

# Compliance Plan NZRP Distributor 2022

Timeliness of Provision of Initial Electrical Connection Date			
Non-compliance	Description		
<p>Audit Ref: 3.5</p> <p>With: Clause 7(2) of Schedule 11.1</p> <p>From: 21-May-20</p> <p>To: 01-Sep-22</p>	<p>ICP 0110120070RG0C0 did not have an initial electrical connection date populated within ten business days of initial electrical connection.</p> <p>Potential impact: Low</p> <p>Actual impact: Low</p> <p>Audit history: None</p> <p>Controls: Strong</p> <p>Breach risk rating: 1</p>		
Audit risk rating	Rationale for audit risk rating		
<b>Low</b>	<p>The controls are rated strong as TENCO's processes are robust and they are sufficient to prevent the late updates most of the time.</p> <p>The impact is low because only one ICP was affected.</p>		
Actions taken to resolve the issue		Completion date	Remedial action status
The IECD for ICP 0110120070RG0C0 was updated to Registry on business day 11.		During audit period	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Tenco now has additional resource within Operations. This will decrease pressure on the business during the busy Christmas period.		Ongoing	

Responsibility for metering information for NSP that is not a POC to the grid		
Non-compliance	Description	
Audit Ref: 6.8 With: Clause 10.25(1) and 10.25(3)  From: 21-May-20 To: 01-Sep-22	Meter certification details were updated more than 20 business days after the certification date for MLF0011 and WGT0011.  Potential impact: Low  Actual impact: Low  Audit history: Once  Controls: Strong  Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
<b>Low</b>	The controls are strong, because the delays were primarily caused by the MEP not providing information on time.  The impact is low.	
Actions taken to resolve the issue		Completion date
Meter recertification details were updated to the RM as soon as paperwork was received from the MEP		During the audit period
Preventative actions taken to ensure no further issues will occur		Completion date
Tenco monitors NSP meter expiry dates and actively seeks to encourage recertification and subsequent updates to the RM within 20 business days. We have no control over the time taken by MEPs to provide paperwork		Ongoing
		Identified