



INFORMATION

Hamersley Iron Pty Ltd

2013 OPERATIONAL AUDIT AND ASSET MANAGEMENT SYSTEM REVIEW

The Economic Regulation Authority has published the 2013 operational audit (**Audit**) and asset management system review (**Review**) report for Hamersley Iron Pty Ltd's (**Hamersley Iron**) water services licence. The report includes the post-audit and post-review implementation plans.

- [2013 Audit and Review report](#)

Action by the Authority

Overall, the Authority is satisfied with both Hamersley Iron's compliance with its licence conditions and with the effectiveness of its asset management system. With regard to the Audit, the Authority notes the non compliances in relation to the service and performance standards in the licence relating to customer complaints and water service interruptions to connected properties.¹

The Authority has requested that Hamersley Iron implement processes ensuring customer complaints are handled in a timely matter. In addition, the Authority notes the steps taken by Hamersley Iron to rectify the level of water service interruptions to connected properties. However, the Authority is disappointed that this issue was also identified as a non compliance in the previous Audit and has requested that Hamersley Iron focus on minimising the level of water service interruptions to its customers while the current water mains upgrade program is being undertaken.

The Authority also notes an apparent inconsistency in the Review report whereby the Asset Maintenance component received a highly effective rating while the Audit report states Hamersley Iron was not compliant with the water service interruption performance target in the licence.

The Authority has decided to maintain the period of time until the next Audit and Review at 36 months. The next Audit and Review will cover the period from 1 July 2013 to 30 June 2016, with the report on the Audit and Review to be provided to the Authority by 30 September 2016.

¹ The licence requires that a process is in place to receive, record and resolve customer complaints within 15 business days. The licence also requires that greater than 75% of the licensee's connected properties not have their water service interrupted for greater than one hour, within a 12 month period.

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