

Compliance plan for Globug Material Change to GTV July 2024

Meter data used to derive volume information		
Non-compliance	Description	
Audit Ref: 9.3 With: clause 3(5) of schedule 15.2 From: 01-Aug-24 To: 31-Aug-24	NHH AMI raw meter data is rounded upon receipt and not when volume information is created. Potential impact: Low 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 and will mitigate risk to an acceptable level. There is no impact because no metered consumption information is "missing", therefore the audit risk rating is low.	
Actions taken to resolve the issue	Completion date	Remedial action status
We have raised a ticket to thoroughly investigate the possibility of resolving this issue via a system change. At a glance it is complicated by the reliance of interconnected systems and processes (e.g. switching, billing, reconciliation) however as noted we plan to confirm the viability once and for all. If we are not able to solve this via a system change, then we will look at other options such as applying for a Code change or exemption.	Dec 2024	Investigating
Preventative actions taken to ensure no further issues will occur	Completion date	
As above.	N/A	