

Compliance plan for Hunet Energy

Title: Relevant Information		
Non-compliance	Description	
<p>With: Clauses 10.6, 11.2, 15.2</p> <p>From/to: entire audit period</p>	<p>No registry validation in place resulting in discrepancies not being identified and corrected at the earliest opportunity.</p> <p>Potential impact: Medium</p> <p>Actual impact: Low</p> <p>Audit history: Twice</p> <p>Controls: Weak</p> <p>Breach Risk Rating: 6</p>	
Audit Risk Rating	Rationale for audit risk rating	
Medium	The current validation process is manual and hard to manage with a growing customer base. The potential for errors to not be corrected is high.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We carried out training with switching team but some orders handled by other teams – provisioning team & credit control team. I believe that is why there has been some missing information or invalid status updates due to insufficient training. The correction are on the way	30 Sep 2017	Investigating- training addresses part of the issue but reporting to identify discrepancies is needed. I note that development has been underway in relation to this for almost 12 mths – confirmation of delivery of this is needed.
Preventative actions taken to ensure no further issues will occur	Completion date	
We will keep carrying out training and discussion with switching team for information details on registry. We then change our ordering process so all orders related to ICP and metering updates must be reported to switching team. Switching team will do clearing validation on their email box if they have updated the changes correctly.	30 July 2017	

Title: Changes to registry information		
Non-compliance	Description	
Audit Ref: 3.3 With: 10 of Schedule 11.1 From/to: 1/8/16-31/3/17	32 status updates were not processed within 5 business days of the event on the Registry. Potential impact: Medium Actual impact: Low Audit history: Six time previously Controls: Moderate Breach risk rating: 4	
Audit Risk Rating	Rationale for audit risk rating	
Medium	Whilst a relatively small number of ICPs are affected and manual processes are better managed, the ability to identify incorrect statuses if the manual process is missed is lacking.	
Actions taken to resolve the issue	Completion date	Remedial action Status
The corrections are on the way.	31 August 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
There has been some invalid status updates on vacant ICPs by our credit control team. They updated some active vacant ICPs to Inactive in order to remove them from their following-up list because they had had no read updates for a long time. We will training credit control team not to update status on their end. Only switching team will be able to update status when they receive completed paper work of disconnection from meter companies.	31 August 2017	

Title: Trader responsibility for an ICP		
Non-compliance	Description	
Audit Ref: 3.4 With: 11.18 From/to: 2/3/17-5/3/17	ICP taken to ready for decommissioning status three days earlier than the final read date Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	This appears to be due to human error. Hunet decommission a very small number of ICPs therefore the market impact is low. Discrepancy reporting would assist in identifying such errors	
Actions taken to resolve the issue	Completion date	Remedial action Status
I believe that it was a human mistake. We were advised from the customer that the property is demolished on 06/03/2017. We should have put the effective date as 06/03/2017. We will see if we can reverse and correct the event.	31 Aug 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	

I believe that it was a human mistake. We were advised from the customer that the property is demolished on 06/03/2017. We should have put the effective date as 06/03/2017. We will see if we can reverse and correct the event.	31 Aug 2017	
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Title: Provision of information to the registry		
Non-compliance	Description	
With: Clause 9 of Schedule 11.1 From/to: 29/7/16-12/10/17	Registry not updated within 5 days of commencement of trading for 27 ICPs. Potential impact: Low Actual impact: Low Audit history: Five times Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	Hunet do not have a large volume of new connections.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We will get them closed as soon as possible	30 Sep 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
It was our first time that we install a bulk of new ICPs for a multiple dwelling unit and there was no proper manual of the work-process on the job. Through the audit process, HNET achieved a clear idea and switching team will actively check and update the registry information with great attention.	30 Sep 2017	

Title: ANZSIC codes		
Non-compliance	Description	
With: Clause 9(1)(k) of schedule 11.1 From/to: Entire audit period	Inaccurate ANZSIC codes populated for ten ICPs. Potential impact: Low Actual impact: Low Audit history: Four times Controls: Strong Breach Risk Rating: 1	
Audit Risk Rating	Rationale for audit risk rating	
Low	Good progress has been made since the last audit. The remaining ten ICPs continue to be worked on to resolve.	
Actions taken to resolve the issue	Completion date	Remedial action Status
A new field was added in the service application form in December 2015. Internal rules enhanced to achieve the information more effectively.	30 July 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	

We will always try our best to gain correct business type from our customers and to reduce unknown type.	30 July 2017	
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Title: Management of active status		
Non-compliance	Description	
With: Clause 17 of Schedule 11.1 From/to: entire audit period	Recording of ICPs at the incorrect status. Potential impact: Medium Actual impact: Low Audit history: Twice Controls: Moderate Breach Risk Rating: 4	
Audit Risk Rating	Rationale for audit risk rating	
Medium	The lack of registry discrepancy reporting is resulting in ICPs not being corrected for some time, whilst small in volume if left unchecked this could have a larger impact as the customer base grows.	
Actions taken to resolve the issue	Completion date	Remedial action Status
If we are not able to find the customer who requested the ICP install, then we will request Vector if they can decommission the ICP.	31 July 2017	Investigating- discrepancy reporting is needed to identify any errors made by staff
Preventative actions taken to ensure no further issues will occur	Completion date	
ICP creation orders have been submitted by individual staff members and they were not fully trained. We will change the ordering process so only switching team submit orders and they follow up until the orders get completes.	31 July 2017	

Title: Management of inactive status		
Non-compliance	Description	
With: Clause 19 of Schedule 11.1 From/to: entire audit period	Recording of ICPs at the incorrect status. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Weak Breach Risk Rating: 6	
Audit Risk Rating	Rationale for audit risk rating	
Medium	The lack of registry discrepancy reporting is resulting in ICPs not being corrected for some time, whilst small in volume if left unchecked this could have a larger impact as the customer base grows. The incorrect application of statuses is still evident.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We carried out training with switching team but some orders handled by other teams – provisioning team & credit control team. I believe that is why there has been some missing information or invalid status updates due to insufficient training. The correction are on the way	30 Sep 2017	Investigating- discrepancy reporting is needed to identify any errors made by staff

Preventative actions taken to ensure no further issues will occur	Completion date
We will keep carrying out training and discussion with switching team for information details on registry. We then change our ordering process so all orders related to ICP and metering updates must be reported to switching team. Switching team will do clearing validation on their email box if they have updated the changes correctly	30 Sep 2017

Title: Losing trader response to switch request & events- standard switch		
Non-compliance	Description	
With: Clause 3 of Schedule 11.3 From/to: 24/11/16-24/11/16	Incorrect AN response code was provided for one ICP with AMI metering. AA was applied instead of AD. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	There was one error found. Other participants could confirm AMI metering was in place for the affected ICPs through other registry fields.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We carried out training with switching team.	14 July 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We will always try our best put correct code on ANs	14 July 2017	

Title: Losing trader must provide final information- standard switch		
Non-compliance	Description	
With: Clause 5 of Schedule 11.3 and Clause 15.2 of Part 15. From/to: Entire audit period	Incorrect standard CS file content including: <ul style="list-style-type: none"> • incorrect labelling of reads and switch reading sent for the incorrect event date • incorrect read type • incorrect last read date • inaccurate average daily consumption. Potential impact: Medium Actual impact: Low Audit history: Six times Controls: Weak Breach Risk Rating: 6	
Audit Risk Rating	Rationale for audit risk rating	
Medium	System issue regarding average daily consumption is still evident. A variety of errors identified indicating staff training is required.	

Actions taken to resolve the issue	Completion date	Remedial action Status
This is due to a misunderstanding by staff of how to correctly apply these reads and we fully trained switching to put the correct read and date.	14 July 2017	Investigating- the response addresses the training issue.
Preventative actions taken to ensure no further issues will occur	Completion date	The system issue is addressed in response to Section 4.10 below
I have reviewed the recent final reads and they look all good now. I can confirmed that our switching team is well trained.	14 July 2017	

Title: Losing trader provides information- switch move		
Non-compliance	Description	
With: Clause 10 of Schedule 11.3 From/to: entire audit period	Incorrect AN response codes were provided for three ICPs. 1 late AN file sent. 1 AN file not sent. 1 late CS file sent late. Potential impact: Medium Actual impact: Low Audit history: None Controls: Weak Breach Risk Rating: 6	
Audit Risk Rating	Rationale for audit risk rating	
Medium	There were a small number of errors found. The incidence of the registry status being incorrect as well as the incorrect AN code will cause the gaining trader to incorrectly believe the ICP is de-energised and is therefore misleading.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We carried out training with switching team	14 July 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Switching team have never used PD due to lake of acknowledge of AN types. They are fully trained now and they know what to put when ICP is disconnected. Switching team now also check switch breach page on EA regularly to see if they are missing any switch to response.	14 July 2017	

Title: Losing trader determines a different event date-switch move	
Non-compliance	Description

With: Clause 10(2) of Schedule 11.3 From/to: 5/12/17-11/1/17	Two switch event dates set one day earlier than requesting traders date in the AN file. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	Whilst the date in the AN was earlier the CS file was sent for the requested event date for 2 ICPs. There were exceptions with the remaining 4 event dates and the event date was set correctly.	
Actions taken to resolve the issue	Completion date	Remedial action Status
I believe that they were all done by human mistake. Switching team know what they should do.	14 July 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We will keep carrying out training that we validate input data.	14 July 2017	

Title: Losing trader must provide final information- switch move		
Non-compliance	Description	
With: Clause 11 of Schedule 11.3 and Clause 15.2 of Part 15. From/to: Entire audit period	Incorrect standard CS file content including: <ul style="list-style-type: none"> incorrect last read date inaccurate average daily consumption. Potential impact: Low Actual impact: Low Audit history: Six times Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	The issue of incorrect average daily consumption remains unresolved. Overall the content of the move switch files was found to be accurate	
Actions taken to resolve the issue	Completion date	Remedial action Status
We need to implement a new function on our system in order to extract and update accurate average daily consumption. We currently don't have a process of reviewing daily consumption.	28 Feb 2018	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
All involved teams including data development and switching team will have a discussion meeting to find a best way how we can implement the function.	28 Feb 2018	

Title: Gaining trader changes to switch meter reading- switch move	
Non-compliance	Description

With: Clause 12(2A)&(2B) of Schedule 11.3 From/to: 5/1/17-7/1/17	One read request incorrectly rejected. Potential impact: Low Actual impact: Low Audit history: None Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	This was the only incidence in the audit period. This highlights a staff training issue and that no check is in place to ensure staff are adhering to the code requirements.	
Actions taken to resolve the issue	Completion date	Remedial action Status
The RR for the ICP 100112123UN34C was an invalid request. The read on RR was 34149(A) but the actual read from AMI was 34102 . That was the reason why we rejected the RR.	14 July 2017	Disputed- I noted the customer moved out 5/1/17 and the read for this date was sent with an event date of 7/1/17 when midnight read of 6/1/17 should have been sent – this is what Flick sent through and this should have been accepted.
Preventative actions taken to ensure no further issues will occur	Completion date	
We will keep carrying out training and monitor switch breach on EA, so we don't miss our due to response.	14 July 2017	

Title Withdrawal of switch requests		
Non-compliance	Description	
With: Clause 17 & 18 of Schedule 11.3 From/to: Entire audit period	Three switches withdrawn more than 2 months after the event date. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	The three late switch withdrawals were actioned as soon as practicable.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We haven't had updated meter replacement on our system and this issue caused the late switch withdrawal requests. We are now checking all the meters having metering issue and will update the new information on our system asap.	31 Dec 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We have created a new email address metering@megaenergy.co.nz in order to follow up all the metering changes and replacement and so we can update the changes within 5 days.	31 July 2017	

Title: Derivation of meter readings
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Non-compliance	Description	
With: Clause 5(b)&(c) of schedule 15.2 From/to: Entire audit period	Checks for phase failure not conducted and recorded. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	Datacol have a fix in progress to address this and Hunet have a small number of category 2 sites	
Actions taken to resolve the issue		Completion date
We will work with Datacol to resolve the issue		31 Sep 2017
Preventative actions taken to ensure no further issues will occur		Completion date
We will work with Datacol to resolve the issue		31 Sep 2017
		Investigating

Title NHH meter reading application		
Non-compliance	Description	
With: Clause 6 of Schedule 15.2 From/to: entire audit period	The midnight read is not being correctly applied for transfer switches. Potential impact: Low Actual impact: Low Audit history: None Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	The process is correct for move in switches but were misunderstood in relation to transfer switches.	
Actions taken to resolve the issue		Completion date
There was a misunderstanding in relation to the final read on switch date. Switching team is now fully aware of this issue and they now know what to use as a final read.		14 July 2017
Preventative actions taken to ensure no further issues will occur		Completion date
I have reviewed recent CSs and they looked all good. They are now fully trained.		14 July 2017
		Identified

Title: Interrogate meters once	
Non-compliance	Description

With: Clauses 7(1) and 7(2) of Schedule 15.2	No read process does not achieve best endeavours for any ICPs with Hunet for less than 12 months. Lack of accurate reporting. Three ICPs with no read gained during the period of supply and exceptional circumstances not met were identified. Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Weak Breach Risk Rating: 6	
From/to: Entire audit period		
Audit Risk Rating	Rationale for audit risk rating	
Medium	There were only three ICPs identified and all had a short period of supply. However the reporting was found to be inaccurate and the no read process has weak controls.	
Actions taken to resolve the issue	Completion date	Remedial action Status
The process for the management of the no read files is that they are checked on a daily basis and are worked through on a priority basis. We have reviewed all the ICPs failed to read and we plan to request smart meter installation or meter fault for no read ICPs	28 Feb 2018	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
System now reports us the list of ICPs failed to read on a daily basis but we haven't gone further investigation of no read ICPs. However, we will actively go investigation of those ICPs from now on and try our best to reduce number of no read ICPs.	28 Feb 2018	

Title: Interrogate NHH meters annually		
Non-compliance	Description	
With: Clauses 8(1) & (2) of schedule 15.2	No access ICPs process and ICPs with a meter change sites will not meet the exceptional circumstance requirement within the 12 month period. Incorrect monthly meter reading report being provided to the Electricity Authority. Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Weak Breach Risk Rating: 3	
From/to: entire audit period		
Audit Risk Rating	Rationale for audit risk rating	
Low	Overall the volume of unread ICPs reported is small and the report was over reporting the number of ICPs.	
Actions taken to resolve the issue	Completion date	Remedial action Status

Data development team is working on system amendment.	31 Nov 2017	Investigating- no action detailed in relation to the addressing the no read process timeliness
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	31 Nov 2017	

Title: NHH meters 90% read rate		
Non-compliance	Description	
With: Clauses 9(1) & (2) of schedule 15.2 From/to: March 17	No access ICPs process and ICPs with a meter change sites will not meet the exceptional circumstance requirement within the 4 month period. Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	Overall the volume of unread ICPs reported is small.	
Actions taken to resolve the issue	Completion date	Remedial action Status
Data development team is working on system amendment.	31 Nov 2017	Investigating- no action detailed in relation to the addressing the no read process timeliness
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	31 Nov 2017	

Title: Correction of NHH meter readings		
Non-compliance	Description	
With: Clause 19 (1) of schedule 15.2 From/to: July 15- Sept 16	Consumption on active vacant prior to September 2016 has not being submitted in all instances, therefore corrections are not being applied correctly in all instances. Potential impact: Medium Actual impact: Low Audit history: None against this clause - recorded against the electricity supplied clause in the previous audit Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	The management of corrections is manual with weak controls in place therefore the risk of this continuing to occur is highly likely. However, the volume of ICPs that Hunet trades across is low.	
Actions taken to resolve the issue	Completion date	Remedial action Status

Data development team is working on system amendment. However, we will try our best to get reads up to dated manually for all the active vacant ICPS	30 Nov 2017	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	28 Feb 2018	

Title: NHH metering information data validation		
Non-compliance	Description	
With: Clause 16 of schedule 15.2 From/to: Entire audit period	Meter mismatches are not being identified during validation. No check for zero consumption on AMI metered sites. Potential impact: Medium Actual impact: Low Audit history: None Controls: Weak Breach Risk Rating: 6	
Audit Risk Rating	Rationale for audit risk rating	
Medium	Meter changes not being actioned resulting in sites being estimated therefore controls are weak and 93% of sites are AMI read therefore the risk of zero consumption not being identified and investigated is high, but overall Hunet's customer base is small.	
Actions taken to resolve the issue	Completion date	Remedial action Status
We will manually get it processed as the system cannot support at this stage.	31 Aug 2017	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will see how the system can support the function	28 Feb 2018	

Title: Electronic readings and estimated readings		
Non-compliance	Description	
With: Clause 17 of schedule 15.2 From/to: Entire audit period	AMI event information not adequately obtained and monitored. Potential impact: Medium Actual impact: Low Audit history: None Controls: Weak Breach Risk Rating: 6	
Audit Risk Rating	Rationale for audit risk rating	
Medium	93% of sites are AMI read therefore the lack of event management effects almost all of Hunet's customer base, but Hunet's customer base is small.	

Actions taken to resolve the issue	Completion date	Remedial action Status
We will manually get it processed as the system cannot support at this stage.	31 Aug 2017	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will see how the system can support the function	28 Feb 2018	

Title: Electricity supplied information		
Non-compliance	Description	
With: Clause 15.7 of schedule 15 From/to: Entire audit period	Consumption on active vacant not being submitted prior to September 2016. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	This is now being captured post September 2016, but was not prior to this time.	
Actions taken to resolve the issue	Completion date	Remedial action Status
Data development team is working on system amendment.	30 Nov 2017	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	30 Nov 2017	

Title: Allocation of submission information		
Non-compliance	Description	
With: 15.5 From/to: July 15- Sept 16	Consumption on active vacant ICPs is not being included in submission for period prior to September 2016. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	This is now being captured post September 2016, but was not prior to this time.	
Actions taken to resolve the issue	Completion date	Remedial action Status
Data development team is working on system amendment.	30 Nov 2017	Investigating

Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	30 Nov 2017	

Title: Accuracy of submission information		
Non-compliance	Description	
With: 15.12 From/to: July 15 to Sept 2016	Corrections for consumption on active vacant ICPs is not being included in submission for sites prior to September 2016. . Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	This is now being captured post September 2016, but was not prior to this time.	
Actions taken to resolve the issue	Completion date	Remedial action Status
Data development team is working on system amendment.	30 Nov 2017	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will review report files once new logic applied.	30 Nov 2017	

Title: Permanence of meter readings for reconciliation		
Non-compliance	Description	
With: Clause 4 of schedule15.2 From/to: Entire audit period	Some FE still exists at 14 months. Potential impact: Low Actual impact: Low Audit history: Four times previously Controls: Weak Breach Risk Rating: 3	
Audit Risk Rating	Rationale for audit risk rating	
Low	The volume overall of HE is low at revision 14 but would be fixed if meter changes were managed.	
Actions taken to resolve the issue	Completion date	Remedial action Status
The process for the management of the no read files is that they are checked on a daily basis and are worked through on a priority basis. We have reviewed all the ICPs failed to read and we plan to request smart meter installation or meter fault for no read ICPs.	28 Feb 2018	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	

System now reports us the list of ICPs failed to read on a daily basis but we haven't gone further investigation of no read ICPs. However, we will actively go investigation of those ICPs from now on and try our best to reduce number of no read ICPs.	28 Feb 2018	
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Title: Historic estimate process		
Non-compliance	Description	
With: Clause 4 & 5 of schedule 15.3 From/to: Entire audit period	HE scenario not working correctly for Scenario A - ICP becomes Inactive part way through a month. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	All scenarios that had occurred worked except one.	
Actions taken to resolve the issue	Completion date	Remedial action Status
This was pointed out in the last audit process and data development team amended some of system logics but further improvements are required. Data development team will review this again to make an improvement.	28 Feb 2018	
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will add this to their development project and will announce what to fix and expected completion date.	28 Feb 2018	Investigating

Title: Historic estimate reporting		
Non-compliance	Description	
With: Clause 10 of schedule 15.3 From/to: Entire audit period	Some FE still exists at 14 months. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach Risk Rating: 2	
Audit Risk Rating	Rationale for audit risk rating	
Low	Only 7% of sites are manually read, hence the risk rating.	
Actions taken to resolve the issue	Completion date	Remedial action Status
Data development team will review this again to make an improvement.	28 Feb 2018	
Preventative actions taken to ensure no further issues will occur	Completion date	
Data development team will add this to their development project and will announce what to fix and expected completion date.	28 Feb 2018	Investigating

