

RIA - Post Audit Implementation Plan – ERA Water Services 2021

Recommendation reference (no/year)	Non-Compliance/Control improvement	Auditor's Recommendation	Action proposed to be taken by the licensee	Responsible Person(s)	Target Completion Date
<p>1/2021 (4/2019) (2/2017)</p>	<p>Fire Hydrants</p> <p>Rating – A2</p> <p><u>In Progress</u></p> <p>This audit confirmed that RIA has undertaken a number of actions to address the recommendations made in the DFES report, dated 22nd June 2018, regarding “Flow and Pressure Testing of Fire Hydrants”. However, not all have been completed. Further upgrades, including the replacement of all gravity-fed fire hydrants with pressure fire hydrants are in progress for completion by December 2023.</p>	<p>The RIA should complete the implementation of the recommendations in the DFES report dated 22nd June 2018 with the replacement of all gravity-fed fire hydrants with pressure fire hydrants, that is in progress for completion by December 2023.</p>	<p>The RIA have conducted pressure testing with DFES in attendance to close out the recommendations of the DFES report June 22 2018 regarding “Flow and Pressure Testing of Fire Hydrants”</p> <p>The RIA will undertake actions to close out the DFES report June 22 2018, including:</p> <ul style="list-style-type: none"> <i>In progress: (Ongoing)</i> Install a site plan in the water pump station (Digby Drive) showing fire hydrant locations with each hydrant numbered accordingly. <i>In progress: (Ongoing)</i> Install a an AS2419.1-2005-compliant reticulated feed hydrant system to provide coverage and protection to the existing buildings in the town centre including to the north and south of the Visitor Centre which would have previously been reliant on the existing non-compliant gravity fed system. <i>In progress: (Ongoing)</i> Extend the new fire hydrant service on Kingstown Road into the Kingstown Barracks area. 	<p>Parks Services Manager</p> <p>Parks Services Manager</p> <p>Parks Services Manager</p>	<p>30/6/2020</p> <p>30/6/2021</p> <p>Ongoing</p> <p>In progress Stage 4 is going into design phase – installation by 30/09/2021</p>

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			<ul style="list-style-type: none"> • <i>In progress: (Ongoing)</i> Once an AS2419.1-2005-compliant hydrant system has been installed, It is part of the scope of the Water infrastructure program to remove all hydrants that will not be used in the new design/ alignment. • <i>In progress: (Ongoing)</i> All future proposed structures should have compliant hydrant coverage. • <i>In progress: (Ongoing)</i> All new developments on the Island will have provision for AS2419.1-2005-compliant firefighting hydrants or other. This will be managed through tender documentation for example Hotel Rottnest Resort, Lodge Redevelopment. Existing developments such as West End will have tanks to supply water. 	<p>Director Infrastructure</p> <p>Parks Services Manager</p> <p>Director Contracts and Planning</p> <p>And</p> <p>Director Bus Services & Infrastructure & Major Projects</p>	<p>Ongoing</p> <p>In progress Stage 4 is going into design phase – installation by 30/09/2021</p> <p>Finance/Infrastructure/major projects to update RIA's standard tender document to require new development in the Settlement to comply with AS2419.1-2005 and new development in the Reserve to install water tanks for fire hydrant purposes.</p>
<p>2/2021 (5/2019) 7/2019</p>	<p>Entry to Premises Rating- C1</p> <ul style="list-style-type: none"> ○ Paxon examined the RIA's Customer Manual which states in section 4.1 under the heading: "<i>Planned interruption to water supply</i>": ○ "<i>The Rottnest Island Authority aims to provide the customer with notice 24 hours</i> 	<p>The RIA should update the Water Services Customer Manual to state the minimum time period of at least 48 hours' notice of entry to premises, and that notice will be given in writing and set out the</p>	<p>The RIA will update the Water Services Customer Manual to include:</p> <p>"Where entry to premises is required, customers who will be affected not less than 48 hours in advance, unless not reasonably practicable, notice of entry to premises will be given, and that notice will be given in writing and set out the</p>	<p>Director Contracts and Planning</p> <p>Leasing and Development Manager</p>	<p>31/12/2021</p>

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	<i>in advance if the water supply needs to be interrupted for planned work."</i>	purpose of the entry, unless the occupier agrees otherwise.	purpose of the entry, unless the occupier agrees otherwise. Entry meaning: - entry to premise for routine inspection or maintenance which is likely to cause disruption to the occupants of a place. - entry to a place for the purpose of doing works.		
3/2021	<p>Obligation 118</p> <p>Rating- B2</p> <p>Water Services Code of Conduct (Customer Service Standards) 2018 -(Clause 23</p> <p>The time set by the licensee for the payment of a bill must be after 14 days from when the bill is issued.</p> <p>The audit sighted a sample of invoices for water charges to customers and noted that the invoices are due for payment 7 days from issue. The invoices include a note that "the electricity component of this invoice is due 12 business days from the date of this invoice".</p> <p>This is considered a non-compliance with minor impact on customers as the water charges are a small proportion of the total invoice for rent and other charges.</p>	The RIA should arrange for the Property Manager to add "the water component" to the note on the invoice that "these charges are due 12 business days from the date of this invoice".	The RIA will update invoices to include: "these charges are due 12 business days from the date of this invoice".	<p>Director Contracts and Planning</p> <p>Leasing and Development Manager</p>	31/01/2022

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	<p>This obligation to give at least 14 days to pay a bill is stated in the Water Services Customer Manual (section 3.6).</p>				
<p>4/2021</p>	<p>Notice of Planned Service Interruptions</p> <p>Rating C1</p> <p>Obligation 144B</p> <p>Water Services Code of Conduct (Customer Service Standards) 2018 -Clause 43(2)</p> <p>The notice of any planned service interruption must be given within the prescribed timeframes.</p> <p>The audit confirmed with the Environment, Compliance and Sustainability Manager that, during the audit period, five days' notice was given to the Property Manager regarding any planned/or routine maintenance to be conducted (which would have resulted in interruption of supply).</p> <p>The audit noted that the Water Services Customer Manual states in section 5.1 Entry to Customer's Property – Planned interruption to water supply:</p> <p><i>"RIA aims to provide customers with 24 hours advance notice if the water supply will be</i></p>	<p>The RIA should update its Water Services Customer Manual to refer to its obligation to inform customers who will be affected by a planned service interruption not less than 48 hours in advance, unless not reasonably practicable, at the earliest practicable time before the service interruption (so as to comply with clauses 43 (2) of the 2018 Code of Conduct.</p>	<p>The RIA will update the Water Services Customer Manual to include:</p> <p>"customers who will be affected by a planned service interruption will be given notice in writing, not less than 48 hours in advance, unless not reasonably practicable, at the earliest practicable time before the service interruption."</p>	<p>Director Contracts and Planning</p> <p>Leasing and Development Manager</p>	<p>31/01/2022</p>

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	<p><i>interrupted for planned work."</i></p> <p>The notice time does not meet the minimum of 48 hours required by this obligation.</p>				
<p>5/2021 28/2019</p>	<p>Website Link to Code of Conduct Rating B2</p> <p>The previous audit recommended the RIA provide a link to the 2018 Code of Conduct on its website, so as to comply with clause 49(3) of the Code. The RIA has provided a copy of the 2018 Code of Conduct on its website, as confirmed in this audit .</p> <p>However, there is no link to the current version of the Code, in case the Code is updated. As the current version of the Code is available on the RIA's website, this has been rated as a non-compliance with minor impact on customers.</p>	<ol style="list-style-type: none"> 1. The RIA should include a link to the current version of the Code of Conduct on its website. 2. This obligation should be added to the Compliance Obligations Register. 	<p>The RIA will ensure that its website contains a link to the current version of the Water Services Code of Conduct located at: WALW - Water Services Code of Conduct (Customer Service Standards) 2018 - Home Page (legislation.wa.gov.au)</p> <p>The RIA will add Obligation 154A to the Compliance Management System – Compliance Obligation tab in CMS</p>	<p>Director Contracts and Planning</p> <p>Leasing and Development Manager</p> <p>Director Environment Heritage and Parks</p>	<p>31/2/2022</p> <p>1/11/2021</p>
<p>6/2021 (31/2019) (03/2017)</p>	<p>Potable Water Pressure and Flow Standards Rating A2</p> <p>The licensee must comply with any individual performance standards prescribed by the ERA.</p> <p>As noted in the previous audit and in the 2018/19, 2019/20 and 2020/21 Compliance Reports to the ERA, the RIA is unable to confirm that the potable water pressure and</p>	<p>As planned, the RIA should complete the infrastructure upgrades to measure pressure and flow for connected properties and report this to the ERA as part of the annual performance reporting and compliance with the Performance Standards</p>	<p>The RIA will install metering equipment to enable potable water flow and pressure is recorded.</p> <p>Potable water flow meters are planned to be installed for the Bathurst, Caroline Thomson and Campground distribution network.</p> <p>The RIA will measure pressure and flow for connected properties and report it on</p>	<p>Director Infrastructure</p> <p>Manager Water and Gas Infrastructure</p>	<p>31/12/2024</p>

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	<p>flow levels meet the minimum standards in the licence, as there are no pressure and flow measuring facilities.</p> <p>The RIA has advised that there have been no complaints from customers.</p> <p>The previous audit recommended that the RIA should measure pressure and flow for connected properties and report on an annual basis to the ERA as part of its annual Performance Reports.</p> <p>Due to the partial non-pressurised potable distribution network on Rottnest Island it is anticipated that the minimum static pressure and minimum flow of 15 meters and 20 litres per minute respectively, cannot be maintained at most connections.</p> <p>The large commercial operators such as The Lodge, Rottnest Hotel and Pinky's utilise localised booster pump systems to regulate flow and pressure. Flow metering equipment has been installed in 9 locations.</p> <p>The RIA plan to measure pressure and flow for connected properties and report it on an annual basis to the ERA as part of its annual performance reports. The estimated completion date is 31 December 2023.</p>	<p>in the WL10 licence.</p>	<p>an annual basis to the ERA as part of its annual performance reports.</p> <p><i>Update:</i> <i>In Progress:</i> On track – 6 flowmeters and 2 data loggers have been purchased for monitoring purposes. The data loggers are due for installation by 31 August.</p>		