

Post-Audit Implementation Plan

Reference (no./year)	Details of Non Compliance or improvement required	Auditor's recommendation	Management action	Position Responsible	Target Date for Completion
1/2019	Obligation numbers: 2, 7, 17, 18, 67, 68, 70, 71, 72, 170 and 171	OICL should update its Compliance Register to ensure it is accurate and complete. Specifically, OICL should: <ul style="list-style-type: none"> o Ensure descriptions of obligations ("<i>Licence Conditions</i>") represent the wording of current legislative instruments; and o Ensure references are recorded for: <ul style="list-style-type: none"> • Sections of the Act; or • Regulations in the Water Services Regulations 2013. These references should then be matched with relevant clauses in WL37, Version 6 which should also be recorded	OIC will update the compliance register.	CEO – Mat Dear	1st July 2020
2/2019	Obligation number: 2	OICL should update its Compliance Register to exclude the work sheet entitled: " <i>Water Services Code of Conduct</i> " as this code is not applicable to the non-potable water supply services and irrigation services which OICL is licenced to supply.	OIC will continue to leave the Water Services Code of Conduct in the Compliance Register due to its relevance to the Customer Charter. Instead the OIC will Mark as "No longer enforced"	CEO – Mat Dear	1 st July 2020
3/2019	Obligation numbers: 161 and 190	OICL should comply with the performance standard for informing customers of planned service interruptions as stipulated in clause 5.1.3 of schedule 2 of WL37, Version 6	OIC will improve its reporting on service interruptions in so far as ensuring that planned/unplanned and those impacted by Stormwater are more clearly reported to more accurately report compliance.	Administration Manager – Marie Clothier	1 January 2020
4/2019	Obligation number: 167	OICL should provide performance data in respect of the non-potable water supply services which it provides in terms of its Water Services Licence.	OIC will continue to complete the Water, Sewerage and Irrigation Licence Performance Reporting Datasheets.	CEO – Mat Dear	Completed.