

## Compliance plan for Bosco – 2019

Relevant information		
Non-compliance	Description	
Audit Ref: 2.1 With: Clause 10.6, 11.2, 15.2 From: 01-May-18 To: 31-Mar-19	Some corrections not conducted as soon as practicable. Potential impact: Medium Actual impact: Low Audit history: Twice Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	I have rated the controls as moderate because most issues are resolved but there is room for improvement. The impact on settlement and participants is minor; therefore, the audit risk rating is low.	
Actions taken to resolve the issue		Completion date
<b>Response:</b> Non compliance accepted and remedial action completed  <b>Action:</b> ICP 1000004828BPDF3 has been corrected and ICP 0153236175LC0AC was corrected at time of audit. Unbilled usage for 4 bridged meters has been entered and will be reconciled as part of next reconciliation.		June 2019
Preventative actions taken to ensure no further issues will occur		Completion date
Existing process alerts of inactive usage when it hit 50 kwh since disconnection. The process is under review to reduce this alert threshold.		Aug 2019
Reporting will be implemented to identify non advancing meters.		Dec 2019
RR issue for ICP 1000001407BP454 was human error and as such training has been provided and documentation has been updated.		
Remedial action status		
Identified		

Electrical Connection of Point of Connection		
Non-compliance	Description	
Audit Ref: 2.11 With: Clause 10.33A  From: 23-Apr-18 To: 29-Jan-19	Three ICPs were not certified within five business days of reconnection. Potential impact: Low Actual impact: Low Audit history: Once Controls: Weak Breach risk rating: 3	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are rated as weak as there are no controls in place to ensure reconnected ICPs with uncertified metering are certified within five business days.  The audit risk rating is low as this has no direct impact on reconciliation.	
Actions taken to resolve the issue	Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action on going  <b>Action:</b> Jobs have been raised with meter owners to attend to certify metering.	June 2019	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Participant comments  Bosco will review the process and implement a working solution to meet the code obligations	July 2019	

Changes to registry information			
Non-compliance	Description		
Audit Ref: 3.3 With: Clause 10 of schedule 11.1 From: 04-Apr-18 To: 17-Jan-19	Registry not updated within 5 business days of the event. Potential impact: Low Actual impact: Low Audit history: Multiple Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	The controls are rated as moderate as controls will mitigate risk most of the time, but there is room for errors to occur. The audit risk rating is low as the number of ICPs affected is small.		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action on-going <b>Action:</b> Over all the number of ICPs notified greater than 5 days has reduced. Will keep focus on reducing event updates.		On going	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Particular focus on activities linked to MEP nomination to reduce human errors.		Continued Focus	

ANZSIC codes			
Non-compliance	Description		
<p>Audit Ref: 3.6</p> <p>With: Clause 9 (1(k) of Schedule 11.1</p> <p>From: 15-Feb-19</p> <p>To: 15-Feb-19</p>	<p>Eight ICPs had incorrect ANZSIC codes assigned.</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		
<b>Low</b>	<p>The controls are rated as moderate as they are sufficient to ensure that most ANZSIC codes are recorded correctly.</p> <p>The impact is low. Most ANZSIC codes were found to be correct, and the ANZSIC code for ICP 0087710603LC6A9 was corrected during the audit. There is no impact on settlement.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action on-going</p> <p><b>Action:</b> ANZSIC codes have been updated for ICPs that are still with Bosco</p>		May 2019	Cleared
Preventative actions taken to ensure no further issues will occur		Completion date	
ANZSIC codes entered by customers when opening an account at an existing Bosco property are now being applied. Previously the existing ANZSIC code was applied.		May 2019	

Management of "inactive" status			
Non-compliance	Description		
Audit Ref: 3.9 With: Clause 19 Schedule 11.1 From: 01-May-18 To: 31-Mar-19	Incorrect inactive status for 11 ICPs. Potential impact: Medium Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor; therefore, the audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action completed <b>Action:</b> 11 ICPs have been corrected		17 May 2019	Cleared
Preventative actions taken to ensure no further issues will occur		Completion date	
Existing process alerts of inactive usage when it hit 50 kwh since disconnection. Under review to reduce this alert threshold		Aug 2019	

Non-compliance	Description		
Audit Ref: 4.3 With: Clause 5 of schedule 11.3 From: 02-Jul-18 To: 22-Nov-18	Some incorrect CS file content. Four late CS files. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Weak Breach risk rating: 3		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	I have rated the controls as weak as they are not sufficient to ensure that all CS content is consistently correct. The impact is assessed to be low, because: <ul style="list-style-type: none"> <li>• last actual read dates do not impact on settlement, and are only used as an indicator of how accurate estimates are likely to be;</li> <li>• estimated daily kWh will only impact on settlement if it is used to calculate forward estimate for NHH settled ICPs by the gaining trader where actual readings are not received;</li> <li>• vacant ICPs are expected to have little or no consumption during vacant periods; and</li> <li>• a small number of CS files were late, and all were completed within 12 business days.</li> </ul>		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance disputed <b>Action:</b> Checked the readings on CS for 1000021025BPC48 and found that the correct readings were included in the CS. The last occupied readings were not used, the readings used were the last actual read. Bosco don't use the average from the last read period. The average is calculated between the last two actual reads that are not less than 60 days apart. This is the average daily kWh used for our internal purposes and also the average used on the CS. Examples in separate document.		May 2019	Disputed
Preventative actions taken to ensure no further issues will occur		Completion date	
A modification has been made to EzyBusiness so that the last actual read date will be used instead of the last read date.		May 2019	

Retailers must use same reading - standard switch			
Non-compliance	Description		
<p>Audit Ref: 4.4</p> <p>With: Clauses 6(1) and 6A Schedule 11.3</p> <p>From: 17-May-18</p> <p>To: 29-Sep-18</p>	<p>One transfer RR was not supported by two validated actual reads.</p> <p>Three switch event readings were recorded with an incorrect read type.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Once</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>The controls are rated as moderate, because Bosco is aware of the requirement for RRs to be supported by at least two validated readings.</p> <p>The impact is assessed to be low, because a small number of ICPs are affected and there is no impact on reconciliation.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action completed</p> <p><b>Action:</b> Human error Bosco are aware of the requirements of the RRs to be supported by 2 validated actual reads which will be mandatory before accepting any reads.</p>		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Relevant documentation has been updated to highlight the requirement of 2 validated actual reads</p> <p>Process in place where by switch event readings and event types are not amended and are submitted as received in the system.</p>		May 2019	

Non-half hour switch event meter reading - standard switch			
Non-compliance	Description		
Audit Ref: 4.5 With: Clauses 6(2) and (3) Schedule 11.3 From: 22-Jun-18 To: 03-Oct-18	19 RRs meeting the requirements of Clause 6(2) and (3) Schedule 11.3 were invalidly rejected. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	The controls are rated as weak, as they are not sufficient to ensure that read change requests issued under Clause 6(2) and (3) Schedule 11.3 are accepted. The audit risk rating is low as most RRs issued under this clause are accepted.		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action complete <b>Action:</b> Identified as human error. Process changed.		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Process in place to always check smart reads before accepting/rejecting.		May 2019	



Non-compliance	Description		
Audit Ref: 4.10 With: Clause 11 of schedule 11.3 From: 29-May-18 To: 04-Feb-19	Some incorrect CS file content. 165 late switch move CS files. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Weak Breach risk rating: 3		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	I have rated the controls as weak as they are not sufficient to ensure that all CS content is consistently correct. The impact is assessed to be low, because: <ul style="list-style-type: none"> <li>• last actual read dates do not impact on settlement and are only used as an indicator of how accurate estimates are likely to be;</li> <li>• estimated daily kWh will only impact on settlement if it is used to calculate forward estimate for NHH settled ICPs by the gaining trader where actual readings are not received;</li> <li>• vacant ICPs are expected to have little or no consumption during vacant periods; and</li> <li>• a small number of CS files were late, and all were completed within 12 business days.</li> </ul>		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted  <b>Action:</b> Bosco don't use the average from the last read period. The average is calculated between the last two actual reads that are not less than 60 days apart. This is the average daily kWh used for our internal purposes and also the average used on the CS. Examples in separate document.		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
A modification has been made to EzyBusiness so that the last actual read date will be used instead of the last read date.		May 2019	

Gaining trader changes to switch meter reading - switch move			
Non-compliance	Description		
<p>Audit Ref: 4.11</p> <p>With: Clause 12 Schedule 11.3</p> <p>From: 17-May-18</p> <p>To: 20-Dec-18</p>	<p>One switch move RR was not supported by two validated actual reads.</p> <p>One RR file was accepted but the reads were not updated.</p> <p>Six switch event readings were recorded with an incorrect read type.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Twice</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>The controls are rated as moderate, because Bosco is aware of the requirement for RRs to be supported by at least two validated readings.</p> <p>The impact is assessed to be low, because a small number of ICPs are affected and there is no impact on reconciliation. For the ICPs which switched out on the reading for the last day they were occupied, the consumption during the vacant period is expected to be low.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action complete</p> <p><b>Action:</b> System issued identified where the system sometimes send E type read without the file being registry rejected.</p> <p>Human error Bosco are aware of the requirements of the RRs to be supported by 2 validated actual reads which will be mandatory before accepting any reads.</p>		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Issues has been raised with IT to make required changes.</p> <p>Relevant documentation has been updated to highlight the requirement of 2 validated actual reads</p> <p>Process in place to update read once RR file has been accepted.</p>		<p>Dec 2019</p> <p>May 2019</p>	

Losing trader provision of information - gaining trader switch		
Non-compliance	Description	
Audit Ref: 4.13 With: Clause 15 Schedule 11.3 From: 01-Nov-18 To: 13-Nov-18	One late HH AN file. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are rated as moderate, as Bosco has now confirmed their HH switch loss process. The impact is low, because one AN file was sent five business days late.	
Actions taken to resolve the issue	Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action complete <b>Action:</b> This was a first occurrence due to lack of knowledge.	May 2019	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Process in place to follow up should this happen again.	May 2019	

Metering information			
Non-compliance	Description		
Audit Ref: 4.16 With: Clause 21 Schedule 11.3  From: 29-May-18 To: 04-Feb-19	Some incorrect CS file switch event readings. Four late CS files. Potential impact: Low Actual impact: Low Audit history: None Controls: Weak Breach risk rating: 3		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	I have rated the controls as weak as they are not sufficient to ensure that all CS content is consistently correct.  The impact is assessed to be low, a small number of CS files with incorrect readings were identified.		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action complete  <b>Action:</b> Changes made to breach report and will start to switch sites on day 5/6 of the breach report.		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
A modification has been made to EzyBusiness so that the last actual read date will be used instead of the last read date.  Changes to breach report implemented going forward		May 2019	

Electricity conveyed & notification by embedded generators			
Non-compliance	Description		
<p>Audit Ref: 6.1 With: Clause 10.13</p> <p>From: 20-Mar-18 To: 19-Oct-18</p>	<p>While a meter was bridged, energy was not metered and quantified according to the code.</p> <p>For three ICPs with generation, energy was not quantified according to the code.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Twice</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>Controls are rated as moderate as they are sufficient to reduce the risk most of the time.</p> <p>The audit risk rating is assessed to be low, as a small number of ICPs are affected.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action complete</p> <p><b>Action:</b> Daily process in place to alert us if we have an ICP or a pending application for an ICP that has generation capacity. We will then work with the customer to help them find a retailer.</p> <p>Energy was quantified for ICP 000549762ORN5E following removal of bridge.</p>		In place	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Continue with daily alert process for generation requesting customer switches to another retailer for date of generation installation.</p> <p>Online form has been created for agents to easily check if a meter is smart when raising reconnections so a smart reconnection is raised before a manual reconnection. We feel this should reduce bridging on manual reconnections.</p>		In place	

Interrogate meters once		
Non-compliance	Description	
Audit Ref: 6.8 With: Clause 7(1) and (2) Schedule 15.2 From: 01-May-18 To: 28-Feb-19	Best endeavours not demonstrated for ICPs not interrogated at least once during the period of supply. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Weak Breach risk rating: 3	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are weak, because no reporting on ICPs not interrogated at least once during the period of supply is available. The impact is assessed as low because four and 12 month read attainment rates are high.	
Actions taken to resolve the issue	Completion date	Remedial action status
Current process tasks agents to outbound call customer after 4 non reads.	In place	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Improvement identified to include other communication options (text, letter or email) when trying to contact customers.	Dec 2019	

<b>NHH meters interrogated annually</b>		
<b>Non-compliance</b>	<b>Description</b>	
Audit Ref: 6.9 With: Clause 8(1) and (2) Schedule 15.2 From: 01-May-18 To: 28-Feb-19	4 ICPs not read and exceptional circumstances were not present. Potential impact: Low Actual impact: None Audit history: Twice Controls: Moderate Breach risk rating: 2	
<b>Audit risk rating</b>	<b>Rationale for audit risk rating</b>	
<b>Low</b>	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor; therefore, the audit risk rating is low.	
<b>Actions taken to resolve the issue</b>		<b>Completion date</b>
Current process tasks agents to outbound call customer after 4 non reads.		In place
<b>Preventative actions taken to ensure no further issues will occur</b>		<b>Completion date</b>
Improvement identified to include other communication options (text, letter or email) when trying to contact customers.		Dec 2019
		Identified

NHH meters 90% read rate			
Non-compliance	Description		
Audit Ref: 6.10 With: Clause 9(1) and (2) Schedule 15.2 From: 01-May-18 To: 28-Feb-19	The best endeavours requirement was not met for six ICPs unread for four months. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	Controls are rated as moderate, because they are sufficient to ensure that most ICPs supplied for four months will receive at least one actual read. The risk is rated as low, a small number of ICPs were affected, and overall read attainment rates are high with close to 100% of ICPs read every four months.		
Actions taken to resolve the issue		Completion date	Remedial action status
Current process tasks agents to outbound call customer after 4 non reads.		In place	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Improvement identified to include other communication options (text, letter or email) when trying to contact customers.		Dec 2019	



Identification of readings			
Non-compliance	Description		
Audit Ref: 9.1 With: Clause 3(3) Schedule 15.2 From: 01-Jun-18 To: 28-Feb-19	Three readings incorrectly labelled. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement. The impact on settlement and participants is minor; therefore, the audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
<b>Response:</b> Non compliance accepted and remedial action complete <b>Action:</b> Process has been changed to reflect this correctly.		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
A modification has been made to EzyBusiness so that the last actual read date will be used instead of the last read date.		May 2019	

Calculation of ICP days		
Non-compliance	Description	
Audit Ref: 11.2 With: Clause 15.6 From: 01-May-17 To: 30-Jun-18	ICP days incorrect for two ICPs where backdated switches out had occurred. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are recorded as strong because they have been recently improved. The impact is minor because this report is used as an indicator; therefore, the audit risk rating is low.	
Actions taken to resolve the issue		Completion date
<b>Response:</b> Non compliance accepted and remedial action complete <b>Action:</b> ICP days will be re-calculated correctly and will be reflected in the wash-up files.		May 2019
Preventative actions taken to ensure no further issues will occur		Completion date
Bosco have an integrity check called "Check ICP Event History Matches Consumption" that is run before we generate the submissions. This check was only looking back 1 month and so missed a problem that had been caused by a backdated switch out. This integrity check has now been extended to look back 16 months and so will now identify any similar problems in the future.		May 2019
Remedial action status		
Identified		

Creation of submission information		
Non-compliance	Description	
<p>Audit Ref: 12.2 With: Clause 15.4</p> <p>From: 01-May-18 To: 31-Mar-19</p>	<p>For three ICPs with generation, energy was not metered and quantified according to the code.</p> <p>Eight ICPs with consumption while inactive did not have status corrections processed.</p> <p>Four stopped meters did not have corrections processed to estimate consumption during the stopped period.</p> <p>Potential impact: Low Actual impact: Low</p> <p>Audit history: Twice Controls: Moderate Breach risk rating: 2</p>	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	<p>Controls are rated as moderate overall, as they are sufficient to ensure that most data is correctly reported.</p> <p>Corrections for stopped or defective meters are not always processed, and corrections for consumption while inactive are not consistently processed.</p> <p>The impact for stopped meters is assessed to be low, all affected ICPs were domestic and consumption during the stopped period was estimated to be low. The consumption while inactive which has not been reported is estimated to be low.</p> <p>If a distributed generation customer is found, they arrange for the customer to switch the ICP to another retailer as soon as possible.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action complete</p> <p><b>Action:</b> Correction of all 11 ICPs with consumption while disconnected have been corrected.</p> <p>Unbilled usage for 4 bridged meters has been entered and will be reconciled as part of next reconciliation.</p>	<p>May 2019</p> <p>June 2019</p>	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
<p>Existing process alerts of inactive usage when it hit 50 kwh since disconnection. Under review to reduce this alert threshold.</p> <p>Reporting will be implemented to identify non advancing meters</p>	<p>Aug 2019</p> <p>Dec 2019</p>	

Accuracy of submission information			
Non-compliance	Description		
<p>Audit Ref: 12.7</p> <p>With: Clause 15.12</p> <p>From: 01-May-18</p> <p>To: 31-Mar-19</p>	<p>Eight corrections for consumption while inactive, and six corrections for stopped or faulty meters were not processed.</p> <p>For three ICPs with generation, energy was not metered and quantified according to the code.</p> <p>For one read change, the accepted read was not recorded and used for submission.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Once</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>Controls are rated as moderate, as most submission data is accurate but there is some room for improvement.</p> <p>The impact is assessed to be low, and once corrected revised data will be submitted.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action complete</p> <p><b>Action:</b> 11 ICPs with inactive usage have been corrected</p> <p>In the case of the one read change, where the accepted read was not recorded and used for submission. This was due to human error of a new team member still in training. Training has been completed.</p>		May 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Existing process alerts of inactive usage when it hit 50 kwh since disconnection. Under review to reduce this alert threshold.</p> <p>Reporting will be implemented to identify non advancing meters.</p>		<p>Aug 2019</p> <p>Dec 2019</p>	

Forward estimate process		
Non-compliance	Description	
Audit Ref: 12.12 With: Clause 6 Schedule 15.3  From: Oct 2017	The accuracy threshold was not met for October 2017 for R3 and R7. Potential impact: Low Actual impact: Low Audit history: Twice Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	Controls are rated as moderate, as they are sufficient to ensure data is within the accuracy threshold most of the time.  Initial data is replaced with revised data and washed up.	
Actions taken to resolve the issue	Completion date	Remedial action status
<b>Response:</b> Non compliance accepted  <b>Action:</b> Bosco will review the process to ensure code obligations are met at all times. The difference are very close to the threshold and are mainly caused by the RM profile shape		Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Bosco will review the process to ensure code obligations are met at all times. The difference are very close to the threshold and are mainly caused by the RM profile shape	Dec 2019	

Historical estimate reporting to RM			
Non-compliance	Description		
<p>Audit Ref: 13.3</p> <p>With: Clause 10 of Schedule 15.3</p> <p>From: Sep 2018 (r3)</p>	<p>Historic estimate thresholds were not met for one revision.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Three times</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>The controls are rated as moderate because in most cases the thresholds were met, and processes are in place to make estimated readings permanent.</p> <p>The audit risk rating is low, because Bosco were close to the target in all cases.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p><b>Response:</b> Non compliance accepted and remedial action on-going</p> <p><b>Action:</b> Bosco will review the process to ensure code obligations are met at all times. The difference are very close to the threshold however will investigate further.</p>		Dec 2019	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Bosco will review the process to ensure code obligations are met at all times. The difference are very close to the threshold however will investigate further.		Dec 2019	