

DMFL Distributor Compliance Plan 2021

Changes to registry information		
Non-compliance	Description	
<p>Audit Ref: 4.1</p> <p>With: 8 Schedule 11.1</p> <p>From: 16-Apr-21</p> <p>To: 29-Apr-21</p>	<p>One ICP not decommissioned within three days it being updated to being ready to decommission.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Multiple</p> <p>Controls: Strong</p> <p>Breach risk rating: 1</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>Controls are rated as strong, as they are sufficient to prevent the late updates most of the time.</p> <p>The audit risk rating is low only one event was updated late during the audit period.</p>	
Actions taken to resolve the issue		Completion date
This appears a one-off error with the late updating of this ICP as we received retailer confirmation on the 21/04/2021.		29/04/2021
Preventative actions taken to ensure no further issues will occur		Completion date
We have a daily dashboard monitoring the change of ICP status, where an ICP is moved to Inactive – Ready for Decommissioning and we have not previously had any advice or notice on this then we will confirm with the MEP/Retailer/Property to confirm the status is correct.		Ongoing
		Identified

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: 21-Oct-19</p> <p>To: 29-Jan-21</p>	<p>Meter certification details were updated more than 20 business days after the certification date for DTT0011 and WQQ0011.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Once</p> <p>Controls: Strong</p> <p>Breach risk rating: 1</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>The controls are strong, because the delays were primarily caused by the MEP being unable to provide information on time.</p> <p>The impact is low. The meter was certified at all times.</p>	
Actions taken to resolve the issue		Completion date
Updating of Gateway Metering Certification remains a challenge, we are monitor the certification expiry dates and follow up where required if these fall overdue however when an MEP updates prior to the cert date then we are wholly reliant on them to provide the paperwork in a timely manner and will action the changes as soon as this paperwork comes through to us. During this audit period it was found that the MEP's records of E-mail address on a number of ICP's was incorrect resulting in paperwork not reaching us in a timely manner.		Ongoing
Preventative actions taken to ensure no further issues will occur		Completion date
We have introduced an additional check with the MEP whereby we provide them a full list of all LE ICP's and associated certification dates and they validate this against their records thus providing a check to the manual process of sending us metering certs as they come into their system.		Sept-2020
		Identified