

Compliance plan for Precinct Property Holdings 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: 07-Apr-17</p> <p>To: 10-May-17</p> | <p>The initial energisation date for ICP 0110110050PN8E9 was populated 11 business day late.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: Three times 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 the update was 11 business days late.</p> | |
| Actions taken to resolve the issue | | Completion date |
| TENCO is reliant on other industry participants to comply with the code. In this case retailer has backdated the claim date and therefore TENCO had to backdate our event as well. | | 15/01/2018 |
| Preventative actions taken to ensure no further issues will occur | | Completion date |
| TENCO has robust systems and processes and is reliant on other industry participants to comply with the code. | | 15/01/2018 |
| | | Identified |

| Title: Changes to registry information | | |
|---|--|-----------------|
| Non-compliance | Description | |
| Audit Ref: 4.1 With: Clause 8 Schedule 11.1 From: entire audit period | Six late status updates to decommissioned. 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 | Controls are rated as strong, as they are sufficient to ensure updates are on time most of the time. 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. | |
| Actions taken to resolve the issue | | Completion date |
| TENCO is reliant on other industry participants to comply with the code. In this case retailer has backdated the status change to Inactive – Ready for Decommissioning and therefore TENCO had to backdate our event as well. | | 15/01/2018 |
| Preventative actions taken to ensure no further issues will occur | | Completion date |
| TENCO has robust systems and processes and is reliant on other industry participants to comply with the code. | | 15/01/2018 |
| Remedial action status | | |
| Identified | | |

| Title: Responsibility for metering information when creating an NSP that is not a POC to the grid | |
|---|--|
| Non-compliance | Description |
| Audit Ref: 6.9 With: Clause 10.25(2) From: 04-May-17 To: 15-Jun-17 | The Reconciliation Manager was notified 31 business days after certification for PWC0012. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2 |

| Audit risk rating | Rationale for audit risk rating | | |
|--|---|-----------------|------------------------|
| Low | <p>The controls are currently rated as moderate, but the process improvements implemented in November 2017 will increase the rating to strong.</p> <p>The audit risk rating is low, because the meter was certified at all times.</p> | | |
| Actions taken to resolve the issue | | Completion date | Remedial action status |
| The embedded network went live on 15/06/2017 and that's when the certificate has been submitted as per our previously audited processes. | | 15/1/2018 | Identified |
| Preventative actions taken to ensure no further issues will occur | | Completion date | |
| We have now updated our processes to ensure any future certificates are submitted within 20 business days from certification date as opposed to network livening date. | | 15/1/2018 | |