

# Energy Safety

## Audits and inspections

### The audit process

Audits are conducted by Energy Safety for both the gas and electricity sectors. These may involve the suppliers and distributors, the network or pipeline, equipment, workmanship and safety practices, and electricity and gas appliances. A site audit may be either a:

- Scheduled Audit - This would normally have advanced written notification (a minimum of two working days), either by post or email, but can also include verbal notice, circumstances dependant.

Or an,

- Unscheduled Audit - This is an audit where the normal advanced notice has not been able to be given due to audit opportunity or other reason.

The Energy Safety officer will explain the functions of Energy Safety to the client and make them aware of our normal notice objectives. If it is not possible to accommodate the audit at that time it may be possible to schedule a future audit. This can be discussed with the Energy Safety Officer.

Note however, an Urgency Audit can be conducted where the Officer has observed an unsafe situation, or an unsafe or obviously non-compliant product, that if used or interacted with by a person poses a clear risk of injury or significant damage to property. In that case, the Officer must proceed with the audit at that time, even where the client objects or seeks to defer the audit. This reflects the responsibility of Officers under section 5 of the Electricity Act 1992 or Section 6 of the Gas Act 1992 to ensure the safe use of electricity and gas.

- Online or electronic audits - These are conducted real time and the electronic request for information (for example; supplier declaration information) and typically provides for a 10 day response time requirement.

Energy Safety Officers are very aware of business needs and demands so have minimum disruption objectives. For example, if clients or other business needs arise while any audit is being conducted, then every reasonable accommodation will be made by the Officer to allow the business to conduct its business, minimising any disruption during the audit process to the business.

The following types of help or information might be requested during an audit:

- details of the appropriate contact person authorised to respond on behalf of the business
- details of your business e.g. registered company, partnership
- the basis on which the product is legally sold in New Zealand. For example, evidence of approval and SDoC
- evidence of correct product labelling
- evidence of correct product marking
- evidence of general suitability for the marketplace, including correct plugs, warning labels and instruction manuals.

### Outcome of audits

Energy Safety will advise the outcome when all elements of the audit have been considered. At the time of an audit, a verbal explanation will be given of the findings and other advice as appropriate.

If the audit has been deemed unsatisfactory, Energy Safety will advise of the problem(s) requiring remedy and detail any possible compliance action that might apply. Compliance action may include a formal warning, the issue of an Infringement notice or Prosecution.

We need your help so if you have concerns about a product or see a gas or electrical product offered for sale that appears non-compliant or unsafe then please call our free phone number 0508 377 463 or complete our [product appliance complaint form](#).