

Compliance plan for Platinum Power – 2021

Non-compliance	Description		
Audit Ref: 2.1 With: 11.2 From: 16-Jul-20 To: 31-May-21	A small number of incomplete or incorrect information Potential impact: Low Actual impact: Low Audit history: Once previously Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as they require some improvements to update the registry in a timely manner. There was minor impact on settlement outcomes because of the small number of ICPs. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
Corrections have been made where needed.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Platinum will review processes and make amendments to ensure accurate and complete information is populated on the registry. We will discuss the average daily consumption figure that is supplied to us by our agent. In this particular case the instance was due to human error.		21/11/2021	

Non-compliance	Description		
Audit Ref: 2.11 With: 10.33A From: 01-Feb-20 To: 31-May-21	New installations are electrically connected without accepting responsibility and not having approval from Northpower Potential impact: Medium Actual impact: Low Audit history: None Controls: Weak Breach risk rating: 6		
Audit risk rating	Rationale for audit risk rating		
Medium	The controls are weak. The process is well documented but not followed. There is the possibility of having electrically connected ICPs not being recorded in the registry therefore volumes not being reconciled. Audit risk rating is medium because PLTM is planning to gain more new connections.		
Actions taken to resolve the issue		Completion date	Remedial action status
In both instances Platinum worked with Northpower to resolve the issues at the time.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Platinum have discussed the process with Northpower and are fully aware that they need to follow due process. In future we will discuss new connections with all involved prior to installing metering. Platinum have documented processes, and these will be followed.			

Non-compliance	Description		
Audit Ref: 2.13 With: 10.36 From: 16-Sep-19 To: 31-May-21	No arrangements with CTCT to provide the MEP services for two ICPs 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 strong. New MEP has already accepted nomination, but customers refuse the access to carry on work. Audit risk rating is low because the company is planning to replace meters in the near future		
Actions taken to resolve the issue		Completion date	Remedial action status
These meters have been an ongoing issue. The customer has not allowed access in both cases to have the meters changed.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Platinum are again in discussions with these customers and are making some progress to arrange for the meters to be replaced with IHUB/MTRX metering.			

Non-compliance	Description		
<p>Audit Ref: 2.19</p> <p>With: 11.30A</p> <p>From: 02-Feb-21</p> <p>To: 31-May-21</p>	<p>No information about Utilities Dispute is provided on the Platinum Power customer invoice or communications to customers about electricity services and bills</p> <p>Potential impact: None</p> <p>Actual impact: None</p> <p>Audit history: None</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as they require some improvements to update the registry in a timely manner. There was no impact on settlement outcomes. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
This was an oversight on our behalf, and we accept the noncompliance.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We are working with Utilimate our billing provider to update all invoices with required information. We have also noted the requirements under the guidelines as to when we are required to provide this information and made note to do so.		21/11/2021	

Non-compliance	Description		
Audit Ref: 2.20 With: 11.30B From: 02-Feb-21 To: 31-May-21	No information about Powerswitch is provided on the Platinum Power website, customer invoice or other communications to customers about electricity services and bills Potential impact: None Actual impact: None Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as they require some improvements to update the registry in a timely manner. There was no impact on settlement outcomes. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
This was an oversight on our behalf, and we accept the noncompliance.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
As for 2.19 above.		21/11/2021	

Non-compliance	Description		
Audit Ref: 3.3 With: 10 of Schedule 11.1 From: 16-Jul-20 To: 31-May-21	Late updates to the registry for 4 ICPs Potential impact: None Actual impact: None Audit history: Once previously Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as moderate as they require some improvements to update the registry in a timely manner. There was minor impact on settlement outcomes because of the small number of ICPs. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
We have had some issues with communication, in particular MEP nominations.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Staff are aware of the requirements and will take more care going forward. All profiles unless specified are now to be made RPS on switch in. We conduct a validation process for every switch that has evolved over time and should not see the same errors occurring going forward. We will be reviewing the MEP process.			

Non-compliance	Description		
Audit Ref: 3.5 With: 9 of Schedule 11.1 From: 09-Mar-21 To: 16-Apr-21	Late provision of information to the registry for ICP 0000572721NRA6A Potential impact: None Actual impact: None Audit history: Once previously Controls: Strong Breach risk rating: 1		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong, it was only one ICP out of three new connections. There was minor impact on settlement outcomes because of just one ICP. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
Issue resolved at time the instance was advised.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Platinum have discussed the process with Northpower and are fully aware that they need to follow due process. In future we will discuss new connections with all involved prior to installing metering. Platinum have documented processes, and these will be followed.			

Non-compliance	Description		
Audit Ref: 3.6 With: 9(1)(k) of Schedule 11.1 From: 16-Sep-20 To: 31-May-21	4 ICPs incorrect ANZSIC code assigned 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 moderate as they require some improvements to assigning the correct ANZSIC codes, evaluation is needed after a switch is finalised. There was minor impact on settlement outcomes because of the small number of ICPs. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
These ICPs will be corrected.		21/11/2021	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We have added a check using google maps where ICPs are switched to ensure we have the correct codes. We rely on the customer to provide information for new connections.			

Non-compliance	Description		
<p>Audit Ref: 4.3</p> <p>With: 5 of Schedule 11.3</p> <p>From: 16-Sep-20</p> <p>To: 31-May-21</p>	<p>Incorrect value of daily average consumption in the CS file for 0000500974NR0DF</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Once previously</p> <p>Controls: Strong</p> <p>Breach risk rating: 1</p>		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong, it was a human error. There was no impact on settlement outcomes because of the small number of ICPs. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
As noted the ICP0000500974NR0DF was due to human error and a one off instance.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We will discuss the average daily consumption with our agent.		21/11/2021	

Non-compliance	Description		
Audit Ref: 6.6 With: 5(b)(c)(d)(e) of Schedule 15.2 From: 16-Jul-20 To: 31-May-21	The observations made by PLTM during manual reads are not recorded Potential impact: Low Actual impact: Low Audit history: None Controls: Weak Breach risk rating: 3		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as weak as the process used by PLTM to manually read meters is not sufficient to meet the Code requirements. There was minor impact on settlement outcomes because of the small number of ICPs. Audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
Platinum have always taken care to check meters when reading meters. We accept that we did not follow due Code requirements by documenting information for manual reads.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
The process is already under review with an app in the development stages so that all required information associated with the read will be recorded.		21/11/2021	