

Post-Audit Implementation Plan

Licence Condition Reference	Issue	Recommendation	Action Plan	Person Responsible/ Implementation Date
Cl. 16.1	<ul style="list-style-type: none"> Harvey Water did not provide the Audit/Review report, for the period 1 January 2010 to 31 December 2012, to the Authority by 31 March 2013. As a result, the current Audit/Review Period was changed to be from 1 January 2010 to 17 November 2013. 	<ul style="list-style-type: none"> Comply with deadlines for the provision of information to the Authority. 	Harvey Water will develop a timetable to ensure compliance with all communication requirements	Corporate Services Manager 31 st December 2014
Cl. 17.3	<ul style="list-style-type: none"> Harvey Water did not provide the Audit/Review report, for the period 1 January 2010 to 31 December 2012, to the Authority by 31 March 2013. As a result, the current Audit/Review Period was changed to be from 1 January 2010 to 17 November 2013. 	<ul style="list-style-type: none"> Comply with deadlines for the provision of information to the Authority. 	Harvey Water will develop a timetable to ensure compliance with all communication requirements.	Corporate Services Manager 31 st December 2014
Cl. 20 and Sch. 4	<ul style="list-style-type: none"> The Water Compliance Manual Datasheets - Rural Water Service Providers subject to NWI Reporting, states that the percentage of planned service interruptions with 5 business days' notice of the interruption provided to affected customers were as follows: <ul style="list-style-type: none"> 2009 – 2010: 100%; 2010 – 2011: 100%; 2011 – 2012: 100%; and 2012 – 2013: 14.3%. The service standard as included in Schedule 4 to the Licence states that in the preceding 12 month period 90% of all customers must have received the service standard; 	<ul style="list-style-type: none"> Provide affected customers with 5 business days' notice of planned service interruptions irrespective of when the interruptions occur. 	Harvey Water will ensure customers are provided with 5 business days notice of planned service interruptions at all times	Operations Manager 30 th September 2014

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	<ul style="list-style-type: none"> Harvey Water thus did not comply with the service standard in the 2012 – 2013 year; and Harvey Water has stated that in respect of the 2012 – 2013 year, all planned service interruptions occurred outside of the irrigation season and therefore did not affect customers. Harvey Water has stated that customers were notified of the service interruptions. 			
Cl. 21.1	<ul style="list-style-type: none"> Harvey Water submitted its annual Compliance Report for 2009 – 2010 and 2011 - 2012 late. 	Comply with deadlines for the provision of information to the Authority.	Harvey Water will develop a timetable to ensure compliance with all communication requirements	Corporate Services Manager 31st December 2014
Cl. 21.1	<ul style="list-style-type: none"> Harvey Water could not provide any proof that the annual Performance Reports for the 2009 – 2010, 2010 – 2011 and 2011 – 2012 years were submitted on time. However, the Authority did confirm that the above-mentioned Performance Reports were provided by their respective due dates. 	Keep a proper and easily accessible (centralised) record of all correspondence distributed to and received from the Authority.	Harvey Water will ensure that its ERA correspondence file is kept up to date.	Corporate Services Manager 31st December 2014
Cl. 21.2 and Sch. 5 Cl. 2.1	<ul style="list-style-type: none"> Harvey Water's Annual Performance Reports for 2009 – 2010, 2010 – 2011, 2011 – 2012 and 2012 – 2013 complies, with three exceptions, with the specific performance reporting requirements contained in paragraphs 14 and 19 of the "Water Compliance Reporting Manual – July 2012"(Reporting Manual); The Performance Report for 2009 – 2010 does not disclose the stipulated information in respect of Telephone Service (section 19.1 of the Reporting Manual); 	<p>Check information included in Performance Reports to ensure the accuracy and completeness thereof. Test the information against both the:</p> <ul style="list-style-type: none"> Reporting Manual stipulations; and Source data used to produce the Performance Reports. 	Harvey Water will cross check all information provided to ensure that it is reliable and correct.	Corporate Services Manager 31st December 2014

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	<ul style="list-style-type: none"> • The Complaints Register discloses that for: <ul style="list-style-type: none"> • 2009 – 2010: nine customer complaints were received, one of which was not resolved within 15 business days; and • 2010 – 2011: three customer complaints were received, one of which was not resolved within 15 business days. • As per the “Water Compliance Manual Datasheet – Complaints”, the percentages of customer complaints resolved within 15 business days were: <ul style="list-style-type: none"> • 2009 – 2010: 100%; and • 2010 – 2011: no complaints were received. 			

Post-Review Implementation Plan

Key Process	Issue	Recommendations	Action Plan	Person Responsible/ Implementation Date
Asset Disposal	<ul style="list-style-type: none"> The document entitled: “<i>Asset Management - Asset Disposal</i>” dated October 2010 (revision 2, last reviewed in March 2014) does not deal with the assessment of cost of disposal, residual value of an asset or a possible market to allow for the recovery of disposal costs. The document does not set out disposal methods such as sale, disposal to landfill, remain in situ and backfill say, in the case of an open channel. 	<ul style="list-style-type: none"> Include statements regarding investigations of disposal cost and its possible recovery, together with criteria for determining disposal methods in the policy document. 	<ul style="list-style-type: none"> The Asset Disposal policy will be reviewed and re-issued. 	<p>Operations Manager</p> <p>31 December 2014</p>
Environmental Analysis	<ul style="list-style-type: none"> The environmental analysis in the Asset Management Plan does not describe the legislative and licensing environment in which the system operates. 	<ul style="list-style-type: none"> Include a statement in the Asset Management Plan of the legislation under which the system is operated and the licenses with which Harvey Water must comply, including the: <ul style="list-style-type: none"> Relevant legislation regarding Co-operatives; Rights in Water legislation and its associated Department of Water (DoW) licence; and Recent Water Services Act 2012 and its associated Authority’s Water Services Operating Licence. 	<ul style="list-style-type: none"> The Asset Management Plan will be reviewed in November 2014 and re-issued in January 2015; such review will consider points raised in the audit report specific to the Environment. 	<p>Operations Manager</p> <p>31st December 2014</p>
Risk Management	<ul style="list-style-type: none"> The Risk Management section of the Asset Management Plan contains much 	<ul style="list-style-type: none"> Edit the Asset Management Plan section on Risk Assessment with a 	<ul style="list-style-type: none"> The Asset Management Plan will be reviewed in 	<p>Operations Manager</p> <p>31st December 2014</p>

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	<p>unnecessary explanation of risk assessment philosophy;</p> <ul style="list-style-type: none"> Reviewer considers this section should be reduced to the basics of identification of risk scenarios and the subsequent procedures of probability, consequences, rating and control measures applicable to Harvey Water; The Risk Management section does not include specific consideration of the risks to public utilities such as roads, power and communications - in the event of erosion or inundation resulting from channel or pipeline failure; and That reference to both "Incident Management" and "Contingency" plans in Table 9.5 of the Risk Management section of the Asset Management Plan appears to indicate a duplication which is non-existent. 	<p>view to providing a clearer indication of the basics of risk assessment and its application to the operations/assets of Harvey Water;</p> <ul style="list-style-type: none"> Extend the risk assessment tables to address the levels of risk associated with public utilities and controls in place; and Delete the reference to an Incident Plan as included Table 9.5 of the Risk Management section of the Asset Management Plan. 	<p>November 2014 and re-issued in January 2015; such review will consider points raised in the audit report specific to Risk Management.</p>	
<p>Review of the Asset Management System</p>	<ul style="list-style-type: none"> The Asset Management Plan is reviewed and updated on an annual basis and submitted to the Board for approval; and The review is undertaken during the period nominated in a schedule which also includes milestone dates for submission of reports to the Authority, and other licensors, major meetings etc. 	<ul style="list-style-type: none"> Include editing/broadening of the Risk Management Plans, as per the recommendations above, in subsequent reviews of the Asset Management Plan. 	<ul style="list-style-type: none"> The Asset Management Plan will be reviewed in November 2014 and re-issued in January 2015; such review will consider points raised in the audit report. 	<p>Operations Manager 31st December 2014</p>