

## Compliance plan for Orange Services 2024

Non-compliance	Description		
Audit Ref: 4.8 With: Clause 10(1) of Schedule 11.1 From: 16-Jul-22 To: 21-Jul-22	The “AD” (advanced metering) response code was expected for ICP metered by advanced meter Potential impact: None Actual impact: None Audit history: None Controls: Strong Breach risk rating:1		
Audit risk rating	Rationale for audit risk rating		
Low	The controls are rated as strong. The participant was not aware that a code used by them was not correct. There is no potential/actual impact because the presence of advanced metering is recorded separately, and traders do not typically use the AN file to confirm the presence of a smart meter. Audit Risk Rating is recorded as negligible as the impact on settlement and participants is none.		
Actions taken to resolve the issue		Completion date	Remedial action status
Updated the switching code, learned “AD” code for smart meter as losing trader		03-05-2024	Identified
Preventative actions taken to ensure no further issues will occur		Completion date	
Put note on the switching process, check if its smart meter before give codes		03-05-2024	