

Post-Audit Implementation Plan

Reference (no./year)	Details of Non Compliance or improvement required	Auditor's recommendation	Management action	Position Responsible	Target Date for Completion
R1/2015	<p>Condition information is being input into Loc8 but this is an ongoing process.</p> <p>Asset condition information is available in the OIC's previous asset information system, Greenbase, but this data was not able to be imported into Loc8.</p> <p>OIC maintains the data that was in the Greenbase system but generally does not use it.</p>	<p>We recommend that OIC looks to record the asset condition information during the next annual inspection in 2016 and looks to input this data into Loc8.</p> <p>Although OIC has good knowledge relating to its assets and their condition, having a full set of asset condition information in its asset management system would enhance the prioritisation for remedial work and renewals for the capital expenditure program.</p>	OIC will continue to populate information into Loc8, the OIC will review the Loc8 user manual and quality control measures to ensure compliance.	CEO – Mat Dear	1 July 2016
2.9/2012	The AMP does not include the requirement to notify the ERA of any changes to the asset management system within 10 business days.	Include the requirement to inform the ERA of any changes to the asset management system within 10 business days in Section 5.4 of the AMP and add to CEO Checklist document.	OIC will update the AMP to include the requirement to notify the ERA of any changes to the asset management system within 10 business days.	CEO – Mat Dear	31 Dec 2015
A3/2015 A4/2015	The Licensee does not accept payments by all the prescribed methods under Clause 21(1) of the Code as it does not accept payments by direct debit, Centrepay or telephone.	We are required under the audit guidelines to recommend that OIC address the observed non-compliance and provide direct debit and Centrepay options for payment from non-member customers.	OIC will continue to monitor the payment methods being made available to customers. A policy will be added to the Policy and Procedures manual to ensure annual review, and suitability.	CEO – Mat Dear	31 Dec 2015
A5/2015	<p>The licensee does not accept payment in advance from a customer on a customer's request.</p> <p>This option is not offered as the licensee considers that it is too difficult to manage in terms of the cash flow coming into the business. Different water ordering deliveries during the year mean that it is difficult to accurately predict the volume of water that a customer may require and the cost that this might incur.</p>	<p>We are required under the audit guidelines to recommend that OIC address the observed non-compliance and provide a payment in advance option for non-member customers. We note, however, that it may be impractical for OIC to do so.</p> <p>OIC notes that it will continue to monitor and determine the suitability of existing customer payment options.</p>	OIC will continue to monitor the payment in advance being made available to customers. A policy will be added to the Policy and Procedures manual to ensure annual review, and suitability.	CEO – Mat Dear	31 Dec 2015
A6/2015 A7/2015	The licensee does not advertise the specified services as being available to customers. The licensee considers that if they were asked to provide them by a customer, they would ensure that the request was completed	We recommend that the licensee looks to advertise these specific services in the next update of the Customer Service Charter.	OIC will update the Customer Service Charter to advertise specific services being available to customers.	CEO – Mat Dear	31 Dec 2015