

Compliance plan for Metlifecare Greenwood Retirement Village Tauranga DUML for Meridian 2021

Volume information accuracy		
Non-compliance	Description	
Audit Ref: 3.2 With: Clause 15.2 & 15.37B(c) From: 01-Apr-21 To: 21-Jul-21	Registry had the incorrect daily kWh value from 01/04/2021 to 21/07/21. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as strong as Meridian's controls mitigate risk to an acceptable level. The impact on settlement and participants is low and the volumes will be corrected through the revision process for the months affected.	
Actions taken to resolve the issue	Completion date	Remedial action status
The daily kWh used for settlement was corrected with an event date of 01/04/2021 and revisions for all impacted months (April – July 21) are now complete.	30/11/2021	Cleared
Preventative actions taken to ensure no further issues will occur	Completion date	
No comment provided		