

Compliance plan for Centralines – 2020

Changes to registry information			
Non-compliance	Description		
Audit Ref: 4.1 With: Clause 8 Schedule 11.1 From: 01-Dec-17 To: 26-Jan-20	Some price, network, status, and address changes were backdated more than three business days. Potential impact: Low Actual impact: Low Audit history: Multiple times Controls: Strong Breach risk rating: 1		
Audit risk rating	Rationale for audit risk rating		
Low	Controls are rated as strong as there are robust checks in place to ensure that the registry is updated as soon as possible where possible. The risk rating is low, because most of the delayed updates were processed within 30 days. Based on the sample checked, the later updates appear to be mostly data corrections.		
Actions taken to resolve the issue		Completion date	Remedial action status
Centralines acknowledges the non-compliances identified here. There is no further action we can take to resolve the non-compliances identified.		N/A	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Network Events - Pricing Events: As noted by the Auditor, in all cases the requests from traders caused the late updates. Data corrections make Centralines non-compliant with this clause, but compliant with the requirement to provide complete and accurate information. Distributed Generation Events: Process will be aligned with Unison process for populating registry as soon as application is approved based on anticipated connection date. Incorporating DG application processing into One Energy ERP System (late 2020) will enable improved tracking of application status and timely processing and updating of registry information.		Authority timeframe. Late 2020.	

ICP location address		
Non-compliance	Description	
Audit Ref: 4.4 With: Clause 2 Schedule 11.1 From: 01-Dec-17 To: 26-Jan-20	Insufficient address details for three ICPs. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are recorded as strong because they mitigate risk to an acceptable level The impact on settlement and participants is minor; therefore, the audit risk rating is low.	
Actions taken to resolve the issue		Completion date
These ICPs do not have a readily identifiable address (Park Lighting), however the issue is that GPS coordinates have not been updated via back end system processes for a period (possibly 24 months) – a service request has been raised to fix this.		June 2020
Preventative actions taken to ensure no further issues will occur		Completion date
Monthly reports will be run for ICPs with no GPS co-ordinations in addition to the above service request to prevent non-compliance		On-going compliance monitoring.
		Identified