

Compliance Plan for Oyster Networks Limited (OYST) -2024

Timeliness of Provision of Initial Electrical Connection Date		
Non-compliance	Description	
Audit Ref: 3.5 With: 7(2A) of Schedule 11.1 From: 06-Apr-21 To: 31-Oct-23	Ten ICPs Initial Electrical Connection dates updated late. Potential impact: None Actual impact: None 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 checks are in place to monitor changes to active status and most updates are on time. This has no direct impact on submission hence the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
We have processes in place to track IEC dates however in some cases we must rely on 3 rd parties. We note that although disappointing, the update of IECDs across all ICPs created during the audit period was around 97% compliant.	ongoing	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We will continue update details as soon as possible.	ongoing	

Changes to registry information		
Non-compliance	Description	
Audit Ref: 4.1 With: 8 Schedule 11.1 From: 11-Aug-21 To: 19-Jan-24	One late update to decommissioned. Five late distributed generation updates. Potential impact: Low Actual impact: Low Audit history: Three times previously Controls: Strong Breach risk rating: 1	
Audit risk rating	Rationale for audit risk rating	
Low	The controls are rated as strong - checks are in place to monitor registry changes. This affected six ICPs therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
The commentary above covers off the relevant details; the registry was updated as soon as we had the required information.	various	Identified
Preventative actions taken to ensure no further issues will occur	Completion date	
We will continue to update details as soon as possible.	ongoing	

Updating loss factors		
Non-compliance	Description	
Audit Ref: 5.2 With: 22 Schedule 11.1 From: 01-Mar-21 To: 02-Mar-22	Two late loss factor updates. 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. There is a process to ensure that loss factors are updated at least two months before coming into effect, but some updates early in the audit period were entered late. The audit risk rating is low, because both updates were made at least seven weeks before the loss factors came into effect. The 2023 loss factor updates were on time.	
Actions taken to resolve the issue	Completion date	Remedial action status
Both of the late updates were oversights on our part, in one case caused by a late revision to Vectors charges delaying our price change and loss factor update. Updates were made as soon as the oversights were identified.	various	Cleared
Preventative actions taken to ensure no further issues will occur	Completion date	
we are aware of the timing requirements and have complied in 2023 and 2024	ongoing	