

Compliance plan for Scentre Shopping Centre Management Ltd

Title: Timeliness of Provision of Initial Electrical Connection Date			
Non-compliance	Description		
Audit Ref: 3.5 With: Clause 7(2A) of Schedule 11.1 From: 17-Sep-17 To: 18-Sep-17	The initial energisation date for ICP 0004339990WF784 was populated one business day late. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	Controls are rated as moderate as they are sufficient to ensure that initial energisation dates are updated on time most of the time. Paperwork is often sent to the retailer first, then passed to TENCO, which can cause delays in updating the initial energisation date. The impact is low because only one ICP was affected, and the update was one business day late.		
Actions taken to resolve the issue		Completion date	Remedial action status
No action is required as lateness can't be resolved		1/12/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
TENCO has processes and system in place to ensure timely updates of IEDs. This is one off case.		1/12/2017	

Title: Changes to registry information	
Non-compliance	Description
Audit Ref: 4.1 With: Clause 8 Schedule 11.1 From: entire audit period	Two late network updates and five late status updates to decommissioned. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Strong Breach risk rating: 1

Audit risk rating	Rationale for audit risk rating		
Low	<p>Controls are rated as strong, as they are sufficient to ensure updates are on time most of the time.</p> <p>The risk is low as a small number of ICPs are affected, and the registry was updated very soon after TENCO became aware that an update was required.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
No action is required as lateness can't be resolved.		1/12/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
TENCO is reliant on other industry participants to complete their updates on time. Energy Retailers have backdated their updates further than 3 days therefore could not complete our updates on time.		1/12/2017	

Title: Responsibility for metering information for NSP that is not a POC to the grid			
Non-compliance	Description		
<p>Audit Ref: 6.8</p> <p>With: Clause 10.25(1) and 10.25(3)</p> <p>From: 28-Feb-17</p> <p>To: 06-Jun-17</p>	<p>The Reconciliation Manager was notified 29 days after recertification for WRN0111.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: None</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
Low	<p>The controls are currently rated as moderate, but the process improvements implemented in November 2017 will increase the rating to strong.</p> <p>The audit risk rating is low, because the meter was certified at all times.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
No action is required as lateness can't be resolved		1/12/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
TENCO have contacted MEPs (FCLM, AMCI) and arranged to process for them to notify us when they recertify the meters. This is the 1 st time this requirement has been audited.		1/12/2017	