

Orams Marine Services Limited SPOR RP Compliance Plan 2021

Material Change Audit		
Non-compliance	Description	
Audit Ref: 1.12 With: Clause 16A.11 From: 01-Oct-20 To: 30-Apr-21	Material change audit not conducted for the change of agent from Contact Energy to EMS. Potential impact: Medium Actual impact: None Audit history: None Controls: None Breach risk rating: 5	
Audit risk rating	Rationale for audit risk rating	
Low	There is not a process in place to identify changes of agent to ensure a material change audit is conducted. The audit did not identify any impact from this change.	
Actions taken to resolve the issue		Completion date
This issue was only identified at the time of the audit.		N/A
Preventative actions taken to ensure no further issues will occur		Completion date
This is a frustrating occurrence; the change of agent was unexpected and not disclosed to us – it was represented to us as a change of branding only. Given that EMS is a respected DA and the change affected essentially all of Contact Energy's time of use connections we believe that the potential impact is in fact low, but do agree that we had no controls in place to catch it as it is a completely unexpected occurrence (i.e. we did not trigger the change). This situation is unlikely to occur again but we have note in our processes to check for a DA change if/when a retailer managing a gate meter changes branding/operations in the future.		30/07/2021
		Identified