

Compliance plan for Stride Property Ltd

Title: Timeliness of Provision of Initial Electrical Connection Date			
Non-compliance	Description		
Audit Ref: 3.5 With: Clause 7(2A) of Schedule 11.1 From: 24-Jul-17 To: 22-Aug-17	Corrections to the initial energisation date resulted in two late updates. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	Controls are rated as moderate as they are sufficient to ensure that initial energisation dates are updated on time most of the time. Paperwork is often sent to the retailer first, then passed to TENCO, which can cause delays in updating the initial energisation date. The impact is low because only one ICP was affected, and the late updates related to corrections.		
Actions taken to resolve the issue		Completion date	Remedial action status
No action is required as lateness can't be resolved.		1/12/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
The lateness was caused by corrections/disputes with the retailer regarding when this ICP was actually lived in as date received by MEP didn't match the paperwork. This is one off event.		1/12/2017	

Title: Changes to registry information	
Non-compliance	Description
Audit Ref: 4.1 With: Clause 8 Schedule 11.1 From: 12-Aug-17 To: 18-Oct-17	12 late pricing updates, and 15 late status updates. Potential impact: Low Actual impact: Low Audit history: Twice previously Controls: Strong Breach risk rating: 1

Audit risk rating	Rationale for audit risk rating		
Low	<p>Controls are rated as strong, as they are sufficient to ensure updates are on time most of the time. In all cases, the late update was at the request of another party, or caused by another party's late registry update.</p> <p>The risk is low as a small number of ICPs are affected, and the registry was updated very soon after TENCO became aware that an update was required.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
No action is required as lateness can't be resolved.		1/12/2017	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
TENCO is reliant on other industry participants to complete their updates on time. Energy Retailers have backdated their updates further than 3 days therefore could not complete our updates on time.		1/12/2017	

Title: Distributors to Provide ICP Information to the Registry manager			
Non-compliance	Description		
<p>Audit Ref: 4.6</p> <p>With: Clause 7(1)</p> <p>Schedule 11.1</p> <p>From: 10-Jul-16</p> <p>To: 24-Jul-16</p>	<p>The initial energisation date for 0003225050DF901 was incorrect, but has now been corrected.</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		
Low	<p>Controls are rated as moderate as they are sufficient to mitigate the risk of errors most of the time.</p> <p>The audit risk rating is low, as only one ICP was affected and the date has now been corrected on the registry.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
This has now been corrected and correct date populated.		1/12/2017	Cleared
Preventative actions taken to ensure no further issues will occur		Completion date	
Incorrect claim date supplied by retailer affected the incorrect initial IED date, that has then been investigated and corrected. This is one off event.		1/12/2017	