

Ref No.	Oblig / Recom	ERA Follow up	Completion Date	Action Owner	Action	Status	Comment / Outcome
WATER SERVICES LICENCE WL10 - POST AUDIT IMPLEMENTATION PLAN - Operational Audit							
1/2017	16		1/12/2018	RIA	· further analysis and rationalisation of the scanning data for the below-ground assets needs to be completed, to minimise the risk of supply interruptions due to the possible failure of ageing in-ground water service assets; and	Scanning complete, Planning underway to have scanned data reconciled with existing records	
02/2017	22,23		30/06/2019	RIA	· upgrading the fire hydrant system on the Island to the minimum performance requirement prescribed in Australian Standard 2419.1 Fire Hydrant Installation Part 1 System Design, Installation and Commissioning, as recommended by the Department of Fire and Emergency Services;	South Thompson leg complete.	This is currently under consideration for future capital investment in Fy 18/19.
3/2017	161		30/06/2018	PFM RIA	· taking remedial action to reduce the risk of unplanned interruptions, including installing metering equipment to enable potable water flow and pressure to be measured and recorded to confirm the performance standards in the licence are being consistently achieved; and	Pricing and scope being prepared by PFM.	It has been possible to pull this requirement forward. Planning is underway. Due for completion in June 2018.
04/2017	100,102		Completed	RIA	The RIA should arrange for the Property Agent to: · Include the 24-hour telephone number for faults and emergencies on the invoices for water charges; · Include on annual and water usage invoices, the RIA website reference for the Customer Water Services Manual and a statement that "the website contains information about estimates, meter reading and testing, complaints and review. · Include in annual and water usage invoices, the specified information in Clause 12(3) of the Code of Conduct (as noted in the Customer Water Services Manual), as this is a requirement of the Code.		Completed
05/2017	A2		1/12/2018	RIA	As planned, the RIA should develop lifecycle costing models for the potable water services and the waste water treatment services, including completing the condition assessments and populating the asset register in the Maximo system (above-ground assets have been completed). The lifecycle costs should be considered in the long-term planning and budgeting for provision of the services.	In progress	The Waste water treatment assets are populated in Maximo. Lifecycle costing is under development with PFM for the WWTP assets. When underground assets are populated in Maximo lifecycle costing will be performed.
06/2017	A2		Completed	RIA	The RIA should ensure that a consistent version control including revision history, approver and date and next review date are recorded on the asset management planning documents, and a reminder is included in a register such as the Licence and Compliance Register.	Complete	

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07/2017	A2 (a)		30/03/2019	RIA	a) As previously recommended, the RIA should consider funding in the RIA capital works expenditure budget to install (cut in) scour valves in the lowest lying section of mains or to install wash out assemblies at the end of mains without existing flushing points, which would improve the potable water quality.	Scour valve has been in the case of Geordie Bay. As other low lying legs are discovered, scour valves will be fitted.	Ongoing
07/2017	A2 (b)		1/08/2018	RIA	b) PFM should complete an initial inspection and condition report in the short term to ascertain the water tank integrity and develop a maintenance schedule based upon the condition of the assets. A process and/or engineering controls also need to be developed to meet the operational needs of regular and safe tank assessment (i.e. safe access by divers).	Completed inspections on all tanks. Remedial works complete for tanks 4& 5. Remedial work outstanding for Tank 7. Training has taken place of RIA staff to safely enter tanks and other confined spaces. The maintenance of these assets will be reviewed by 1/5/18.	This is currently under consideration for future capital investment in Fy 18/19.
07/2017	A2©		30/06/2019	RIA	c) The RIA should consider linking the new fire booster system pumps to the remote communications system (SCADA/WINCC network) to ascertain issues and/or intervene in the case of operational failure.	When upgrading the SCADA system RIA will consider linking the two systems	This is currently under consideration for future capital investment in Fy 18/19.
07/2017	A2(d)		31/03/2018	PFM	d) The RIA/PFM should more clearly physically label the water supply and wastewater assets, including tank numbers, fire booster pump systems, and safety requirements such as entry to confined space restrictions at Tank 4.	Instruction to be given to PFM to label these assets.	For action by PFM
07/2017	A2€		31/03/2018	PFM	e) PFM should complete a review and risk assessment for all of the wash-down facilities at the chlorine dosing rooms to ensure they are of an adequate standard and as close to the chlorine dosing room exit points as possible.	RIA instructed PFM to carry out safety review of wash down facilities.	
07/2017	A2(f)		31/03/2018	PFM	f) The RIA/PFM should complete a review and risk assessment of the security of key assets for the water services. Consideration should be given to providing an alarmed door to high risk areas such as the chlorine dosing rooms.	RIA instructed PFM to carry out safety review of chlorine dosing room.	
07/2017	A2(g)		14/03/2018	PFM	g) The RIA/PFM should arrange the maintenance regimes for the recently created assets – wastewater treatment plant and the fire booster pump system.	RIA to confirm that PFM has arranged maintenance regimes for WWTP and firepump booster system	
08/2017	A2		Completed	RIA	a) As planned, the RIA should revise their capital expenditure plans for the assessment of asset condition and useful life that is currently being completed. b) The RIA should endeavour to secure appropriate funding to meet the capital requirements of the Asset Management Plan.	The RIA has appointed an Asset Manager and PFM has appointed and Asset Manager in an effort to upgrade management of RIA assets going forward.	Completed