

Compliance Plan for Scentre Shopping Centre Management Limited (WFNZ) – 2023

Timeliness of Provision of Initial Electrical Connection Date			
Non-compliance	Description		
Audit Ref: 3.5 With: 7(2A) of Schedule 11.1 From: 09-July-20 To: 27-July- 21	One ICP did not have the initial electrical connection date populated within ten business days of initial electrical connection. Potential impact: Low Actual impact: Low Audit history: Once Controls: Moderate Breach risk rating: 2		
Audit risk rating	Rationale for audit risk rating		
Low	Controls are rated as moderate, as TENCO are reliant on third parties to advise them of this information, but this was slow in being provided for the embedded network indicating an opportunity for improvement. The audit risk rating is deemed to be low as this has no direct impact on reconciliation.		
Actions taken to resolve the issue		Completion date	Remedial action status
The IECD for this ICP was updated two business days after the MEP updated the metering details.		During the audit period	Cleared
Preventative actions taken to ensure no further issues will occur		Completion date	
Active ICPs without IECD's are monitored using the dashboard and IECD's are updated as soon as metering details are available in registry.		Ongoing	

Changes to registry information		
Non-compliance	Description	
Audit Ref: 4.1 With: 8 Schedule 11.1 From: 01-Jun-21 To: 13-Dec-22	Registry not updated within three days of the event for: <ul style="list-style-type: none"> • three network events, and • two decommissioning events. Potential impact: Low Actual impact: Low Audit history: Multiple 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 prevent the late updates most of the time. The audit risk rating is low as only five events were updated late during the audit period.	
Actions taken to resolve the issue	Completion date	Remedial action status
<ol style="list-style-type: none"> 1. The ICPs which had Direct Billed status updated were updated to force a network event to overcome the error code 'Network does not own ICP' as of the date we needed to update the address details for the ICPs. 2. For the ICP which had 'Dedicated NSP' status updated from N to Y, the initial status update was identified as being incorrect at the time of Decommissioning. 3. One of the ICPs which had a late decommission update had a metering event which was preventing us from making the update. During comms with the retailer to have the metering event reversed, the decommission date was changed to the current date and we made the update as soon as we were informed. The second late decommission update was due to the time taken for the MEP and Trader to reverse events which were blocking our update to the Registry. 	During the audit period	Cleared
Preventative actions taken to ensure no further issues will occur	Completion date	

<ol style="list-style-type: none"> 1. This method is currently used to overcome limitation with Registry functionality. The practice has now been enhanced to include the reversal or overwriting of the network update after the subsequent update has been made. 2. All care is taken to identify and update ICP attributes to accurately reflect the setup of individual installations. We monitor registry updates by other participants using the dashboard and incoming emails to our operations team. Any required updates are generally made within one or two days of the information being provided, and this occasionally necessitates the backdating of an event. 3. Our ability to update ICPs to decommissioned is reliant on other participants not having events after our intended decommission date. Where this occurs, we work with the participant to confirm the correct event dates and make our status change in as timely a manner as possible. 	<p>Ongoing</p>	
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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: 05-Sep-22 To: 27-Oct-22	The Reconciliation Manager was notified 56 days after recertification for WNF0011. Potential impact: Low Actual impact: Low Audit history: Multiple Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong, as they are sufficient to prevent the late updates most of the time. The audit risk rating is 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 details from the MEP as soon as the paperwork is provided. In some cases the MEP's paperwork is late thus causing Tenco to be non-compliant.	During the audit period	Cleared
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. A monthly report is provided to MEPs listing all outstanding certification paperwork and corresponding updates are requested.	Ongoing	