

2021 RIA Performance Audit - Post Audit Implementation Plan – 10 January 2022

Recommendation reference (no/year)	Non-Compliance/Control improvement	Auditor's Recommendation	Action proposed to be taken by the licensee	Responsibility
01/2021	<p>B3/160 As per the Code of Conduct clause 4.8(2), Estimations , If a retailer bases a bill upon an estimation, the retailer must clearly specify on the customer's bill that— (a) the retailer has based the bill upon an estimation; (b) the retailer will tell the customer on request— (i) the basis of the estimation; and (ii) the reason for the estimation; and (c) the customer may request— (i) a verification of energy data; and (ii) a meter reading Per inquiry with Burgess Rawson and observation of two (2) estimation invoices and electricity summary documents charged to the Anglican Church Property, we noted that the 'reason for estimation' was not specified in the documents. Estimation procedures are covered under section 7.4 of the Standard Form Contract of RIA. However, the reasons for estimation are not referred to in the Standard Form Contract.</p>	<p>RIA to incorporate reason for providing estimation on all invoices and the Standard Form Contract (section 7.4) which use estimation, for their customers.</p>	<p>February 2022 – RIA will instruct Burgess Rawson to incorporate reason for providing estimation on all invoices</p>	<p>Director Contracts and Planning</p>
02/2021	<p>B2/385 It was confirmed via enquiry and document review of the 'Meter Readings Monthly Procedure' that meter readings of the energy data are to be carried out during the end of each month over two (2) days. It further states that the PFM Manager/Supervisor, will enter data into the spreadsheet ('Monthly Meter Reading' spreadsheet). However, the Meter Readings Monthly Procedure document does not specify the time to transfer the energy data into the 'Monthly Meter Reading' spreadsheet, after completing the meter reading. Additionally there is no entry date column in the 'Monthly Meter Reading' spreadsheet to validate compliance.</p>	<p>RIA should also include 'date of meter reading' and 'date of entry' columns in the Monthly Meter Reading' spreadsheet to enable compliance monitoring.</p> <p>The Meter Readings Monthly Procedure should be updated to reflect the timeframe required for entry into the spreadsheet.</p>	<p>July 2022: RIA will instruct PFM to update the Meter Readings Monthly Procedure to reflect the timeframe required for entry into the spreadsheet. And to include 'date of meter reading' and 'date of entry' columns in the Monthly Meter Reading' spreadsheet to enable compliance monitoring.</p>	<p>Director Contracts and Planning</p>

Recommendation reference (no/year)	Non-Compliance/Control improvement	Auditor's Recommendation	Action proposed to be taken by the licensee	Responsibility
03/2021	<p>C3/342</p> <p>On enquiry with PFM we noted that there are meters at RIA with CT connections. Per inquiry with PFM, we noted that the CT (Current Transformer) installations are non-compliant with the prescribed design requirements. We noted via enquiry with PFM and RIA that the 'class' and 'burden' components of the CT's are non-compliant. It is also noted that the non-compliant CT's are aged. An upgrade process is currently underway for all the CT's on the island. We noted that these aged CT's installed are close to energised equipment. Therefore, they are only accessible when supply is dead. Hence, observation was unable to be performed. PFM confirmed that the non compliant installations cannot be changed until the upgrade is completed e.g. Geordie Bay Transformer & Abbott St Transformer.</p> <p>We noted that PFM and RIA have a program in place to rectify non-compliant CT's, including a capital expenditure commitment subject to funding.</p>	<p>We recommend that PFM and RIA to ensure that metering installation complies with the prescribed design requirements. RIA should maintain a compliance register to provide assurance all CT's at Rottnest Island are compliant to the requirements, within a reasonable time frame.</p>	<p>Metering survey checking and identifying all meters complete.</p> <p>RIA have a development plan underway to replace non-compliant CT metering units. due December 2024 subject to funding.</p>	Director Infrastructure
04/2021	<p>C3/343</p> <p>On enquiry with PFM we noted that there are meters at RIA with CT connections. Per inquiry with PFM, we noted that the CT (Current Transformer) installations are non-compliant with the prescribed design requirements. We noted via enquiry with PFM and RIA that the 'class' and 'burden' components of the CT's are non-compliant. It is also noted that the non-compliant CT's are aged. An upgrade process is currently underway for all the CT's on the island. We noted that these aged CT's installed are close to energised equipment. Therefore, they are only accessible when supply is dead. Hence, observation was unable to be performed. PFM confirmed that the non compliant installations cannot be changed until the upgrade is completed e.g. Geordie Bay Transformer & Abbott St Transformer.</p>	<p>We recommend that PFM and RIA to ensure that metering installation complies with the prescribed design requirements. RIA should maintain a compliance register to provide assurance all CT's at Rottnest Island are compliant to the requirements, within a reasonable time frame.</p>	<p>Metering survey checking and identifying all meters complete.</p> <p>RIA have a development plan underway to replace non-compliant CT metering units. due December 2024 subject to funding.</p>	Director Infrastructure

Recommendation reference (no/year)	Non-Compliance/Control improvement	Auditor's Recommendation	Action proposed to be taken by the licensee	Responsibility
	<p>We noted that PFM and RIA have a program in place to rectify non-compliant CT's, including a capital expenditure commitment subject to funding.</p>			
05/2021	<p>C3/349 On enquiry with PFM we noted that there are meters at RIA with CT connections. Per inquiry with PFM, we noted that the CT (Current Transformer) installations are non-compliant with the prescribed design requirements. We noted via enquiry with PFM and RIA that the 'class' and 'burden' components of the CT's are non-compliant. It is also noted that the non-compliant CT's are aged. An upgrade process is currently underway for all the CT's on the island. We noted that these aged CT's installed are close to energised equipment. Therefore, they are only accessible when supply is dead. Hence, observation was unable to be performed. PFM confirmed that the non compliant installations cannot be changed until the upgrade is completed e.g. Geordie Bay Transformer & Abbott St Transformer.</p> <p>We noted that PFM and RIA have a program in place to rectify non-compliant CT's, including a capital expenditure commitment subject to funding.</p>	<p>We recommend that PFM and RIA to ensure that metering installation complies with the prescribed design requirements. RIA should maintain a compliance register to provide assurance all CT's at Rottnest Island are compliant to the requirements, within a reasonable time frame.</p>	<p>Metering survey checking and identifying all meters complete. RIA have a development plan underway to replace non-compliant CT metering units. due December 2024 subject to funding.</p>	Director Infrastructure