

## **Nickel West**

## **Leinster Water Services**

## **Licence WL52**



**Post Audit / Review Implementation Plan**

**26 February 2025**

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## DOCUMENT CONTROL

Date	Document Issue	Details	Authored
01/06/2023	Original Issue	N/A	Manager HSE
04/07/2023	V2.0	Amended following ERA feedback	Manager HSE

## INTRODUCTION

In accordance with Condition 5.3 of Water Services Licence WL52, an Operational Audit was undertaken with respect to drinking water and sewerage services to the township of Leinster. The audit was undertaken by independent experts **Quantum Assurance**, appointed by the Economic Regulation Authority (ERA). The audit report was provided to BHP on 25 February 2025.

As required by the 2019 Audit and Review Guidelines (ERA), BHP is required to submit a Post Audit Review Implementation Plan (PARIP), detailing the proposed actions to address recommendations made in the Operational Audit.

## OPERATIONAL AUDIT AND REVIEW

Table One details the actions proposed to address non-compliances and recommendations arising from the Operational Audit and Review.

Table 1 - Post Audit / Review Implementation Plan

Recommendation reference	Non-compliance / Controls improvement	Auditors' recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Completion date
Recommendation 1/2024	<p><b>Preserved Supply Register Information on Website</b>  <b>Rating: NP/2</b>  <b>Obligation 154AA - A licensee must ensure that the specified information about Part 9 may be obtained from its website. (Effective from July 2024).</b>  <b>Clause 52(3) states that "A licensee must ensure that the following information about Part 9 (Preserved Supply Register) may be obtained from its website:</b>  <b>a) that a person mentioned in clause 54(1)(a) or (b) may apply to be recorded on a register under that Part;</b>  <b>b) the process for applying to be recorded on a register under that Part;</b>  <b>c) the obligations placed on the licensee under that Part in the event of a service interruption."</b>  <b>Clause 54(1) states "This clause applies if a licensee:</b>  <b>a) receives notice or otherwise becomes aware that a person who resides at a supply address requires water for the operation of a dialysis machine or other life support equipment; or</b>  <b>b) assesses and determines that a person who resides at a supply address requires water for a special need of another kind."</b></p> <p>The audit could not locate the specified information about the Preserved Supply Register on the website.</p>	<p>BHP Nickel West should include information for customers with special needs for water, about how to apply for inclusion in the Preserved Supply Register and the obligations of BHP in the event of a service interruption.</p>	<p>BHP to add notice information regarding the Preserved Supply Register onto the BHP website.</p>	<p>Health Safety Security and Emergency Management Superintendent</p>	<p>Completed</p>

	<p>This audit confirmed that the Preserved Supply Register was set up in February 2024, including customer engagement to inform the initial population of the Preserved Supply Register. There were zero nominations received through the customer engagement. The audit sighted the Preserved Supply Register with zero nominations. As there has been no nominations in the audit period, this is considered a minor non-compliance.</p>				
<p>Recommendation 2/2024</p>	<p><b>Licensing Payments to ERA</b> <b>Rating: A2</b> <b><i>Obligation 155 – The licensee must pay the applicable fees and charges in accordance with the Economic Regulation Authority (Licensing Funding) Regulation 2014.</i></b></p> <p><b>The fee for 2023/24 due by 30 September 2024 was not paid until November 2024. As the payment was overdue, this is considered a non-compliance with minor impact and did not affect customers.</b></p> <p><b>The payment was overdue due to an incorrect purchase order number. The reminder is included in the Compliance Register.</b></p>	<p>BHP should include a reminder in the Corporate Calendar to ensure that ERA invoices are paid by the due date.</p>	<p>ERA invoices are paid in a different format than standard invoices at BHP. This process has since been rectified to prevent delays in payment and is stored on our Water License folder for future use and reference.</p>	<p>Health Safety Security and Emergency Management Superintendent</p>	<p>Completed</p>