

Compliance plan for Metlifecare Greenwood Retirement Village – 2018

Distributed unmetered load audits		
Non-compliance	Description	
Audit Ref: 1.10 With: Clause 16A.26 From: 01-Jun-18 To: 10-Dec-18	DUML audit not completed within the required timeframe. Potential impact: None Actual impact: None Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong as Contact has robust controls in place to ensure audits are carried out but in this case no database was available when the ICP switched so Contact have had to create their own one. The impact is assessed to be low as the late audit has no direct impact on reconciliation.	
Actions taken to resolve the issue	Completion date	Remedial action status
Audit completed now	N/A	Cleared
Preventative actions taken to ensure no further issues will occur	Completion date	
N/A	N/A	

Deriving submission information			
Non-compliance	Description		
Audit Ref: 2.1 With: Clause 11.1 of schedule 15.3 From: 01-Jun-18 To: 10-Dec-18	DUML database is not up to date. Potential impact: Low Actual impact: None Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as Contact has robust controls in place, but the database created was found to be missing items of load. The impact is assessed to be low as the correct UML figure from the registry is being used for reconciliation so the impact to the market is none.		
Actions taken to resolve the issue		Completion date	Remedial action status
Database to be updated with missing lights		30/09/2019	
Preventative actions taken to ensure no further issues will occur		Completion date	
N/A		N/A	

All load recorded in database			
Non-compliance	Description		
Audit Ref: 2.5 With: Clause 11(2A) of Schedule 15.3 From: 01-Jun-18 To: 10-Dec-18	31 additional items of load found in the field not recorded in the database. 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 rated as moderate as Contact has robust controls in place, but the database created was found to be missing items of load. The impact is assessed to actually none as the correct figure is being used for reconciliation, but "none" is not available as an option.		
Actions taken to resolve the issue		Completion date	Remedial action status
Additional lights to be added to the database		30/09/2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
The lighting in this development is stagnant.		N/A	

Database Accuracy		
Non-compliance	Description	
Audit Ref: 3.1 With: Clause 15.2 and 15.37B(b)) From: 01-Jun-18 To: 10-Dec-18	31 additional items of load found in the field that would result in an estimated under submission of 3,178 kWh per annum if this were used for submission. Potential impact: Low Actual impact: None Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as moderate as Contact has robust controls in place, but the database created was found to be missing items of load. The impact is assessed to actually none as the correct figure is being used for reconciliation, but "none" is not available as an option.	
Actions taken to resolve the issue	Completion date	Remedial action status
Additional lights to be added to the database	30/09/2019	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
This database is stagnant	N/A	

Volume information accuracy			
Non-compliance	Description		
Audit Ref: 3.2 With: Clause 15.2 & 15.37B(c) From: 01-Jun-18 To: 10-Dec-18	DUML database not used to calculate submission. Potential impact: Low Actual impact: None Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as Contact has robust controls in place, but the database created was found to be missing items of load. The impact is assessed to be low as the correct UML figure from the registry is being used for reconciliation so the impact to the market is none.		
Actions taken to resolve the issue		Completion date	Remedial action status
Database created		N/A	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
This database is stagnant		N/A	