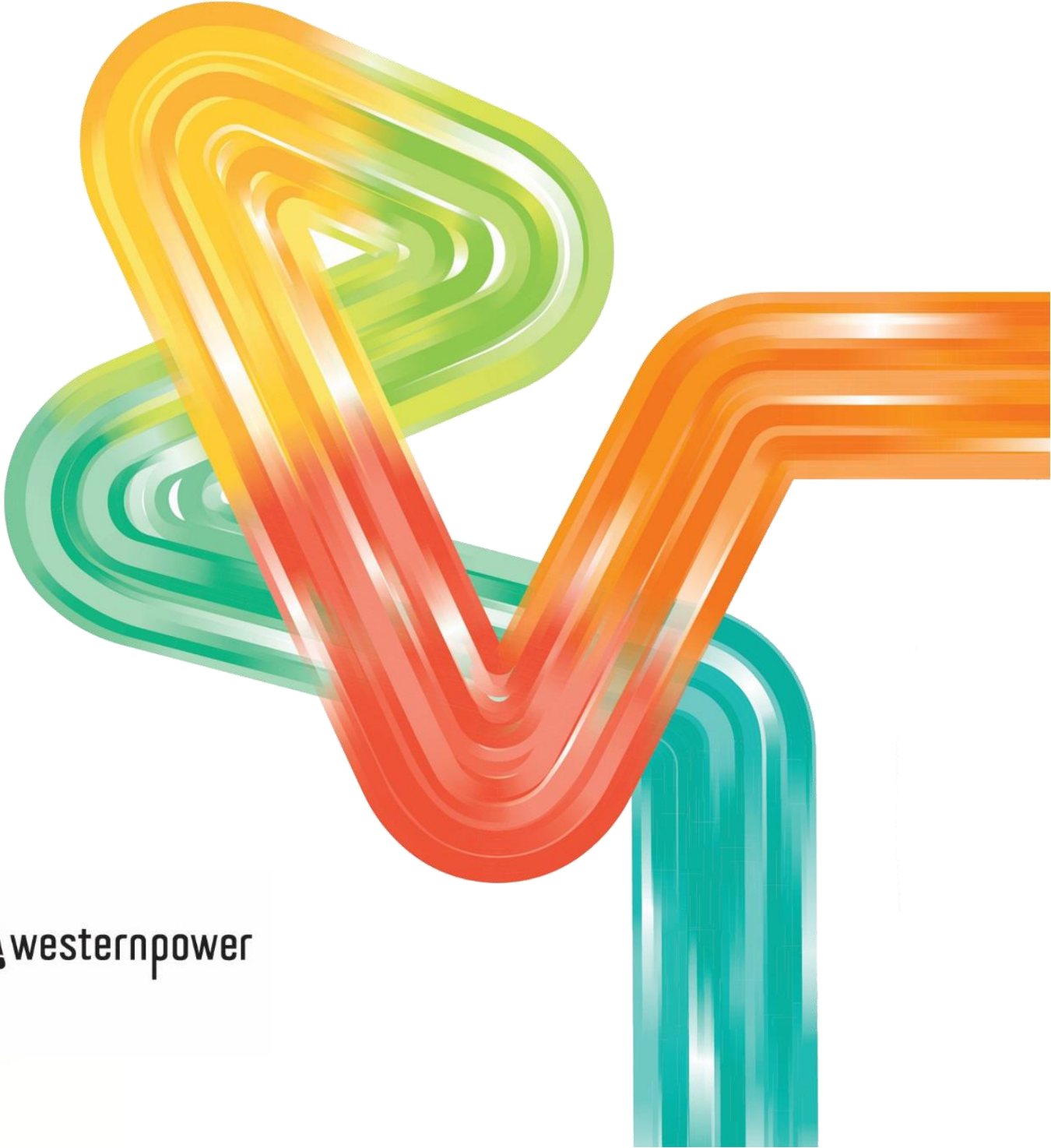


2020 Performance Audit

Post Audit Implementation Plan (PAIP)

14 December 2020



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2020 Performance Audit - Post Audit Implementation Plan

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Rec No.	Non-Compliance (Licence Obligation reference number & licence obligation/ Details of non-compliance or inadequacy of controls)	Auditor's Recommendation	Management Actions	Responsible Person	Due Date
REC: 01/2020	<p>Obligation 341 - Electricity Industry Metering Code Clause 3.11A(2)</p> <p>Since Western Power first recognised that there were approximately 320,000 non-compliant direct connect meters on its network, it developed an action plan (approved by the EnergySafety division of the Department of Commerce) to replace the non-compliant meters by 1 December 2015. An amendment to the Code confirmed that only approximately 54,000 of the 320,000 meters were non-compliant.</p> <p>Western Power has continued to implement its Management Plan for replacing or removing the remaining meters as soon as practicable, taking into account safety concerns or access constraints.</p> <p>As at 30 June 2020, 20 non-compliant meters remained.</p>	Western Power close-out the Management Plan to address the remaining non-compliant meters by determining the likelihood of those meters being replaced or removed, and any relevant timeframe for replacement or removal.	<p>As at 7 December 2020, five non-compliant meters remain.</p> <p>Western Power will continue to monitor the remaining five non-compliant meters and where appropriate and practicable (whilst considering any safety concerns and access constraints), support the achievement of compliance by replacing or removing the respective meters.</p>	Meter Provision Manager	Ongoing

Rec No.	Non-Compliance (Licence Obligation reference number & licence obligation/ Details of non-compliance or inadequacy of controls)	Auditor's Recommendation	Management Actions	Responsible Person	Due Date
REC: 02/2020	<p>Obligation 479 - Network Quality & Reliability of Supply Code Section 24(3)</p> <p>Section 24(3) of the NQRS Code requires Western Power to complete power quality investigations within 20 working days for qualifying requests by customers who consider that their supply of electricity did not comply with the voltage fluctuation and harmonic standards specified by the NQRS Code.</p> <p>In accordance with Action Plan 7/2017, Western Power amended its processes for managing and monitoring the completion of its power quality investigations to enable it to adequately distinguish between investigations per the NQRS Code requirements and service standard targets.</p> <p>Since approximately April 2018, Western Power had not effectively applied that component of its power quality investigation process and as a result, failed to identify and adequately track the progress of four written requests for investigation that triggered the NQRS Code's requirement for power quality investigations to be completed within 20 working days. In all four cases, occurring between December 2018 and</p>	<p>Western Power:</p> <ol style="list-style-type: none"> 1. Further expand on its design of processes for identifying and adequately tracking the progress of written requests for power quality investigations that trigger the NQRS Code's requirement for investigations to be completed within 20 working days. 2. Embed those processes into its regular (monthly, quarterly and/or annual) monitoring and reporting practices. 3. Strengthen awareness of the relevance of this process and underlying NQRS Code obligations. 	<p>Notwithstanding that the four investigations (out of the 344 investigations) during the audit period were not completed within the prescribed timeframe, they were completed shortly thereafter.</p> <p>Western Power will:</p> <ol style="list-style-type: none"> 1. Conduct a review of the design of processes used to track power quality investigations for opportunities to strengthen the monitoring controls to support the achievement of compliance. 2. Embed any identified improvement opportunities into the power quality investigation processes: <ul style="list-style-type: none"> • educate on any improvements once implemented; and/or • reinforce current communications to strengthen the awareness of compliance requirements, with a 	<p>Metro Response Manager</p>	<p>31 December 2021</p>

Rec No.	Non-Compliance (Licence Obligation reference number & licence obligation/ Details of non-compliance or inadequacy of controls)	Auditor's Recommendation	Management Actions	Responsible Person	Due Date
	<p>April 2020, the investigation was not completed within the required timeframe.</p> <p>This result was recognised by Western Power when preparing the requested information for this audit.</p>		<p>focus on the prescribed timeframe and those controls in place to support its achievement.</p> <p>3. Review and if necessary, strengthen the reporting process to ensure timely reporting of any non-compliances.</p>		