

# Compliance Plan Kinetic Networks Ltd (EDCL) Distributor 2022

Timeliness of Provision of Initial Electrical Connection Date		
Non-compliance	Description	
Audit Ref: 3.5 With: Clause 7(2A) of Schedule 11.1 From: 01-Mar-20 To: 31-Dec-21	One late initial electrical connection date update. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are recorded as strong. Most initial electrical connection dates are populated on time. The impact on participants is minor because this field is used to validate other fields against.	
Audit Comments for reference	Completion date	Remedial action status
The non-population of IED's is monitored via the Salesforce Compliance Dashboard – the delay in populating will be due to the late population/provision of information to Registry via the Trader or MEP thus causing Tenco's non-compliance.	During the audit period	Identified
Preventative actions that were planned	Completion date	
We believe our controls in this space are strong and the Compliance Dashboard is monitored each business day	N/A	

Connection of NSP that is not point of connection to grid		
Non-compliance	Description	
Audit Ref: 3.9 With: Clause 10.30  From: 01-Mar-20 To: 31-Dec-21	Meter certification expiry date not notified within five business days of the NSP being electrically connected.  Potential impact: Low  Actual impact: Low  Audit history: None  Controls: Moderate  Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are recorded as moderate because they mitigate risk most of the time but there is room for improvement.  This audit risk rating is assessed to be low as this has no direct impact on reconciliation.	
Actions taken to resolve the issue	Completion date	Remedial action status
Tenco enters the metering certification from the MEP as soon as we receive and process the paperwork, in some cases the MEP's paperwork is late thus causing Tenco to be non-compliant.	During the audit period	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Tenco continue to proactively follow up for meter paperwork with the MEP when it has not been received. Contracting with the MEP's directly from the 01/10/2021 we anticipate should assist with the timeliness of meter install paperwork.	Ongoing	

Changes to registry information		
Non-compliance	Description	
Audit Ref: 4.1 With: Clause 8 Schedule 11.1  From: 01-Mar-20 To: 31-Dec-21	12 late pricing events. Potential impact: Low Actual impact: Low Audit history: Multiple times previously Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	Controls are rated as strong, as they are sufficient to ensure updates are on time most of the time.  The pricing was updated on request from the trader for all six of the sampled ICPs.	
Actions taken to resolve the issue	Completion date	Remedial action status
The late pricing events were due to retailer requesting back dates changes or our system not notifying us of files with legacy name of TARCHG, which some retailers still use	During audit period	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Have modified our job to identify both tariff change file names which retailers use. I believe both retailer and network can agree on backdating price changes going forward.	Ongoing	