

Compliance Plan Tuihana Networks Limited Distributor 2023

Requirement to provide complete and accurate information		
Non-compliance	Description	
Audit Ref: 2.1 With: 11.2(1) From: 01-Oct-14 To: 01-May-23	ICP 0000001018UH7C3's network record effective from 1 April 2014 to 30 April 2023 contains an incorrect installation type which should be L, and incorrect fuel type which should be blank. The current record from 1 May 2023 is correct. Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are rated as strong. This was an accident when processing an update, which was corrected by adding a new record but the incorrect record was not replaced. The audit risk rating is low because the current record is correct.	
Actions taken to resolve the issue	Completion date	Remedial action status
Two minor 'one off' errors occurred that are both regrettable and were promptly corrected.	1 May 2023	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Distributor and Registry Agent will scrutinise incoming data to minimise future occurrence.	Ongoing	

Changes to registry information	
Non-compliance	Description
Audit Ref: 4.1 With: 8 of Schedule 11.1 From: 19-Jul-22 To: 12-Jun-23	Three late updates to distributed generation details. 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 because they are sufficient to ensure that the registry is updated within three business days most of the time. The latest update was not genuinely late, and occurred by accident because the event date was not updated before saving. An updated record was processed within two minutes. The audit risk rating is low as the discrepancies identified have little or no direct impact on reconciliation.

Actions taken to resolve the issue	Completion date	Remedial action status
Two minor 'one off' errors corrected promptly, as noted above.	1 May 2023	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Regards late notification in 3 instances, it is an improvement over the previous audit. TUIH will work to obtain DG information from 3rd party - customer appointed electrical contractors in a timely manner.	Ongoing	

Distributors to Provide ICP Information to the Registry manager		
Non-compliance	Description	
<p>Audit Ref: 4.6 With: 7(1) Schedule 11.1</p> <p>From: 01-Oct-14 To: 01-May-23</p>	<p>ICP 0000001018UH7C3's network record effective from 1 April 2014 to 30 April 2023 contains an incorrect installation type which should be L, and incorrect fuel type which should be blank. The current record from 1 May 2023 is correct.</p> <p>Potential impact: Low Actual impact: Low Audit history: None Controls: Strong Breach risk rating: 1</p>	
Audit risk rating	Rationale for audit risk rating	
Low	<p>Controls are rated as strong. This was an accident when processing an update, which was corrected by adding a new record, but the incorrect record was not replaced.</p> <p>The audit risk rating is low because the current record is correct.</p>	
Actions taken to resolve the issue	Completion date	Remedial action status
Two minor 'one off' errors corrected promptly, as noted above	1 May 2023	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
Regards late notification in 3 instances, it is an improvement over the previous audit. TUIH will work to obtain DG information from 3rd party - customer appointed electrical contractors in a timely manner.	Ongoing	