

Compliance Plan CIAL Distributor 2021

Requirement to provide complete and accurate information			
Non-compliance	Description		
<p>Audit Ref: 2.1</p> <p>With: 11.2(1) and 10.6(1)</p> <p>From: 30-Aug-18</p> <p>To: 03-Nov-21</p>	<p>ICP 9999999993CL5F5 was recorded against the incorrect NSP resulting in an estimated 144,000 kWh being reconciled to the incorrect balancing area.</p> <p>Potential impact: High</p> <p>Actual impact: High</p> <p>Audit history: None</p> <p>Controls: Moderate</p> <p>Breach risk rating: 6</p>		
Audit risk rating	Rationale for audit risk rating		
High	<p>The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement.</p> <p>The audit risk rating is assessed to be high as an estimated 144,000 kWh will have been reconciled to the incorrect NSP and balancing area.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
<p>Upon being made aware of the issue during this current audit a correction was put through effective from the 01/09/2020 to correct the NSP. The issue was a result of a Tenco staff member during the last audit being asked to correct the IED date however incorrectly also updated the NSP which looks to have occurred as a result of doing a reversal on the prior event as opposed to just updating as a correction which they should have done. The mitigating factor to market impact is that CIAL have 3 NSP's all with residual ICP's on them therefore any mis allocated load during the period 30 August 2018 to 31 August 2020 will have been collected on the other NSP residual ICP and paid for by CIAL to their retailer.</p>		03/11/2021	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
<p>Stronger controls and process are in place for the updating of ICP's in Registry and ensuring that the correct records are maintained with Registry updates currently only being completed via Tenco Market Operations and Compliance Manager or Managing Director. In 2022 Tenco will be implementing Axos Registry Manager which will manage registry updates and avoid any manual input/reversals occurring in the future.</p>		On going	

Notice of NSP for each ICP		
Non-compliance	Description	
<p>Audit Ref: 4.2</p> <p>With: 7(1), 7(4) and 7(5) Schedule 11.1</p> <p>From: 29-Aug-18</p> <p>To: 03-Nov-21</p>	<p>ICP 9999999993CL5F5 was recorded against the incorrect NSP resulting in an estimated 144,000 kWh being reconciled to the incorrect balancing area.</p> <p>Potential impact: High</p> <p>Actual impact: High</p> <p>Audit history: None</p> <p>Controls: Moderate</p> <p>Breach risk rating: 6</p>	
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