

Compliance plan for Metlifecare Greenwood Retirement Village– 2021

Distributed unmetered load audits		
Non-compliance	Description	
Audit Ref: 1.10 With: Clause 16A.26 and 17.295F From: 12-Jun-20 To: 21-Mar-21	DUML audit not completed within the required timeframe. 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 are rated as weak. The delay was due to late provision of the database to be audited. The impact is assessed to be low based on the under submission recorded in Section 2.1.	
Actions taken to resolve the issue	Completion date	Remedial action status
Client engaged to support the DUML audit process and sufficient data provided to Veritek to facilitate the audit.	31/3/2021	Cleared
Preventative actions taken to ensure no further issues will occur	Completion date	
This particular ICP is switching away, so no preventative action can be taken regarding this particular database and ICP. Schedule and timelines agreed between Simply Energy and Veritek for all future Audits required. This follows the transition of DUML ICPs to the CTCs code managed by Simply Energy.	31/3/2021	

Deriving submission information		
Non-compliance	Description	
Audit Ref: 2.1 With: Clause 11.1 of schedule 15.3 From: 01-Dec-18 To: 21-Mar-21	DUML database is not up to date. 12 additional lights identified by the field audit resulting in under submission by 1,230 kWh per annum. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor at 1,230 kWh per annum under submission; therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Client has been advised of the additional lights that need to be added to their excel database. (NB: This ICP is switching effective 1/4/2021)	31/3/21	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
N/a Switch in progress at the time of receiving audit.		

All load recorded in database		
Non-compliance	Description	
Audit Ref: 2.5 With: Clause 11(2A) of Schedule 15.3 From: 01-Dec-18 To: 21-Mar-21	12 additional items of load found in the field not recorded in the database. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor at 1,230 kWh per annum under submission; therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Client has been advised of the additional lights that need to be added to their excel database. (NB: This ICP is switching effective 1/4/2021)	31/3/21	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
N/a Switch in progress at the time of receiving audit.		

Database accuracy		
Non-compliance	Description	
Audit Ref: 3.1 With: Clause 15.2 and 15.37B(b)) From: 01-Dec-18 To: 21-Mar-21	12 additional items of load found in the field that would result in an estimated under submission of 1,230 kWh per annum. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor at 1,230 kWh per annum under submission; therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Client has been advised of the additional lights that need to be added to their excel database. (NB: This ICP is switching effective 1/4/2021)	31/3/2021	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
N/a Switch in progress at the time of receiving audit.		

Volume information accuracy		
Non-compliance	Description	
Audit Ref: 3.2 With: Clause 15.2 & 15.37B(c) From: 01-Dec-18 To: 21-Mar-21	DUML database is not up to date. 12 additional lights identified by the field audit resulting in under submission by 1,230 kWh per annum. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor at 1,230 kWh per annum under submission; therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Client has been advised of the additional lights that need to be added to their excel database. (NB: This ICP is switching effective 1/4/2021)	31/3/2021	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
N/a Switch in progress at the time of receiving audit.		