

Compliance plan for Eastland Network Material Change Distributor Audit – March 2023

Provision of information on dispute resolution scheme		
Non-compliance	Description	
Audit Ref: 2.4 With: Clause 11.30A From: 01-Feb-21 To: 23-Mar-23	Utilities disputes information not provided for inbound telephone queries. Potential impact: Low Actual impact: Low Audit history: Once Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong. Information on Utilities Disputes was temporarily not provided for inbound telephone enquiries because it was accidentally omitted following a change to the phone system. The audit risk rating is low because Utilities Disputes information is available on the website, email footers and correspondence, and the telephone message is expected to be reinstated by 1 April 2023.	
Actions taken to resolve the issue	Completion date	Remedial action status
Phone messaging to be re-recorded and reinstated as soon as possible.	31/03/2023	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
As above	as above	