



**CitiPower and Powercor**

Ring-Fencing Guideline

Compliance Report

31 December 2021

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## 1. Executive Summary

### 1.1 Introduction

The Australian Energy Regulator (the "AER") published the Electricity Distribution Ring-Fencing Guideline on 30 November 2016 under the National Electricity Rules (the "NER") with amendments made on 17 October 2017 (the "Guideline"). The Guideline requires functional separation of regulated and competitive business activities to promote competition in the provision of contestable electricity services.

Under clause 6.2.1c of the Guideline, Deloitte has been engaged per the engagement letter between CitiPower Pty Ltd ("CitiPower") and Powercor Australia Limited ("Powercor") and Deloitte dated 22 February 2022 the qualified independent authority to provide reasonable assurance that CitiPower and Powercor's Ring-Fencing Annual Compliance Report has been prepared in compliance with 6.2.1a of the Guideline as evaluated against 6.2.1b of the Guideline, in all material respects, for the period from 1 January 2021 to 31 December 2021.

### 1.2 Summary of Findings

We have not identified any findings in the current period. Please refer to Section 3 for a detailed listing of procedures performed. The rating of each Obligation has been applied in accordance with *Section 1.3*.

### 1.3 Rating Applied

The ratings applied to the results of our testing are defined below based on Deloitte's interpretation of the Guideline. The evaluation of the results of our tests as they relate to the Obligations is based on applying our professional judgement and considering the available facts and circumstances.

No Exception	Requirements of the Obligation have been met with no or only minor improvement opportunities. Any findings noted are considered minor and require routine efforts to correct in the normal course of business.
Exception	The requirements of the Obligation have not been fully met. Findings noted require remedial action.

## 2 Independent Assurance Report to the directors of CitiPower and Powercor

### Opinion

We have undertaken a reasonable assurance engagement on whether CitiPower Pty Ltd ("CitiPower") and Powercor Australia Limited's ("Powercor") Ring-Fencing Compliance Report has been prepared in compliance with 6.2.1a of the Ring-Fencing Guideline – Electricity Distribution (the "Guideline") as evaluated against 6.2.1b of the Guideline in all material respects for the period from 1 January 2021 to 31 December 2021. The Ring-Fencing Compliance Report will accompany our report, for the purpose of reporting to the Australian Energy Regulator ("AER").

In our opinion, CitiPower and Powercor's Ring-Fencing Compliance Report has been prepared in compliance with 6.2.1a of the Guideline as evaluated against 6.2.1b of the Guideline in all material respects for the period from 1 January 2021 to 31 December 2021.

### Basis for Opinion

We conducted our engagement in accordance with Standard on Assurance Engagements ASAE 3100 *Compliance Engagements* ("ASAE 3100") issued by the Auditing and Assurance Standards Board. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter – Cost Allocation Methodology regulatory period assessed

We draw attention to the regulatory period covered under Section 3.2.2 of the ring-fencing guideline within this report being 1 January 2021 to 30 June 2021, which is different to the compliance period of 1 January 2021 to 31 December 2021. Compliance with the Cost Allocation Method for the remaining period from 1 July 2021 – 31 December 2021 will be covered under the RINS for 1 July 2021 to 30 June 2022 regulatory period. The above exemption was confirmed by the AER on 14 April 2022.

### Responsibilities of management of CitiPower and Powercor

CitiPower and Powercor management are responsible for:

- a) Providing a statement with respect to the outcome of the evaluation of the compliance activity against the requirements of the Guideline, which accompanies this independent assurance report;
- b) Identifying risks that threaten the 6.2.1b of the Guideline identified above being met;
- c) Identifying suitable compliance requirements in the Guideline as required by the AER; and
- d) Identifying, designing and implementing controls to enable the requirements of the Guideline to be met and to monitor ongoing compliance.

### Our Independence and Quality Control

We have complied with the independence and other relevant ethical requirements relating to assurance engagements, and apply Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, and Other Assurance Engagements* in undertaking this assurance engagement.



### **Assurance Practitioner's Responsibilities**

Our responsibility is to express an opinion on whether CitiPower and Powercor's Ring-Fencing Compliance Report has been prepared in compliance with 6.2.1a of the Guideline as evaluated against 6.2.1b of the Guideline in all material respects for the period from 1 January 2021 to 31 December 2021. ASAE 3100 requires that we plan and perform our procedures to obtain reasonable assurance about whether CitiPower and Powercor's Ring-Fencing Compliance Report has been prepared in compliance with 6.2.1a of the Guideline as evaluated against 6.2.1b of the Guideline in all material respects for the period from 1 January 2021 to 31 December 2021.

An assurance engagement to report on the CitiPower and Powercor's Ring-Fencing Compliance Report involves performing procedures to obtain evidence about the compliance activity and controls implemented to meet the requirements of the Guideline. The procedures selected depend on our judgement, including the identification and assessment of risks of material misstatement in the Ring-Fencing Compliance Report, as evaluated against 6.2.1b of the Guideline.

Our procedures included, but were not limited to:

- Inquiring with CitiPower and Powercor personnel about controls are in place to allow CitiPower and Powercor to comply with the Obligations;
- On a sample basis, observing the control being performed, and/or inspecting documentation to evidence the design, implementation and effectiveness of the controls;
- Inquiring with management whether they are compliant with the Obligations and corroborating our inquiry with the results of our procedures.

### **Inherent Limitations**

Because of the inherent limitations of an assurance engagement, together with the internal control structure it is possible that fraud, error, or exception with compliance requirements may occur and not be detected.

A reasonable assurance engagement for the period from 1 January 2021 to 31 December 2021 does not provide assurance on whether compliance with the Guideline will continue in the future.

### **Restricted Use**

This report has been prepared for use by CitiPower and Powercor for the purpose of assisting them in meeting the reporting requirements to the AER. We disclaim any assumption of responsibility for any reliance on this report to any person other than CitiPower and Powercor, or for any purpose other than that for which it was prepared. However, we understand that a copy of this report has been requested by AER. We agree that a copy of this report may be provided to AER for their information in connection with this purpose but only on the basis that we accept no duty, responsibility or liability to any party, other than you, in connection with this report or this engagement.

It is our understanding that the AER may publish a copy of this report on their website. We do not accept responsibility for the electronic presentation of this report on the AER's website. The security and controls over information on the web site is not evaluated or addressed by the independent assurance practitioner. The examination of the controls over the electronic presentation of the Ring-fencing Compliance Report on the AER's web site is beyond the scope of this engagement.

Deloitte Touche Tohmatsu

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Stuart Kortum

Partner

Chartered Accountants

Melbourne, 29 April 2022

### 3 Detailed Audit Findings

The descriptions of the tests of compliance that were performed, findings relating to the tests of compliance or particular aspects of the engagement, our recommendations and conclusion of whether there has been a breach of the requirements of the Guideline are described below.

The rating of each Obligation has been applied in accordance with *Section 1.3*.

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
1.	Legal separation	3.1 (a)	A DNSP <b>must be a legal entity.</b>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>CitiPower and Powercor are separate legal entities with a registered Australian Business Number (ABN) which is distinct from its affiliated entities that provide "other services"</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>ASIC ABN Search</li> <li>Distribution Network service provider Licence</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We performed a search of the ASIC register for CitiPower Pty Ltd and Powercor Australia Limited's ABN to check that they are separate legal entities</li> <li>We cross checked the registered ABN against the Distribution Network Services Provider Licence.</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
2.	Legal separation	3.1 (b)	A DNSP may provide distribution services and transmission services but <b>must not provide other services.</b>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Financial Controller</li> <li>• Senior Finance Business Partner – Corporate and Regulatory</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>• CitiPower and Powercor are separate legal entities with a registered Australian Business Number (ABN) which is distinct from its affiliated entities that provide "other services"</li> <li>• A separate affiliated entity Beon was established to perform "other services" outside distribution and transmission services which are performed by CitiPower and Powercor</li> <li>• A monthly review of general ledger accounts is performed by finance and an attestation is provided by the Financial Controller that no breaches in this requirement have occurred</li> </ul> <p><b>Other compliance measures:</b></p> <ul style="list-style-type: none"> <li>• A waiver was obtained from the AER in relation to unclassified services that are provided by the DSNP to 30 June 2021. These have been appropriately classified from 1 July 2021 under the new price determination.</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Audited financial statements for CitiPower and Powercor for the year ended 31 December 2021</li> <li>• General ledger information recording revenue generated in the period by the DSNP</li> <li>• AER approved waiver detailing unclassified services that may be provided by the DSNPs</li> </ul> <p><b>Test Performed:</b></p>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception



No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
				<ul style="list-style-type: none"> <li>We have performed a review of the nature of each revenue streams recorded in CitiPower/ Powercor financial statements and assessed whether these are related to distribution services.</li> <li>For "other services" revenue generated, we assessed whether the waiver approved by the AER included the services provided.</li> <li>We tested the design and operating effectiveness by inspecting the monthly completion of the attestation on a sample basis</li> </ul>			
3.	Separate accounts	3.2.1 (a)	<p>A DNSP <b>must establish and maintain appropriate internal accounting procedures</b> to ensure that it can demonstrate the extent and nature of transactions between the DNSP and its affiliated entities.</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Financial Controller</li> <li>Senior Finance Business Partner – Corporate and Regulatory</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>A separate general ledger is maintained for CitiPower/ Powercor and its affiliates with separate general ledger accounts and cost centre to segregate transactions between affiliates</li> <li>A monthly review of general ledger accounts is performed by the finance and attestation is provided by the Financial Controller that no breaches in this requirement have occurred</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>Corporate Service agreements between CitiPower/ Powercor and their affiliates</li> <li>Audited financial statements for CitiPower Pty Ltd and Powercor Australia Limited for the year ended 31 December 2021</li> <li>Balance sheet reconciliations and monthly attestation by Financial Controller</li> </ul> <p><b>Test Performed:</b></p>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
				<ul style="list-style-type: none"> <li>We performed a process walk through to understand the key controls in place to maintain separate accounts and be able to demonstrate the extent of transactions between CitiPower/ Powercor and its affiliates</li> <li>We tested the design and operating effectiveness of the monthly attestation provided by the Financial Controller</li> <li>We reconciled the affiliate transactions disclosure in the Compliance report to underlying accounting records to assess accuracy and challenged the completeness of these transactions.</li> </ul>			
4.	Cost allocation and attribution	3.2.2 (a), (b) (c)	<p>A DNSP <b>must allocate or attribute costs to distribution services:</b></p> <ul style="list-style-type: none"> <li>- in a manner that is <b>consistent with the Cost Allocation Principles and its approved CAM</b>, as if the Cost Allocation Principles and CAM otherwise applied to the allocation and attribution of costs between distribution services and non-distribution services.</li> <li>- and must not allocate or <b>attribute other costs to the distribution services</b> it provides.</li> </ul> <p>A DNSP <b>must establish, maintain and keep records</b> that demonstrate how it meets cost</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Financial Controller</li> <li>Senior Finance Business Partner – Corporate and Regulatory</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Costs are allocated using approved profit centres and function codes within the ERP system (SAP) in line with the approved CitiPower and Powercor’s Cost Allocation Methodology (CAM). These are uploaded within SAP and cannot be amended unless reviewed and approved</li> <li>A quarterly review of cost attribution is performed by the finance team and an attestation is provided by the Financial Controller that this has been performed and whether any breaches have been identified</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>Powercor and CitiPower Cost Allocation Method</li> <li>Quarterly Finance Controller attestation of cost attribution</li> </ul>	<p>Based on the testing performed we have not identified any matters of exception against the obligation.</p> <p>Compliance with the Cost Allocation Methodology is assessed every regulatory period as part of the AER Regulatory Information Notices (RINs). This was most recently conducted for 1 July 2020 - 30 June 2021 regulatory period with our conclusion submitted to AER in our report dated 23 November 2021. VPN communicated to the AER through an email dated 14 April 2022 highlighting that Section 3.2.2 of the ring-fencing guideline will cover the period from 1 January 2021 -30 June 2021 reported through the RINs submission. The compliance with the CAM for the remaining period from 1 July 2021 – 31 December 2021 will be covered under the RINs for 1 July 2021 to 30 June 2022 regulatory period. The</p>	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>allocation and attribution obligations.</p> <p>A DNSP <b>must establish, maintain and keep records</b> that demonstrate how it meets cost allocation and attribution Obligations.</p>	<ul style="list-style-type: none"> <li>Transactions with affiliates data</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We performed a process walk through to understand the key controls in place to ensure costs are allocated accurately and in line with CAM</li> <li>We obtained and reviewed the CAM, noting it addresses the allocation of costs between distribution services and non-distribution services</li> <li>We tested the design and operating effectiveness by inspecting the quarterly review of the cost attribution attestation on a sample basis</li> <li>Tested the balances disclosed for transactions with affiliates in the compliance report for completeness and accuracy and consistency to the audited financial statement information</li> </ul>	<p>above exemption was confirmed by the AER on 14 April 2022. Our procedures on the CAM per the purpose of attesting compliance with the guideline therefore is limited to the period 1 January 2021 – 30 June 2021.</p>		
5.	Obligation not to discriminate	4.1(b)	<p><b>A DNSP must not discriminate</b> (either directly or indirectly) <b>between a related electricity service provider and a competitor</b> (or potential competitor) of a related electricity service provider in connection with the provision of:</p> <p>i. <b>direct control services by the DNSP</b> (whether to itself or to any other legal entity); and / or</p> <p>ii. <b>contestable</b></p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> <li>Team Leader Engineering and Consulting</li> <li>Manager Customer Requests</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Approval of project costs and scheduling so that contestable services are not prioritised over direct control services</li> <li>Annual review of ring-fencing obligations by each Responsible Manager or General Manager and declaration of any breaches/no breaches occurring in relevant area of the business</li> <li>Mandatory online training of CitiPower and Powercor staff on the ring-fencing requirements is performed</li> </ul>	<p>Based on the testing performed we have not identified any matters of exception against the obligation.</p>	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<b>electricity services</b> by any other legal entity.	<ul style="list-style-type: none"> <li>- On initial adoption of the guideline in the year ended 31 December 2018</li> <li>- For new employees on joining CitiPower/Powercor.</li> <li>- Refresher training on a bi-annual basis).</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Training materials</li> <li>• Listing of customer projects</li> <li>• Annual declaration by General Managers</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the operating effectiveness of the control over the project approvals</li> <li>• We have obtained and reviewed each of the General Manager annual compliance declarations</li> <li>• We reviewed the training material and noted that the training included the requirement not to discriminate</li> <li>• We performed sample testing of training attendance register to assess whether it was accurate</li> <li>• We selected a sample of employees that did not attend training and inspected the reason for non-completion.</li> </ul>			
6.	Offices, staff, branding and promotions	4.2.1(a)	A DNSP <b>must use offices that are separate from any offices from which a related electricity service provider</b> provides contestable electricity services.	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Senior Facilities Specialist</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>• CitiPower and Powercor have a separate office from Beon, ENEA and NG/E.</li> <li>• Beon, ENEA and NG/E staff are physically restricted from accessing certain floors of CitiPower and Powercor office using the Gallagher security system (through electronic access cards and security doors)</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
				<ul style="list-style-type: none"> <li>• On a monthly basis, the Operations Manager Facility Management Services performs a review of physical access restriction for the CitiPower/Powercor building to identify any Beon, ENEA and NG/E staff who have inappropriate access</li> <li>• On an annual basis the office and staff sharing register is maintained and updated by CitiPower/Powercor</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Gallagher security system access listings to the Powercor and CitiPower office</li> <li>• Beon employee staff listing</li> <li>• Next Generation employee listing</li> <li>• ENEA employee listing</li> <li>• Staff and office sharing register</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the design and operating effectiveness of the monthly review control of physical access</li> <li>• We tested Beon, ENEA and NG/E staff and reviewed the physical access restrictions for CitiPower and Powercor building within Gallagher system</li> <li>• We reviewed the office sharing register for completeness and accuracy and sighted evidence of the annual review performed in the period.</li> </ul>			
7.	Staff sharing	4.2.2(a)	A DNSP <b>must ensure that its staff involved in the provision or marketing of direct control services</b> are not	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Compliance Analyst</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>• An annual review is performed by the Regulations team for any changes to job description or new</li> </ul>	Consistent with the prior year audit, we observed that the majority of Beon staff are contractually employed by Powercor. Management have advised that it was financially prohibitive to transfer employment contracts from Powercor to Beon when the ring-	We recommend that the contractual arrangement between Powercor and Beon for the secondment of staff should reflect obligations under the ring-fencing requirement.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>also involved in the provision or marketing of contestable electricity services by a related electricity service provider.</p>	<p>roles to ensure that any shared staff are identified, and that shared staff are not in breach of the ring-fencing requirements</p> <ul style="list-style-type: none"> <li>• All office-based staff complete a mandatory online ring-fencing training, and in-person induction course that includes a module on ring-fencing. These courses cover the requirement for staff to not provide or market contestable electricity service by a related electricity service provider.</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Staff and office sharing register</li> <li>• Sample of employee contracts</li> <li>• Affiliate employee listings</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the design and operating effectiveness of the annual review of the staff sharing arrangements</li> <li>• We tested a sample of staff to review their role description in order to assess whether they are involved in provision of direct control services and contestable electricity services and if so that appropriate safeguards are in place</li> <li>• We reviewed the training material and noted that the training included the requirement not to discriminate</li> <li>• We performed sample testing of training attendance register to assess whether it was accurate</li> <li>• We tested a sample of employees that did not attend training to validate the reason.</li> <li>• Testing of affiliated entity staff that are shared to ensure they are included in the staff sharing register</li> </ul>	<p>fencing guideline came into effect. However, where Beon staff are employed by Powercor and are incentivised to promote Beon, this may result in a breach of the ring-fencing guideline.</p> <p>Further, following prior year audits management disclosed the arrangement to the AER and it was not identified by the AER to be of concern.</p> <p>Refer to 4.1 (b) above for training testing results.</p> <p>In the current period, based on the testing performed we have not identified any matters of exception against the obligation.</p>		

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
8.	Staff sharing	4.2.2(c)	The remuneration, incentives and other benefits (financial or otherwise) a DNSP provides to a member of its staff <b>must not give the member of staff an incentive to act in manner that is contrary to the DNSP's obligations</b> under this Guideline.	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> <li>Remuneration &amp; Benefits Specialist</li> <li>Payroll Manager</li> <li>Business Performance Management</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>On an annual basis the Head of business performance management reviews the remuneration, incentives and other benefits of staff working for CitiPower and Powercor to ensure that these do not incentivise them to breach the ring-fencing requirements</li> </ul> <p><b>Information obtained:</b></p> <ul style="list-style-type: none"> <li>2021 KPIs by Business Unit presentation pack</li> <li>Sample of Employee KPIs for 2021</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We tested the design and operating effectiveness of the annual review of the KPIs performed in the period.</li> <li>We tested a sample of employees to review that incentives included in their performance measures did not incentivise CitiPower and Powercor staff to breach their obligations under the Ring-fencing guideline.</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception
9.	Branding and cross-promotion	4.2.3(a)	A DNSP: i. <b>must use branding for its direct control services</b> that is independent and separate from the branding used by a related electricity	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Manager Customer relations</li> <li>Contact Centre Manager</li> <li>Marketing and Community Partnership Manager</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Contact centre scripts are utilised for scenarios where a customer</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>service provider for contestable electricity services, such that a reasonable person would not infer from the respective branding that the DNSP and the related electricity service provider are related.</p> <p>ii. <b>must not advertise or promote its direct control services and its contestable electricity services</b> that are not direct control services together (including by way of cross-advertisement or cross-promotion.</p> <p>ii. <b>must not advertise or promote contestable electricity services</b> provided by a related electricity service provider other than the DNSP itself.</p>	<p>requests contestable electricity services. These scripts are reviewed on an annual basis to ensure they do not recommend affiliated entities.</p> <ul style="list-style-type: none"> <li>• Phone calls to contact centre are monitored to detect any instances of cross-promotion. A monthly attestation is provided that this has occurred whether any breaches identified were reported</li> <li>• An Annual review of the CitiPower/Powercor electronic materials (website and social media content) is reviewed for any inappropriate co-branding or cross promotion</li> <li>• Mandatory training on the ring-fencing requirements is completed annually</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Call centre scripts</li> <li>• Monthly attestation of call centre monitoring</li> <li>• Sample of customer calls</li> <li>• Training materials</li> </ul> <p><b>Other compliance measures:</b></p> <ul style="list-style-type: none"> <li>• In 2019, all field branding of the regulated business was separated from branding used by related service providers.</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the design and operating effectiveness of the annual review of the website and social media content.</li> <li>• We tested the design and operating effectiveness of monthly attestation for the monitoring of contact centre phone calls.</li> <li>• We inspected the CitiPower/Powercor website and social media for evidence of promotion of contestable service provider Beon.</li> <li>• We listened to a sample of customer calls (faults and</li> </ul>			



No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
				<p>connections) to identify any cross-promotion of affiliated entities.</p> <ul style="list-style-type: none"> <li>We reviewed the training content and noted it covered the branding and cross-promotion requirements.</li> <li>We performed sample testing of training attendance register to assess whether it was accurate</li> <li>We tested a sample of employees that did not attend training to validate the reason.</li> </ul>			
10.	Office and staff registers	4.2.4 (a), (b)	<p>A DNSP <b>must establish, maintain and keep a register</b> that identifies:</p> <p>(a) the <b>classes of offices</b> to which it has not applied; and</p> <p>(b) the <b>nature of the positions (including a description of the roles, functions and duties) of its members of staff</b> and must make the register publicly available on its website.</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>Annual review of the Staff and Office sharing register</li> <li>Additional ad-hoc review of the staff and office sharing register when arrangements change and an update is required</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>Staff and office sharing register</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We reviewed the staff and office register to determine whether it included the required information and was publicly available on its website. We note the register was updated in February 2021 and again in December 2021 in line with the annual review.</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception
11.	Protection of confidential information	4.3.2 (a) (b)	<p>A DNSP <b>must:</b></p> <p><b>(a) keep confidential confidential</b></p> <p><b>(b) only use confidential information for the purpose for which it</b></p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>IT Assurance Manager</li> <li>IT Customer Service</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Beon, ENEA and NG/E staff are restricted from accessing</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<b>was acquired or generated</b>	<p>confidential electricity information through IT access controls</p> <ul style="list-style-type: none"> <li>• A monthly review of IT user access is performed by the system owner to monitor any inappropriate access to systems for Beon, ENEA and NG/E staff</li> <li>• Bi-annual review of IT user access for any inappropriate access to systems by Beon, ENEA and NG/E staff. As a part of this process the business owners of each ring-fenced application must approve access and permissions.</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol</li> <li>• Beon employee listing</li> <li>• Next Generation employee listing</li> <li>• ENEA employee listing</li> <li>• Listing of IT access of systems containing confidential information</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the operating effectiveness of IT access controls</li> <li>• We obtained an IT user access listing for all CitiPower and Powercor systems that contain confidential information and compared to listing of Beon, ENEA and NG/E employees to determine whether there was any inappropriate access.</li> </ul>			
12.	Disclosure of information	4.3.3 (a)-(g)	A DNSP <b>must not disclose confidential information to any person</b> , including a related electricity service provider, unless: (a) the DNSP has first	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Compliance Analyst</li> <li>• IT Assurance Manager</li> <li>• IT Customer Service</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol and information sharing register is publicly available</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p><b>obtained the explicit informed consent</b> of the relevant customer, or prospective customer, to whom the confidential information relates;</p> <p>(b) the <b>disclosure is required by</b>, or for the purpose of complying with <b>any law</b>;</p> <p>(c) the <b>disclosure is necessary to enable the DNSP to provide its distribution services</b>, its transmission services or its other services (including by acquiring services from other legal entities);</p> <p>(d) the <b>information has been requested by or on behalf of a customer</b>, or potential customer, of another legal entity, and the disclosure is necessary to enable the legal entity to provide its transmission services, contestable electricity services or other services to the customer or potential customer;</p> <p>(e) the <b>disclosure is solely for the purpose of providing assistance to another Network Service Provider</b> in response to an event (such as an emergency) that is beyond the other Network Service</p>	<ul style="list-style-type: none"> <li>• Beon, ENEA and NG/E staff are restricted through IT access controls from confidential information</li> <li>• Monthly review of IT user access to monitor any inappropriate access to systems for Beon staff</li> <li>• Bi-annual review of IT user access for any inappropriate access to systems by Beon staff</li> <li>• Tailored mandatory training for IT system owners on how ring fencing relates to access and disclosure</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol</li> <li>• Information sharing register</li> <li>• Beon employee listing</li> <li>• Next Generation employee listing</li> <li>• ENEA employee listing</li> <li>• Monthly IT user access attestation form</li> <li>• Bi-annual attestation form</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We tested the design operating effectiveness of IT access controls</li> <li>• We tested the design and operating effectiveness of the monthly and bi-annual IT user access attestation forms</li> <li>• We obtained an IT user access listing for all CitiPower/ Powercor systems that contain confidential information and compared to listing of Beon, ENEA and NG/E employees to determine whether there is any inappropriate access</li> <li>• We have reviewed the information sharing protocol for consistency with the requirements of the Ring-fencing guideline.</li> <li>• We sighted the information register is publicly available on the CitiPower/ Powercor website</li> </ul>			

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>Provider's reasonable control;  (f) the <b>disclosure is solely for the purposes of research by a legal entity</b> other than a related electricity service provider of the DNSP  (g) a <b>related electricity service provider of the DNSP has requested the disclosure</b> and the DNSP complies with clause 4.3.4 in relation to that confidential information.</p>				
13.	Sharing of information	4.3.4	<p>(a) Subject to clause 4.1(c)iv. and to this clause 4.3.4, where a <b>DNSP</b> shares <b>confidential information</b> with a <b>related electricity service provider</b>, or where confidential information that a <b>DNSP</b> has disclosed under clause 4.3.3(f) is then disclosed by any person to a <b>related electricity service provider</b> of the <b>DNSP</b>, the <b>DNSP</b> must provide access to that <b>confidential information</b> (including the derived information) to other <b>legal entities</b> on an equal basis.</p> <p>(b) A <b>DNSP</b> is only required by clause 4.3.4(a) to provide</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Compliance Analyst</li> <li>• IT Assurance Manager</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol and information sharing register is publicly available</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol</li> <li>• Information sharing register</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We have reviewed the information sharing protocol for consistency with the requirements of the Ring-fencing guideline</li> <li>• We sighted the information register is publicly available on the CitiPower/ Powercor website</li> <li>• We made enquiry of the Regulatory Projects Manager and confirmed that All information requests received were added to the information register</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.		No Exception.

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>information to a <b>legal entity</b> where:</p> <p>i. the <b>legal entity</b> has requested that it be included on the <b>information register</b> in respect of information of that kind; and</p> <p>ii. the <b>legal entity</b> is competing, or is seeking to compete, with the <b>DNSP</b>, or a <b>related electricity service provider</b> of the <b>DNSP</b>, in relation to the provision of <b>contestable electricity services</b>.</p> <p>(c) A <b>DNSP</b> is not required by clause 4.3.4(a) to provide information to a <b>legal entity</b> where the <b>DNSP</b> has disclosed the information in the circumstances set out in clauses 4.3.3(a) to (e).</p> <p>(d) Without limiting clause 4.3.4(a), a <b>DNSP</b> must establish an information sharing protocol that sets how and when it will make the information referred to in clause 4.3.4(a) available to <b>legal entities</b> and must make that protocol publicly available on its website.</p> <p>(e) Where a <b>DNSP</b> discloses information referred to in clause 4.3.4(a) to any other <b>legal entity</b> under this clause 4.3.4, it must do so on terms and conditions that require the other</p>	<ul style="list-style-type: none"> <li>We obtained redacted copies of all emails sent to the ring-fencing mailbox and reviewed the email correspondence received during the year and did not identify any information requests not added to the register</li> </ul>			

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p><b>legal entity</b> to comply with clause 4.3.2 and 4.3.3(a) to (d) in relation to that information as if the other <b>legal entity</b> was a <b>DNSP</b>.</p>				
14.	Information register	4.3.5 (a) - (c)	<p>(a) A DNSP <b>must establish, maintain and keep a register</b> of all:</p> <ul style="list-style-type: none"> <li>i. related electricity service providers;</li> <li>ii. other legal entities who provide contestable electricity services but who are not affiliates of the DNSP; who request access to information identified in clause 4.3.4(a), and must make the register publicly available on its website.</li> </ul> <p>(b) For each legal entity that has requested that a DNSP provide access to information identified in clause 4.3.4(a), the DNSP's information register must:</p> <ul style="list-style-type: none"> <li>i. identify the kind of information requested by the legal entity; and</li> <li>ii. describe the kind of information requested by the legal entity in sufficient detail to enable other legal entities to make an informed decision about whether to request that kind of information from the</li> </ul>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Compliance Analyst</li> <li>• IT Assurance Manager</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol and information sharing register is publicly available</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Information sharing protocol</li> <li>• Information sharing register</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We have reviewed the information sharing protocol for consistency with the requirements of the Ring-fencing guideline</li> <li>• We sighted the information register is publicly available on the CitiPower/ Powercor website</li> <li>• We note as part of our testing performed, there was a request made in the current period to be added to the information sharing register.</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p>DNISP. (c) <b>A legal entity may request that the DNISP</b> include it on the information register in relation to some or all of the kinds of information that the DNISP is required to provide under clause 4.3.4(a), and the DNISP must comply with that request.</p>				
15.	Conduct of service providers	4.4.1 (a) (b)	<p>A DNISP: (a) <b>must ensure that any new or varied agreement between</b> the DNISP and a service provider, for the provision of services to the DNISP that enable or assist the DNISP to supply direct control services, requires the service provider to comply, in providing those services, with: i. clauses 4.1, 4.2.1, 4.2.2 and 4.3.2 of this Guideline; and ii. clause 4.2.3 of this Guideline in relation to the brands of the DNISP; as if the service provider was the DNISP. A DNISP: (b) must not, directly or indirectly, encourage or incentivise a service provider to engage in conduct which, if the</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>• Procurement Specialist</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>• The standard terms and conditions for VPN supply contracts include compliance with ring-fencing requirements. These standard terms and conditions are included in all new and amended contracts for suppliers involved in the provision of direct control services</li> <li>• Purchase orders include ring-fencing specific clauses</li> <li>• Decision matrix provided to procurement staff to apply in contract negotiations</li> <li>• Internal controls implemented within the procurement team to ensure Beon procurement staff cannot see CitiPower / Powercor tenders</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Standard term and conditions</li> <li>• Sample of new and revised supplier contacts entered in the period</li> <li>• Decision matrix</li> </ul> <p><b>Test Performed:</b></p>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			DNSP engaged in the conduct itself, would be contrary to the DNSP's obligations.	<ul style="list-style-type: none"> <li>We selected a sample of suppliers with new contracts entered into in the period to determine whether the Standard Terms and Conditions attached to the contract contained the requirement to comply with ring-fencing Guideline</li> </ul>			
16.	Waiver register	5.7 (a) (b)	<p>A DNSP <b>must establish, maintain and keep a register of all waivers</b> (including any variation of a waiver) and must make the register publicly available on its website.</p> <p>The register established under clause 5.7(a) <b>must include:</b></p> <p><b>i. the description of the conduct</b> to which the waiver or interim waiver applies; and</p> <p><b>ii. the terms and conditions of the waiver or interim waiver;</b> as set out in the AER's written decision, provided by the AER to the DNSP, to grant (or vary) the waiver or interim waiver.</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Control:</b></p> <ul style="list-style-type: none"> <li>Waiver register is maintained and publicly available</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>Waiver register</li> <li>Ring-fencing Compliance Procedure</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We sighted that the waiver register is publicly available on CitiPower/Powercor's website</li> <li>We cross-checked the details contained on the waiver register against the waiver decisions published on the AER website.</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception
17.	Maintaining compliance	6.1	A DNSP <b>must establish and maintain appropriate internal procedures to ensure it complies with its obligations under this Guideline.</b>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Control(s):</b></p> <ul style="list-style-type: none"> <li>General Manager Annual Compliance review and declaration</li> <li>Mandatory training on the ring-fencing requirements</li> </ul>	Based on the testing performed we have not identified any matters of exception against the obligation.	None noted.	No Exception.



No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
				<ul style="list-style-type: none"> <li>• Tailored in-person trainings for different parts of the business which have particular obligations, such as procurement, the contact centre, IT and the service desk</li> <li>• A mailbox is maintained by the Regulation group for CitiPower/Powercor to report any potential breaches</li> <li>• A materiality and breach reporting policy is available to all staff on the intranet</li> <li>• A monthly ring fencing champions meeting is held to identify and assess and ring fencing issues as they arise</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• General Manager Annual Compliance review and declaration</li> <li>• Training materials</li> <li>• Monthly ring fencing update meeting material</li> <li>• Emails sent to the ring fencing compliance inbox</li> <li>• Obtained the VPN breach reporting policy</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We have obtained and reviewed the General Manager annual compliance declarations</li> <li>• We reviewed the training material and the attendance register.</li> <li>• We obtained redacted copies of all emails sent to the ring-fencing mailbox and reviewed the email correspondence received during the year</li> <li>• Reviewed the VPN breach reporting policy for appropriateness, noting the policy has been formalised in the current period.</li> </ul>			

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
18.	Annual compliance report	6.2.1 (a), (b) (c)	<p>A DNSP <b>must prepare an annual ring-fencing compliance report each regulatory year.</b></p> <p><b>The annual compliance report must identify and describe,</b> in respect of the regulatory year to which the report relates:</p> <p>i. the <b>measures the DNSP has taken</b> to ensure compliance with its obligations under this Guideline;</p> <p>ii. <b>any breaches of this Guideline by the DNSP,</b> or which otherwise relate to the DNSP; and</p> <p>iii. <b>all other services provided by the DNSP</b> in accordance with clause 3.1; and</p> <p>iv. <b>the purpose of all transactions between the DNSP and an affiliated entity.</b></p> <p>The <b>annual compliance report must be accompanied by an assessment of compliance</b> by a suitably qualified independent authority.</p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Ring-fencing compliance report</li> <li>Deloitte has been engaged as the independent authority to assess CitiPower and Powercor's compliance with the Guideline</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>CitiPower and Powercor Ring-fencing Compliance report</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>We reviewed the draft annual ring-fencing compliance report to assess whether it includes all required information and that the disclosures are consistent with our expectation based on the reasonable assurance procedures performed.</li> <li>Obtained and reviewed sign-off by the Head of Regulation on the final compliance report</li> </ul>	<p>Based on the testing performed we have not identified any matters of exception against the obligation, with key point(s) below:</p> <ul style="list-style-type: none"> <li>CitiPower/Powercor have prepared a compliance report that is consistent with the requirements of the AER Electricity Distribution Ring-Fencing Guideline – Compliance reporting best practice manual.</li> <li>The compliance report is accompanied by an assessment of compliance by a suitably qualified independent authority.</li> </ul>	None noted.	No Exception
19.	Compliance breaches	6.3	<p>A DNSP must <b>notify the AER in writing within 5 (five) business days of becoming aware of a material breach of its</b></p>	<p><b>Discussions held with:</b></p> <ul style="list-style-type: none"> <li>Compliance Analyst</li> </ul> <p><b>Key Controls:</b></p> <ul style="list-style-type: none"> <li>Mandatory training on the ring-fencing requirements</li> </ul>	<p>Based on the testing performed we have not identified any matters of exception against the obligation.</p>	None noted.	No Exception

No.	Category	Ref.	Guideline Obligation	Key Controls and Testing	Results of Testing	Recommendation	Rating
			<p><b>obligations</b> under this Guideline.</p>	<ul style="list-style-type: none"> <li>• A breach register is maintained and updated by the Regulations team</li> <li>• General Manager Annual Compliance review and declaration</li> <li>• A materiality and breach reporting policy is available to all staff on the intranet. In this policy CitiPower/ Powercor commit to report all potential breaches to the AER within five business days</li> </ul> <p><b>Information Obtained:</b></p> <ul style="list-style-type: none"> <li>• Training materials</li> <li>• Breach register</li> <li>• General Manager Annual Compliance review and declaration</li> <li>• Email correspondence received in the mailbox in the period</li> <li>• Obtained the VPN breach reporting policy</li> </ul> <p><b>Test Performed:</b></p> <ul style="list-style-type: none"> <li>• We obtained redacted copies of all emails sent to the ring-fencing mailbox and reviewed the email correspondence received during the year</li> <li>• We reviewed and assessed the breach register</li> <li>• We obtained and reviewed the General Manager Annual Compliance review and declarations</li> <li>• We reviewed the training content and confirmed that this did include the process for reporting breaches through the ring-fencing inbox which is monitored by the regulations team.</li> <li>• Reviewed the VPN breach reporting policy for appropriateness</li> </ul>			

