

Compliance Plan – Mackenzie DC CNIR DUML 2024

Deriving submission information			
Non-compliance	Description		
<p>Audit Ref: 2.1 With: Clause 11(1) of Schedule 15.3</p> <p>From: 27-May-24 To: 12-Jun-24</p>	<p>The field audit found that the database is not confirmed as accurate within +/- 5%. In absolute terms, total annual consumption is estimated to be 78,80 kWh lower than the DUML database indicates.</p> <p>Festive lights not added to database when connected.</p> <p>Potential impact: High Actual impact: High Audit history: Twice Controls: Weak Breach risk rating: 9</p>		
Audit risk rating	Rationale for audit risk rating		
High	<p>The controls are recorded as weak as a high number of discrepancies were identified in the field audit due to changes made in the field not being recorded in the database.</p> <p>The impact on settlement and participants is high; therefore, the audit risk rating is high.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
Mackenzie have identified a breakdown in communication between the Alpine network and their contractor Netcom around the process for updating the database (DB) with changes and additions. The issues have been identified by the customer and a piece of work has begun to rectify the discrepancies.		01/10/2024	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Alongside the remediation work to fix the historic inaccuracies in the DB, Mackenzie is also introducing a new process where the contractor will update the RAMM DB directly when a job is complete, Mackenzie will then reconcile the invoice provided for the work completed against the DB to confirm that the correct process has been followed and the DB has been updated.		01/12/2024	

All load recorded in database		
Non-compliance	Description	
Audit Ref: 2.5 With: Clauses 11(2A) of Schedule 15.3 From: 27-May-24 To: 12-Jun-24	Festive lights not added to database when connected. Potential impact: Low Actual impact: Low 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 MDC has identified the need for the festive lights to be added to the database in future. The impact on settlement and participants is minor; therefore, the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
MDC to update RAMM with the festive light install & removal each year.	N/A	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Mackenzie is introducing a new process where the contractor will update the RAMM DB directly when a job is complete, Mackenzie will then reconcile the invoice provided for the work completed against the DB to confirm that the correct process has been followed and the DB has been updated.	01/12/2024	

Database accuracy		
Non-compliance	Description	
<p>Audit Ref: 3.1</p> <p>With: Clause 15.2 and 15.37B(b)</p> <p>From: 27-May-24</p> <p>To: 12-Jun-24</p>	<p>The field audit found that the database is not confirmed as accurate within +/- 5%. In absolute terms, total annual consumption is estimated to be 78,800 kWh lower than the DUML database indicates.</p> <p>Festive lights not added to database when connected.</p> <p>Potential impact: High</p> <p>Actual impact: High</p> <p>Audit history: Three times</p> <p>Controls: Weak</p> <p>Breach risk rating: 9</p>	
Audit risk rating	Rationale for audit risk rating	
High	<p>The controls are recorded as weak as a high number of discrepancies were identified in the field audit due to changes made in the field not being recorded in the database.</p> <p>The impact on settlement and participants is high; therefore, the audit risk rating is high.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
Mackenzie have identified a breakdown in communication between the Alpine network and their contractor Netcom around the process for updating the database (DB) with changes and additions. The issues have been identified by the customer and a piece of work has begun to rectify the discrepancies.	01/10/2024	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Alongside the remediation work to fix the historic inaccuracies in the DB, Mackenzie is also introducing a new process where the contractor will update the RAMM DB directly when a job is complete, Mackenzie will then reconcile the invoice provided for the work completed against the DB to confirm that the correct process has been followed and the DB has been updated.	01/12/2024	

Volume information accuracy		
Non-compliance	Description	
Audit Ref: 3.2 With: Clauses 15.2 and 15.37B(c) From: 27-May-24 To: 12-Jun-24	The field audit found that the database is not confirmed as accurate within +/- 5%. In absolute terms, total annual consumption is estimated to be 78,80 kWh lower than the DUML database indicates. Festive lights not added to database when connected. Potential impact: High Actual impact: High Audit history: Twice Controls: Weak Breach risk rating: 9	
Audit risk rating	Rationale for audit risk rating	
High	The controls are recorded as weak as a high number of discrepancies were identified in the field audit due to changes made in the field not being recorded in the database. The impact on settlement and participants is high; therefore, the audit risk rating is high.	
Actions taken to resolve the issue	Completion date	Remedial action status
Mackenzie have identified a breakdown in communication between the Alpine network and their contractor Netcom around the process for updating the database (DB) with changes and additions. The issues have been identified by the customer and a piece of work has begun to rectify the discrepancies.	01/10/2024	Identified
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Alongside the remediation work to fix the historic inaccuracies in the DB, Mackenzie is also introducing a new process where the contractor will update the RAMM DB directly when a job is complete, Mackenzie will then reconcile the invoice provided for the work completed against the DB to confirm that the correct process has been followed and the DB has been updated.	01/12/2024	