

Iron Ore (WA) Core Services - 2019 WSOL HI (33) Post Audit Implementation Plan

Report / audit: 2019 Water :

Date: Nov-19
Last Updated: Nov-19

Auditor: Paxton

Regulatory Body: ERA

Purpose: To record transparent evidence that document the actions undertaken in response to audit findings.

Audit Rating	Recommendation Reference	Manual Reference	Legislative Obligation	cl.	Recommendation	Action	Responsible	Time frame	Evidence
A3	1/2019	104A	<i>Water Services Code of Conduct (Customer Services Standards) 2018</i> Each bill for usage to which clause 15 applies must, in addition to the requirements of clause 13, contain the prescribed information.	15(3)	• HIPL should ensure it bills disclose, in compliance with section 15(3)(d) of the 2018 Customer Service Standards: "the day on which the tariff for water supplied to the customer will revert to the lowest tariff (i.e. the day on which the customer's next consumption year starts."	Customer invoices to be updated to include information on the tariff restart date	Customer Services	31/01/2020	