

NON-COMPLIANCE

Non-compliance	Description		
Audit Ref: 2.1 With: Clause 11.2(1) From: 13-Oct-16 To: 06-Sep-17	Incorrect NSP and dedicated status information has potential to cause localised medium adverse impact on market settlement. Potential impact: Medium Actual impact: Low Audit history: None Controls: None Breach risk rating: 8		
Audit risk rating	Rationale for audit risk rating		
Medium	The incorrect information provided has the potential to cause localised medium adverse impact on settlement.		
Actions taken to resolve the issue		Completion date	Remedial action status
We have rectified the incorrect NSP information identified in this audit. We have also identified the source of the incorrect dedicated status information.		4 October 2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
(a) We will correct the incorrect dedicated status information. (b) A check will be incorporated into the new connections process to ensure that the dedicated status is correct when new ICPs are loaded onto the Registry. (c) We are currently seeking advice and developing a solution to ensure that we monitor MainPower’s systems to identify and correct errors in information to be submitted to the Registry.		30 November 2017 13 October 2017 Q1 2018	

Non-compliance	Description		
<p>Audit Ref: 3.5 With: 7(2A) of schedule 11.1</p> <p>From: 13-Oct-16 To: 06-Sep-17</p>	<p><i>Distributor provides initial energisation date to registry.</i> <i>The participant did not provide the initial energisation date for 34 new ICPs within the required time.</i></p> <p>Potential impact: None Actual impact: None Audit history: None Controls: Weak Breach risk rating: 3</p>		
Audit risk rating	Rationale for audit risk rating		
Low	<p>Audit risk is assessed as Low because no participant or reconciliation process depends on this information and there has not been any material adverse impact.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
The missing initial energization dates have been obtained and the Registry updated.		19/9/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We will continue to work with our livening agent to ensure that we receive the data that we require. In the short term this will be a reminder of MainPower's obligations under the Code. In the longer term we are reviewing utilizing the livening agent's electronic system currently used to populate data to the registry on behalf of an MEP.		30 October 2017 for reminder of obligations. Q2 2018 for electronic system.	

Non-compliance	Description		
<p>Audit Ref: 4.1 With: 8 of schedule 11.1</p> <p>From: 03-Jan-16 To: 13-Jul-17</p>	<p><i>Participant provides changes to registry information within 3 business days of the change taking effect. Participant did not provide information within 3 business days as tabulated in audit report for changes of address, price category code and installation type.</i></p> <p>Potential impact: Low Actual impact: Low Audit history: Once Controls: Weak Breach risk rating: 3</p>		
Audit risk rating	Rationale for audit risk rating		
Low	Although controls in place are weak, the identified issues of alleged non compliance have little or no adverse effect.		
Actions taken to resolve the issue		Completion date	Remedial action status
A process has been adopted to monitor DG applications on a monthly basis ensuring that there is not the requirement for large scale updating of DG information including price category. This will reduce the requirement to backdate information. We are adhering to the policy that information will not be backdated by more than 3 working days. We have updated our processes to ensure that when address information is changed we record the event date.		13/10/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We are reviewing utilizing the livening agent's electronic system currently used to populate data to the registry on behalf of an MEP. This will assist us to populate the tariff change data when an ICP shifts from builder's temporary supply to permanent supply within 3 working days.		Q2 2018 for electronic system.	

Non-compliance	Description		
<p>Audit Ref: 4.2 With: Clauses 7(1),(4) and (5) of schedule 11.1</p> <p>From: 13-Oct-16 To: 06-Sep-17</p>	<p><i>There are demonstrable errors in the allocation of ICP to NSP on the registry and no processes have been demonstrated to maintain this information or identify and correct errors.</i></p> <p>Potential impact: Medium Actual impact: Unknown Audit history: None Controls: None Breach risk rating: 8</p>		
Audit risk rating	Rationale for audit risk rating		
Medium	Incorrect allocation of NSP to ICP can have significant impact on reconciliation, however balancing areas mitigate the adverse effect of these errors.		
Actions taken to resolve the issue		Completion date	Remedial action status
The errors identified in the audit have been corrected.		4 October 2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Training will be undertaken with new staff in the Network Control Centre and the records staff responsible for updating the GIS system to advise them of updating requirements.</p> <p>We are currently developing a process for monitoring the allocation of ICP to GXP to ensure we identify and correct errors in a timely fashion.</p>		<p>30 November 2017.</p> <p>Q1 2018</p>	

Non-compliance	Description	
<p>Audit Ref: 4.4 With: Clause 2 of schedule 11.1</p> <p>From: 13-Oct-16 To: 06-Sep-17</p>	<p><i>Address information provided for 26 ICPs would not allow ready location of the ICP.</i></p> <p>Potential impact: None Actual impact: None Audit history: None Controls: Weak Breach risk rating: 3</p>	
Audit risk rating	Rationale for audit risk rating	
Low	A very small number of ICPs are involved and each ICP may be readily located by means other than distributor provided information.	
Actions taken to resolve the issue		Completion date
The errors identified in the audit have been corrected.		4 October 2017
Preventative actions taken to ensure no further issues will occur		Completion date
<p>This issue is caused by the address field for the DUMML ICPs being overwritten whenever the GPS coordinates are updated. This removes the addresses for the DUMML ICPs (being the address of the office where the DUMML database is located). In the short term the issue will be addressed by adding a step to the GPS update process that the addresses for the DUMML ICPs is restored.</p> <p>In the longer term the system for recording ICP information and updating the registry will be designed to ensure that the address field for the DUMML ICPs is not overwritten by information from the MainPower GIS system.</p>		<p>30 October 2017</p> <p>Q1 2018</p>
		Identified

Non-compliance	Description		
<p>Audit Ref: 4.6</p> <p>With: Clause 7 (1) of schedule 11.1</p> <p>From: 03-Jan-16</p> <p>To: 13-Jul-17</p>	<p><i>Distributor maintains registry information.</i></p> <p>1. 27,273 ICPs have dedicated status incorrectly set to Y.</p> <p>Potential impact: Low</p> <p>Actual impact: None</p> <p>Audit history: Once</p> <p>Controls: None</p> <p>Breach risk rating: 8</p>		
Audit risk rating	Rationale for audit risk rating		
Medium	<p>The setting of dedicated status is incorrect for a large number of ICPs which under fault conditions could cause significant localised errors in reconciliation volume allocation. In normal circumstances this will not have any adverse effect.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
The dedicated status for all ICPs on the MainPower network (other than the Daiken MDF plant which is a direct feed and is not subject to this audit) will be set to N.		30 November 2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>We will review and update the back office process which populates the dedicated status field. MainPower will also adopt a policy that all ICPs should be set to N unless there are particular features of an ICP that require that its dedicated status flag be set to Y.</p> <p>The dedicated status flag for new ICPs will be monitored through the new connection process.</p>		30 November 2017	