

Compliance plan for Avondale Business Association DUML – 2020

Deriving submission information		
Non-compliance	Description	
<p>Audit Ref: 2.1 With: 11(1) of Schedule 15.3 From: 01-Jun-17 To: 01-May-20</p>	<p>Additional lights found in the field resulting in an estimated annual under submission of 4,310 kWh. Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Weak Breach risk rating: 3</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>The controls in place are rated as weak as the database is not being maintained as expected. The impact is assessed to be low, based on the overall kWh differences described above.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
<p>Mercury does not currently have an active customer for this ICP. We have had recent contact with Avondale Business Association and are discussing the requirements to open an account. If it is determined that supply is not required and an account is not opened, we will arrange for supply to be disconnected. If an account is created, we will work with the customer to complete a full review of the database to ensure any discrepancies and changes since the last active account are recorded accurately.</p>	Sept 2020	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
<p>Mercury does not currently have an active customer for this ICP. We have had recent contact with Avondale Business Association and are discussing the requirements to open an account. If it is determined that supply is not required and an account is not opened, we will arrange for supply to be disconnected. If an account is created, we will work with the customer to complete a full review of the database to ensure any discrepancies and changes since the last active account are recorded accurately.</p>	Sept 2020	

All load recorded in database			
Non-compliance	Description		
Audit Ref: 2.5 With: 11(2A) of Schedule 15.3 From: 01-Jun-17 To: 01-May-20	21 additional lights found in the field. Potential impact: Low Actual impact: Low Audit history: Once Controls: Weak Breach risk rating: 3		
Audit risk rating	Rationale for audit risk rating		
Low	The controls in place are rated as weak as the database is not being maintained as expected. The impact is assessed to be low as the impact on reconciliation is small as detailed in section 3.1 .		
Actions taken to resolve the issue		Completion date	Remedial action status
Mercury does not currently have an active customer for this ICP. We have had recent contact with Avondale Business Association and are discussing the requirements to open an account. If it is determined that supply is not required and an account is not opened, we will arrange for supply to be disconnected. If an account is created, we will work with the customer to complete a full review of the database to ensure any discrepancies and changes since the last active account are recorded accurately.		Sept 2020	Identified
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Database accuracy		
Non-compliance	Description	
Audit Ref: 3.1 With: 15.2 and 15.37B(b) From: 01-Jun-17 To: 01-May-20	Lamp discrepancies resulting in a potential under submission of 4,309 kWh per annum. Potential impact: Low Actual impact: Low Audit history: Once Controls: Weak Breach risk rating: 3	
Audit risk rating	Rationale for audit risk rating	
Low	The controls in place are rated as weak as the database is not being maintained as expected. The impact is assessed to be low, based on the kWh differences described above.	
Actions taken to resolve the issue		Completion date
Mercury does not currently have an active customer for this ICP. We have had recent contact with Avondale Business Association and are discussing the requirements to open an account. If it is determined that supply is not required and an account is not opened, we will arrange for supply to be disconnected. If an account is created, we will work with the customer to complete a full review of the database to ensure any discrepancies and changes since the last active account are recorded accurately.		Sept 2020
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Remedial action status		
Identified		

Volume information accuracy		
Non-compliance	Description	
Audit Ref: 3.2 With: 15.2 and 15.37B(c) From: 01-Jun-17 To: 01-May-20	Lamp discrepancies resulting in an estimated annual under submission of 4,310 kWh. 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	The controls in place are rated as weak as the database is not being maintained as expected. The impact is assessed to be low, based on the overall kWh differences described above.	
Actions taken to resolve the issue		Completion date
Mercury does not currently have an active customer for this ICP. We have had recent contact with Avondale Business Association and are discussing the requirements to open an account. If it is determined that supply is not required and an account is not opened, we will arrange for supply to be disconnected. If an account is created, we will work with the customer to complete a full review of the database to ensure any discrepancies and changes since the last active account are recorded accurately.		Sept 2020
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Remedial action status		
Identified		