

Compliance plan for Rotorua Lakes District Council and Mercury NZ Ltd

Deriving Submission Information		
Non-compliance	Description	
<p>Audit Ref: 2.1 With: Clause 11(1) of Schedule 15.3</p> <p>From: 01-Mar-20 To: 18-Feb-22</p>	<p>The field audit identified potential under submission of 2,400 kWh per annum due to 16 discrepancies.</p> <p>Mercury uses a snapshot at the end of the month for submission purposes, which does not cater for the actual installation or change dates.</p> <p>Over submission of 1,691 kWh due to festive lighting being in the database all year.</p> <p>Potential impact: Medium</p> <p>Actual impact: Low</p> <p>Audit history: Multiple times</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement.</p> <p>The impact on settlement is minor; therefore the audit risk rating is low.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
<p>RLDC has made good progress on correcting the field discrepancies identified in the audit. We will follow up with RLDC regarding the festive lights being included in the database in error. We are discussing with RLDC's Mercury account manager to confirm the feasibility of RLDC providing the data in a format that makes non-snapshot practical.</p>	March 2023	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
<p>We've found that RLDC is very compliance conscious, conscientious about accuracy of the database and easy to communicate with; this gives us confidence that accuracy will be maintained.</p>	Ongoing	

Location of each item of load		
Non-compliance	Description	
Audit Ref: 2.3 With: 11(2)(b) of Schedule 15.3 From: 18-Feb-22 To: 21-Dec-22	One item of load with insufficient location details recorded. Potential impact: Low Actual impact: None Audit history: Twice Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong as processes in place mitigate this risk to an acceptable level. The audit risk rating is low this affected only three items of load and has no direct impact on reconciliation.	
Actions taken to resolve the issue	Completion date	Remedial action status
We have followed up with RLDC and are awaiting confirmation that this has been updated.	February 2023	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We've found that RLDC is very compliance conscious, conscientious about accuracy of the database and easy to communicate with; this gives us confidence that accuracy will be maintained.	Ongoing	

All load recorded in database	
Non-compliance	Description
Audit Ref: 2.5 With: 11(2A) of Schedule 15.3 From: 18-Feb-22 To: 21-Dec-22	Six additional items of load found in the field. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Strong Breach risk rating: 1

Audit risk rating	Rationale for audit risk rating		
Low	<p>The controls are rated as strong as processes in place mitigate this risk to an acceptable level.</p> <p>The impact on settlement and participants is minor therefore the audit risk rating is low.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p>For the three additional lights on front of the blue baths, RLDC has confirmed that the lights were connected via the building not SL circuit.</p> <p>The three other additional lights have been noted as 'pole to be added to RAMM' and will be updated shortly.</p>		February 2023	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>We've found that RLDC is very compliance conscious, conscientious about accuracy of the database and easy to communicate with; this gives us confidence that accuracy will be maintained.</p>		Ongoing	

Database accuracy	
Non-compliance	Description
<p>Audit Ref: 3.1 With: Clause 15.2 and 15.37B(b) From: 18-Feb-22 To: 21-Dec-22</p>	<p>The field audit identified potential under submission of 2,400 kWh per annum due to 16 discrepancies.</p> <p>Discrepancies from the previous audit not corrected.</p> <p>Over submission of 1,691 kWh due to festive lighting being in the database all year.</p> <p>Potential impact: Medium Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2</p>
Audit risk rating	Rationale for audit risk rating
Low	<p>The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement.</p> <p>The impact on settlement is minor; therefore the audit risk rating is low.</p>

Actions taken to resolve the issue	Completion date	Remedial action status
RLDC has made good progress on correcting the field discrepancies identified in the audit. We will follow up with RLDC regarding the festive lights being included in the database in error. We are discussing with RLDC's Mercury account manager to confirm the feasibility of RLDC providing the data in a format that makes non-snapshot practical.	March 2023	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
We've found that RLDC is very compliance conscious, conscientious about accuracy of the database and easy to communicate with; this gives us confidence that accuracy will be maintained.	Ongoing	

Volume information accuracy		
Non-compliance	Description	
<p>Audit Ref: 3.2</p> <p>With: Clause 15.2 and 15.37B(c)</p> <p>From: 18-Feb-22</p> <p>To: 21-Dec-22</p>	<p>The field audit identified potential under submission of 2,400 kWh per annum due to 16 discrepancies.</p> <p>Mercury uses a snapshot at the end of the month for submission purposes, which does not cater for the actual installation or change dates.</p> <p>Over submission of 1,691 kWh due to festive lighting being in the database all year.</p> <p>Potential impact: Medium</p> <p>Actual impact: Low</p> <p>Audit history: Multiple times</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement.</p> <p>The impact on settlement is minor; therefore the audit risk rating is low.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
RLDC has made good progress on correcting the field discrepancies identified in the audit. We will follow up with RLDC regarding the festive lights being included in the database in error. We are discussing with RLDC's Mercury account manager to confirm the feasibility of RLDC providing the data in a format that makes non-snapshot practical.	March 2023	Investigating

Preventative actions taken to ensure no further issues will occur	Completion date	
We've found that RLDC is very compliance conscious, conscientious about accuracy of the database and easy to communicate with; this gives us confidence that accuracy will be maintained.	Ongoing	