

A large, abstract watercolor splash in shades of light blue and teal, with irregular, organic edges, filling the top half of the page.

# Water Corporation

2015 Post Audit Implementation Plan – October 2015

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# Post Audit Implementation Plan

Obligation(s) Number	Obligation Description	Rating	Auditors' Recommendation (taken from Audit Report)	Action	Responsible Manager	Due Date
75	If the licensee opens or breaks up the surface of a road, the licensee must complete the relevant work and reinstate and make good the road, and must take all reasonable measures to prevent that part of the road from being hazardous.	B1	We confirmed that the Corporation is in the process of rolling out and creating formal reinstatement standards and processes for all the Regions to follow, including the South West Region.	A formalised 'make good the road' process to be rolled out to all regions.	Manager Operations Centre	30 June 2016
161 & 190	<b>161:</b> The licensee must comply with any individual performance standards prescribed by the ERA.  <b>190:</b> The licensee must comply with the service and performance standards as set out in Schedule 3 of the Operating Licence.	B1	We confirmed that the North West Region (NWR) is currently in negotiations with the Ord Irrigation Coop (OIC) and the Department of Water (DoW) to establish a process to ensure new ownership changes are communicated to the NWR, and thereby the Water Corporation's notification system in Grange. This will ensure that 100% of irrigation customers receive the appropriate water quality notification.	Establish a formal process to ensure all changes in ownership are appropriately notified to the Corporation (through the North West Region) and update within our records to ensure all irrigation customers receive the required water quality notifications.	Manager Operations Centre	30 June 2016
11, 12, 156 & 158	<b>11:</b> The licensee must comply with the code of conduct that may be made by the ERA to the extent to which it applies to the licensee and is not inconsistent with the Operating Licence.  <b>12:</b> The licensee must comply with the duties imposed on it by the <i>Water Services Act</i> in relation to its licence and must carry out its operations in respect of the licence in accordance with the Act.  <b>156:</b> Subject to any modification or exemptions granted pursuant to the Act, the licensee must comply with any applicable legislation including; (a) The Act; (b) The Regulations; and (c) The Codes.  <b>158:</b> The licensee must comply with any code of conduct made by the ERA to the extent it applies to the licensee and is not inconsistent with the terms and conditions of the Operating Licence.	B2	Clarify with the ERA as to whether Water Compliance Reporting Manual references can be re-worded to make complying with specific clauses of the Code of Conduct and Water Services Act clearer, and/or for the Water Corporation to seek exemptions from obligations that cannot be met.	Seek exemptions from ERA for obligations that cannot be met.	Manager Risk and Assurance Branch	30 June 2016
34	In certain instances, if a person authorised by the licensee carries out road work that involves breaking the surface of the road or that would cause major obstruction to road traffic, the licensee must give at least 48 hours' notice to the public authority managing the road.	B2	A formal procedure has been introduced to ensure written communication (email or letter) is provided to the relevant public authority 48 hours prior to the commencement of works, in addition to a telephone call or in-person notification.	Roll out formalised breaking the road 48 hour notification process to all regions.	Manager Operations Centre	30 June 2016
128 & 183	<b>128:</b> The licensee's financial hardship policy must be publicly available.  <b>183:</b> The licensee must comply with the ERA's Financial Hardship Policy Guidelines as they apply to the licensee.	B2	Reinforcement of the Corporation's Digital Publishing Procedure, which details the appropriate sign-off process for publishing of documents, should be performed.  Training to remind relevant employees of the requirements of this procedure and/or appointing designated Water Corporation subject matter approvers may prevent such non-compliance from occurring in the future.	The Corporation will develop a work instruction to outline the process for reviewing and updating the Financial Hardship Policy, including the approval process and the documents that are to be approved and published.	Manager Customer Billing and Assurance	30 June 2016