

Compliance plan for Sabina Limited

Title: Timeliness of Provision of Initial Electrical Connection Date		
Non-compliance	Description	
<p>Audit Ref: 3.5</p> <p>With: Clause 7(2A) of Schedule 11.1</p> <p>From: 18-Apr-17</p> <p>To: 11-May-17</p>	<p>One new connection did not have an initial energisation date populated within 10 business days of energisation.</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	<p>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.</p> <p>The impact is low because only one ICP was affected, and TENCO updated the registry soon after becoming aware a correction was required.</p>	
Actions taken to resolve the issue		Completion date
TENCO have updated the IED as soon as we have become aware of the requirement.		4/12/2017
Preventative actions taken to ensure no further issues will occur		Completion date
TENCO is reliant on other industry participants to process their updates on time and according with the Code. Any delays caused by Energy Retailers and MEPs affect the timing of TENCO's updates.		4/12/2017
		Identified

Title: Distributors to Provide ICP Information to the Registry manager		
Non-compliance	Description	
<p>Audit Ref: 4.6</p> <p>With: Clause 7(1) Schedule 11.1</p> <p>From: 10-Nov-16</p> <p>To: 22-Nov-16</p>	<p>The initial energisation date for 0002692002SBA94 was incorrect, but has now been updated.</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
TENCO have identified an error with IED on this ICP 0002692002SBA94 and corrected it. This was caused by an issue with Energy Retailer processing the paperwork.		4/12/2017
Preventative actions taken to ensure no further issues will occur		Completion date
TENCO is reliant on other industry participants to comply with the Code and ensure accurate data is provided and the Registry is updated. Any inaccuracies caused by Energy Retailers/MEPs affect TENCO's compliance.		4/12/2017
		Cleared