

Compliance plan for Merchant Quater (MERQ) – 2020

Non-compliance	Description		
<p>Audit Ref: 4.1</p> <p>With: Clause 8 of Schedule 11.1</p> <p>From: 01-Oct-17</p> <p>To: 30-Sep-20</p>	<p>9 late price code changes</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Once previously</p> <p>Controls: Moderate</p> <p>Breach risk rating: 2</p>		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong because changes are made immediately based on retailer requests. The impact on settlement and participants is none because the only late updates were related to price code changes. Audit risk rating is low		
Actions taken to resolve the issue		Completion date	Remedial action status
Pricing Update: We acted promptly as soon as we received the requests from the retailers. We update pricing according to the UoSA and our pricing policy and to not do so would disadvantage the retailer. We note that the EA has already recommended that the restrictions to pricing updates be relaxed and we endorse that recommendation.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
We believe we have taken the appropriate actions.			

Non-compliance	Description		
Audit Ref: 5.2 With: Clause 22 of Schedule 11.1 From: 01-May-20 To: 04-May-20	Loss factor code SUMERQ1 was not updated by 2 months in advance Potential impact: None Actual impact: None Audit history: None Controls: Strong Breach risk rating: 1		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong. The impact on settlement and participants is none because the value of the loss factor code was late only by 4BD therefore, the audit risk rating is low.		
Actions taken to resolve the issue		Completion date	Remedial action status
SULN prefers to do all price and loss factor updates at the same time and proceeded with this preference.			Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Calendar event trigger set to earlier date to allow or more time for notifications and updates. Secondary calendar events set up as a time limit reminder. Process documents updated with loss factor notice period and instructions to delay effective date if necessary, to accommodate notice period.			

Recommendation	Description	Audited party comment	Remedial action
Update the certification date of the metering installation information in the Network Supply Points table	Incorrect the certification date of the metering installation date	It was incorrectly believed that the MEP would update the certification expiry date. This requirement has been added to process documentation	SULN requested our contractor JC Consulting to update the NSP with correct date