

Compliance plan for Cold Storage Nelson - 2017

Relevant information		
Non-compliance	Description	
Audit Ref: 2.1 With: Clause 15.2 From: 01-May-15 To: 31-Aug-15	Electricity supplied file errors not identified and revised. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because there are still some improvements to make. There is no impact on settlement or other participants therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
A reporting issue in the Simply Energy Billing system caused the Cold Storage AV-120 volumes to mis report for two months in the middle of 2016. As Cold Storage billed quantities do not normally change from the first reporting month the incorrect values were not revised.		Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We will now run Electricity Supplied revisions each month for Cold Storage inline with our other traders. We will also be able to detect any volume discrepancies.	September 2017	

Electricity supplied		
Non-compliance	Description	
Audit Ref: 11.3 With: Clause 15.7 of part 15 From: 01-Jul-16 To: 31-Aug-16	Some electricity supplied errors. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because there are some improvements to make, including the frequency of running the checks. There is no impact on settlement or other participants therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Incorrect information supplied for two months middle of 2016 due to an issue with the Simply Energy billing system.		Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Revisions for the two months impacted will be provided in September and October 2017 which will correct the inaccuracies. A review of the HHR submitted volumes to the RM against AV-120 revised data shows that the new reports will achieve the difference threshold thereby confirming that the issue is resolved.	October 2017	

HHR aggregates		
Non-compliance	Description	
Audit Ref: 11.4 With: Clause 15.8 of part 15 From: 01-Aug-16 To: 31-Jul-17	Aggregates file contains submission information. Potential impact: None Actual impact: None Audit history: Once Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	There is no impact on settlement because the aggregates file is only used for reporting, therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Cold Storage will work with Simply Energy and other Traders on proposing a rule change to correct the wording of the current clause to no longer be Electricity Supplied but Consumption volumes.	30 September 2017	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	