

# Westpower Distributor Compliance Plan 2021

Provision of information on dispute resolution scheme			
Non-compliance	Description		
Audit Ref: 2.4 With: 11.30A  From: 01-Apr-21 To: 30-Jun-21	Call scripts to be developed for use by Call Care. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	The controls are recorded as moderate because Westpower provide Utility Dispute information on their website and in written communications, processes have not been established with Call Care.  The impact is low as information is available but is also required for the Call Care processes.		
Actions taken to resolve the issue		Completion date	Remedial action status
Call scripts are being developed for Call Care.		30/09/2021	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Implementation of call scripts by Call Care.		30/09/2021	

Timeliness of Provision of Initial electrical connection Date		
Non-compliance	Description	
Audit Ref: 3.5 With: Clause 7(2A) of Schedule 11.1  From: 01-Aug-20 To: 30-Jun-21	Three late updates of the initial electrical connection date. Potential impact: Low Actual impact: Low Audit history: Once Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are recorded as strong because they mitigate risk to an acceptable level.  The audit risk rating is assessed to be low as this has no direct impact on reconciliation.	
Actions taken to resolve the issue		Completion date
We are improving our systems and have provided extra resource to ensure paperwork is submitted in a timely manner.		31/12/2021
Preventative actions taken to ensure no further issues will occur		Completion date
Training is being carried out to ensure staff are aware of regulatory timeframes around energisation notifications.		31/12/2021

Changes to registry information		
Non-compliance	Description	
Audit Ref: 4.1 With: Clause 8 Schedule 11.1 From: 01-Aug-20 To: 30-Jun-21	Some updates to registry backdated greater than 3 business days of the event. Potential impact: Low Actual impact: Low Audit history: Multiple times Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are rated as moderate. Overall Westpower has robust controls, but the distributed generation process requires review to improve the timeliness of these updates. The audit risk rating is low as the volume of backdated events is small.	
Actions taken to resolve the issue		Completion date
We have extra reporting in place to provide information earlier.		30/06/2022
Preventative actions taken to ensure no further issues will occur		Completion date
We are in the process of adding a DG workflow to our CIWR process to ensure timely and accurate data.		30/06/2022

ICP location address		
Non-compliance	Description	
Audit Ref: 4.4 With: Clause 2 of Schedule 11.1 From: 01-Aug-20 To: 30-Jun-21	92 ICPs with insufficient details to be readily locatable. Potential impact: Low Actual impact: Low Audit history: Multiple times Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are rated as moderate as they will mitigate risk most of the time. The audit risk rating is low as this has no direct impact on reconciliation but could affect meter readers ability to get manual reads.	
Actions taken to resolve the issue		Completion date
We have an on-going project to update addresses.		30/6/2022
Preventative actions taken to ensure no further issues will occur		Completion date
Accurate addresses with identifiers are uploaded for all new ICPs.		30/6/2022
		Identified

Distributors to provide ICP information to the Registry		
Non-compliance	Description	
Audit Ref: 4.6 With: Clause 7(1) Schedule 11.1  From: 01-Aug-20 To: 30-Jun-21	1 ICP with distributed generation details missing. 1 ICP with incorrect unmetered load details. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are rated as moderate. Overall Westpower has robust controls, good progress has been made for the accuracy of the initial electrical connection dates, further monitoring is required.  The audit risk rating is assessed to be low as the volume of ICPs affected is small.	
Actions taken to resolve the issue		Completion date
Westpower will liaise with Traders and Contractors to resolve these issues.		31/10/2021
Preventative actions taken to ensure no further issues will occur		Completion date
We will continue to reinforce the need to comply with our workflow and processes as per the CIWR standard.		31/10/2021
		Identified