AGL Performance Indicator Reporting Project

1 November 2018

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The following provides a concise description of the activities undertaken (and underway) relating to the resubmission of AGL's performance indicator reporting for FY18, and data to be submitted in future.

1.1. Identify that ESCV reporting is impacted by realised reporting data issues

During July 2018 it was identified that there were issues related to the data submitted by AGL to the ESC during FY18. A review of a sample of FY18 data was undertaken, which highlighted data quality concerns with the reporting system used during FY18 as well as issues relating to the manual entry of data into the ESC reporting templates.

1.2. ESCV regulatory definition assessment and requirements

A full review of the current version of the ESC's Interim Compliance and Performance Reporting Guideline (version 3) (the Guideline) was conducted by a small group of AGL's Regulatory & Compliance Advisors. Each indicator outlined in the Guideline was revisited for interpretation and transformation into technical requirements. The output of this work was reviewed by IT members of the project team and fed into the planning stage.

1.3. Mobilisation, planning and reporting framework design

AGL mobilised an appropriate team of IT delivery, data quality, business/operational and regulatory resources. The project is:

- Led by a full time Project Manager and project support resources.
- Governed by a Steering Committee who meet weekly to discuss project status, risks and resolve decisions. The Steering Committee is comprised of AGL's Chief Customer Officer, Executive General Manager of Information Systems & Technology, General Manager of Energy Markets Regulation and other senior IT and business representatives.
- Comprised of a full-time team of IT developers and data quality resources and supported by operational business resources (such as representatives from AGL's credit team who own the processes related to credit and collections), as well as regulatory and compliance resources.

Also, during this stage of the project, the solution architecture to deliver the ESC reporting data was agreed.

1.4. Reporting data QA process design

During this stage an appropriate quality assurance procedure was designed, led by a senior data quality analyst in conjunction with regulatory and compliance advisors, data assurance, IT change control and business representatives. The key quality assurance steps are described below. The same senior data quality analyst has been allocated to ensure adherence to (and in some instances refinement of) this process as execution progresses until final delivery.

1.5. Metric data analysis/grouping and detailed development planning

This stage involved overall technical analysis of the regulatory definitions to group the indicators into logical metric groupings, identify the high-level data model and dependencies of those metrics and determine a detailed development plan sequence, with resourcing, for delivery. It also involved identification and mobilisation of additional business resources required to own and execute various processes steps across the QA process.

1.6. Metric business logic mapping (technical definitions)

For each group of indicators, a technical definition document is created, defining how each indicator is translated into a technical requirement (i.e. reporting code). These documented definitions are created collectively by data quality analysts, IT developers, regulatory and compliance advisors and business subject matter experts, and are formally reviewed and signed off by the relevant functional owner.

1.7. Metric development including business technical review

1.8. Business sign-off on indicator values

Each indicator has an identified and agreed business owner, who is responsible for validating that each indicator value is in-line with expectations and signs off the values to be reported. These business owners are typically individuals who report to a General Manager.

An automated tool retrieves the data from the underlying reporting tables and populates them into a report alongside previously reported period values (e.g. Q1, Q2, Q3 and Q4 data). This allows the business owner to validate both on the value itself and on the basis of variance against previously reported data. Data may also be referenced against other internal reports used by AGL.

1.9. Report preparation and validation

Reports are generated using the required ESC templates and populating all required data points. This is performed by the AGL's Regulatory and Compliance team. The population of data is performed using a dedicated tool that automates the retrieval of the data from the underlying reporting tables and inserting them the appropriately mapped fields in the ESC reporting templates. This automation minimises the risk associated with manually populating the fields in the template. This is the same tool referenced in step 1.8 above.

A full reconciliation is then performed to ensure that each data point in each report is the same as the value that was signed off by the business. Other manual checks are performed to ensure all other details of the reports are ready for submission.

1.10. Final approval and submission

The checked reports are presented to the General Manager, Customer Market Operations for sign-off. Once sign-off is received, the reports are submitted to the ESC.

Delivery Plan

ESCV FY2018 Q1-4 Delivery Plan		Week Commencing	Aug-18					Sep-18				Oct-18				
			30-Jul	6-Aug	13-Aug	20-Aug	27-Aug	3-Sep	10-Sep	17-Sep	24-Sep	1-Oct	8-Oct	15-Oct	22-Oct	29-Oct
No	Activity	Status														
1	Identify that ESCV reporting is impacted by realised reporting data issues	Complete														
2	ESCV regulatory definition assessment and requirements	Complete														
3	Mobilisation, planning and reporting framework design	Complete														
4	Reporting data QA process design	Complete														
5	Metric data analysis/grouping and detailed development planning	Complete														
6	Metric business logic mapping (technical definitions)	Complete														
7	Metric development incl. business technical review	Complete														
8	Business sign-off on indicator values	Complete														
9	Report preparation and validation	Complete														
10	Final approval and submission	Complete														

Current as at 1 November 2018.

- **5 October 2018:** Group Audit confirms that the completion status of the first five activities has been reviewed.
- **17 October 2018:** The completion status of the 6th activity has been reviewed by AGL's Internal Audit team.
- **1 November 2018:** The completion status of activities 7, 8, 9 and 10 have been reviewed by AGL's Internal Audit team.