and other such electronic materials.

Each such electronic record must be in a form which contains the mandatory information and fields stipulated in Schedule 3 of the REES Code. Further, the customer must sign such electronic records through the use of a stylus pen rather than via a simple confirmation button. Compliance with these requirements can be met using the appropriate electronic communication and storage methods set out in the Electronic Transactions Act 2000 (SA).

The electronic record must be fully completed before the customer signs electronically. No records are to be altered after obtaining a signature, unless the installer has received express approval from the customer, and the customer and installer have initialled the change. The Commission may request documentation on how this is monitored. The Commission's preference is for electronic activity and audit records to be time and geographic stamped.

When using electronic activity and energy audit records, a copy of the signed record or an information statement must be provided to the customer at the time the audit or activity is performed. If the customer receives an information statement, and not a complete copy of the signed record, a copy of the signed complete record must be made readily available at the customer's request, either electronically or by post. The information statement left with the customer must include all the information required in clause 7.1.2 of the REES Code.

The Commission can review and provide feedback on electronic activity and audit records at the request of a retailer.

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