

**B. RESOLVED DURING CURRENT AUDIT PERIOD**

AUDIT					POST AUDIT IMPLEMENTATION PLAN		
Reference (no./year)	(Compliance rating/ Legislative Obligation/ details of the issue)	Auditors' Recommendation or action taken	Date Resolved	Further action required (Yes/No/Not Applicable) & Details of further action required including current recommendation reference if applicable	Further Action	Representative	Completion
Recommendation 1/2017  Ref 19 44	CONTROLS IMPROVEMENT / B 1 / Electricity Industry Customer Transfer Code clause 3.9(4)/4.16 A retailer must keep a copy of the verifiable consent received from a contestable customer for two years.	Formalise processes surrounding the location of VC storage within the dropbox. Specification of a common location is required to ensure ease of retrieval.  Action Taken: Establish processes to ensure VC stored in customer files in dropbox in same form.  Representative: Commercial Analyst	Date: 6/07/2017	No Further Action Required	Ensure verifiable consent documents continue to be stored using the established processes.	Commercial Analyst	15 October 2018

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Recommendation 2/2017  Ref 119	NON COMPLIANCE/ B 2/ Retail Licence condition 12.1/ A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards./ Financial Statements prepared in house lacking specific reference to compliance with AUASB. Discussions with management (Accountants by profession) confirm compliance.	<p>Ensure Annual Reports specifically refer to compliance with AUASB and are certified accordingly.</p> <p>The 2015/2016 Financial Statements were prepared internally using AUASB standards. Both Directors are Certified Practicing Accountants.</p> <p>The 2016/2017 Financial Statements were prepared by Eastman &amp; Co, an external financial and tax accountant, using AUASB standards. These accounts followed on directly from the previous financial year's Financial Statements.</p> <p>The tax returns for both 2015/2016 and 2016/2017 were both prepared by Eastman &amp; Co, and reconcile to the Financial Statements.</p>	Date: 2016-2017 Financial Statement	<p>Further Action Required.</p> <p>Action: Ensure that future Annual Reports prepared by Accountants specifically reference the AUASB</p> <p>Representative: Director Commercial Legal</p> <p>Action completion by: October 2018.</p>	Ensure that future Annual Reports prepared by Accountants specifically reference the AUASB	Director Commercial Legal	15 October 2018

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Recommendation 3/2017  Ref 339 373	CONTROLS IMPROVEMENT- B NR  Electricity Industry Metering Code 3.11(3)/ 4.5(2)/5.19(3) A Code participant who becomes aware of an outage or malfunction of a metering installation must advise the network operator as soon as practicable. Ensure dispute resolution processes are supported by initial contact in all instances.	Establish business process to ensure the initial contact made by a customer or contact made by CTE Pty Ltd to customer or WPN is better tracked where the contact is made via telephone or verbal in nature. This will assist in ensuring compliance with clause 4.5(2) & 5.19(3) of the Metering Code.	Date: 15/11/2017  Action: Create procedure to ensure all relevant events are advised to the network operator as soon as practicable.  Procedure sighted. Document Control processes to be applied to all documents.	Further Action Required.  Action: Implement document control to procedures developed to ensure correct version utilised or establish storage process within dropbox to ensure currency maintained.  Representative: Director Commercial Legal	Implement document control to procedures developed to ensure correct version utilised or establish storage process within dropbox to ensure currency maintained	Director Commercial Legal	15 October 2018

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Recommendation 4/2017  Ref 408	<p>CONTROLS IMPROVEMENT - B NR Electricity Industry Metering Code clause 5.19(3)</p> <p>Subject to subclauses 5.19(3A) and 5.19(6), the user must, within 1 business day after becoming aware of any change in an attribute described in subclause 5.19(2), notify the network operator of the change.</p>	As above and with specific compliance to the 1 business day rule	As Above	As Above	Implement document control to procedures developed to ensure correct version utilised or establish storage process within dropbox to ensure currency maintained	Director Commercial Legal	15 October 2018

**C. UNRESOLVED AT END OF CURRENT AUDIT PERIOD**

AUDIT				POST AUDIT IMPLEMENTATION PLAN		
Manual Ref/Year	Non Compliance/Controls Improvement (Rating/ Legislative Obligation/ Details of Non Compliance or Inadequacy of Controls)	Auditors Recommendation	Management action taken by end of Audit period	Further Action	Representative	Completion By
Recommendation 5/2017 Ref 105	NON-COMPLIANCE/ B 2/ Retail Licence condition 4./ Licence Fees due to be paid by 19 August each year/ During the audit period there were two instances where the licence fees have been paid outside the specified timeframe.	Implementation of a compliance task list and employment of additional resources should adequately address this issue. The organisation is small and a standing agenda or similar business tool may be considered to ensure compliance in the future.	Date: 25/10/2017 Action: Existing regulatory compliance schedule updated to have specific dates for when ERA license fee invoices are due to be obtained and paid. Commercial Analyst to find and pay invoice at that time, regardless of other accounts payable processes. Representative: Commercial Analyst	Existing regulatory compliance schedule updated to have specific dates for when ERA license fee invoices are due to be obtained and paid. Commercial Analyst to find and pay invoice at that time, regardless of other accounts payable processes. Representative: Commercial Analyst.  General Manager to review regulatory compliance schedule on a monthly basis to ensure completion.	General Manager	15 October 2018
Recommendation 6/2017 Ref 124	NON-COMPLIANCE/B 2/Retail Licence condition 16.1/ A licensee must provide the ERA, in the manner prescribed, with any information that the ERA requires in connection with its functions under the Electricity Industry Act./Two occasions reported in the Compliance Report 2017 where information requested was submitted late to the ERA.	The 2017 Report was still submitted close to due date monitor to ensure changes address issues with previous non compliance.	Date: 1/11/2017 Action: Bolstered energy market compliance knowledge in the management team by bringing on board new experienced employee. Further Action: Submit annual compliance reports in timely basis next report due by 31 August 2018. Representative: Director Commercial Legal	Bolstered energy market compliance knowledge in the management team by bringing on board new experienced employee in a General Manager position. Submit annual compliance reports in timely basis next report due by 31 August 2018.  General Manager to be included in all communications from ERA.	General Manager	15 October 2018