

**Synergy 2019 gas trading licence No. 8 post audit implementation plan**

Recommendation reference (no/year)	Non-compliance / controls improvement (Rating / Licence obligation reference number & licence obligation / Details on non-compliance or inadequacy of controls)	Auditor's recommendation	Actions proposed to be taken by the licensee	Responsible Person(s)	Target completion date(s)
01/2019	<p><b>B2 (137) Trading Licence clause 2.1 and Schedule 2 Compendium - Clause 4.1(b)</b></p> <p>Through enquiry and walkthrough with the Gas Billing Team and the Customer Contract Service team, we noted that an Automatic System Configuration has been undertaken. Accordingly SAP ISU is automatically configured to bill customers within the required time frames specified by Synergy's obligations. Synergy's billing process is automated and SAP ISU only bills customers on estimated or actual meter readings supplied by ATCO through MDH which is displayed on the customer's bill.</p> <p>A sample test of 25 customers during the audit period confirmed that in two (2) instances, the customers did not receive the bills on time. These were due to the customer being out of contract but continuing to take gas based on out of contract rates. There were 13,192 bills issued during the audit period.</p> <p>Based on our enquiries and review of documentation, we can conclude that controls are generally adequate with improvement needed. Synergy is non-compliant with the obligation in 2 instances.</p>	<p>Synergy puts in place more stringent procedures to monitor gas billings which are more than 105 days. At present Synergy has deployed a team of staff to focus on any unbilled customers above 90 days for both electricity and gas.</p>	<p>Agreed.</p> <p>(1) Synergy will undertake the following actions to address the non-compliance:</p> <ul style="list-style-type: none"> <li>(a) Issue a reminder to all teams who are involved in the gas billing process with particular focus on the 105 day billing timeframes.</li> <li>(b) Investigate the feasibility of separating gas bills onto a separate report tab from electricity to identify the accounts in a more efficient manner.</li> <li>(c) Create a standardised checklist in Salesforce for the Customer Fulfillment team to ensure all critical steps within the standard operating procedure are fulfilled.</li> <li>(d) Develop and distribute a standard operating procedure to the Customer Fulfillment team which will include a step to issue a validation request to the Customer Processing team to ensure all critical actions are completed including billing.</li> <li>(e) Investigate feasibility of a report identifying bill locks for a predetermined period to identify when an account has had bills suppressed to ensure there are no regulatory impacts.</li> </ul> <p>(2) Synergy engaged the services of an external consultant during 2019 to identify critical retail service delivery tasks and any new or enhanced associated controls required to mitigate any risks identified. This work will be phased over 24 months as required.</p>	<p>Manager Retail Operations</p>	<p>1(a): 31/10/2019</p> <p>1(b): 31/12/2019</p> <p>1(c): Completed</p> <p>1(d): 31/12/2019</p> <p>1(e): 31/12/2019</p> <p>2: 30/06/2021</p>