

Compliance plan for Solar Energy Services Ltd - 2023

| Provision of information on dispute resolution scheme | | |
|---|--|------------------------|
| Non-compliance | Description | |
| Audit Ref: 2.19 With: Clause 11.30A From: 03-Oct-22 To: 16-Jun-23 | Information on Utilities Disputes was temporarily missing from Solar Energy Services Ltd website. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 2 | |
| Audit risk rating | Rationale for audit risk rating | |
| Low | The controls are strong and the risk is low because the information was only temporarily missing and the sole customer is a member of staff. | |
| Actions taken to resolve the issue | Completion date | Remedial action status |
| Our website will be updated with the necessary details around UDL and Powerswitch information with appropriate contact details and reference information of how to access no later than Fri 28th July, this has been scheduled with our Web developer already. At this point we have just come out of our R & D final stage and it is only staff who we have as customers at this stage. | 28 July 2023 | Cleared |

| Preventative actions taken to ensure no further issues will occur | Completion date | |
|---|-----------------|--|
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| Provision of information on electricity plan comparison site | | |
|--|---|------------------------|
| Non-compliance | Description | |
| Audit Ref: 2.20 With: Clause 11.30B From: 03-Oct-22 To: 16-Jun-23 | Information on Powerswitch was temporarily missing from Solar Energy Services Ltd website. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1 | |
| Audit risk rating | Rationale for audit risk rating | |
| Low | The controls are strong and the risk is low because the information was only temporarily missing and the sole customer is a member of staff. | |
| Actions taken to resolve the issue | Completion date | Remedial action status |

| | | |
|--|-------------------------------|----------------|
| <p>Our website will be updated with the necessary details around UDL and Powerswitch information with appropriate contact details and reference information of how to access no later than Fri 28th July, this has been scheduled with our Web developer already.</p> <p>At this point we have just come out of our R & D final stage and it is only staff who we have as customers at this stage.</p> | <p>28 July 2023</p> | <p>Cleared</p> |
| <p>Preventative actions taken to ensure no further issues will occur</p> | <p>Completion date</p> | |
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