

Compliance plan for Octopus Energy- 2022

Non-compliance	Description	
Audit Ref: 2.19 With: 11.30A From: 21-Jul-21 To: 20-Nov-21	Information about Utilities Disputes is not provided on the company website Potential impact: None Actual impact: None Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are recorded as strong. At the time of audit, the company was accepting only family and friends as customers. Audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Once Octopus starts proactively seeking customers (outside of friends and family), the Utilities Disputes and Consumer Powerswitch information will be shown on our website. At this point we have not wanted to appear open to the public. As noted in the report the details are already included in invoicing and communications for those on the trial.		Identified
Preventative actions taken to ensure no further issues will occur	Completion date	

Non-compliance	Description	
Audit Ref: 2.20 With: 11.30B From: 21-Jul-21 To: 20-Nov-21	Information about Powerswitch is not provided on the company website Potential impact: None Actual impact: None Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are recorded as strong. At the time of audit, the company was accepting only family and friends as customers. Audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
Once Octopus starts proactively seeking customers (outside of friends and family), the Utilities Disputes and Consumer Powerswitch information will be shown on our website. At this point we have not wanted to appear open to the public. As noted in the report the details are already included in invoicing and communications for those on the trial.		Identified
Preventative actions taken to ensure no further issues will occur	Completion date	