

# **2023 RIA Asset Management System**

## **Review- Post review implementation plan – November 2023**

Recommendation reference	Process and policy deficiency / Performance deficiency	Auditor's recommendation	Action proposed to be taken by the licensee	Responsible	Target completion date
<b>Actions</b>					
01/2023	<p><b>B3</b></p> <p><b>(1.8) Asset Planning - Likelihood and consequences of asset failure are predicted</b></p> <p>Section 4.1.4 of the Asset Management Plan discusses asset criticality and risk of failure. A table of electrical infrastructure assets assessed as critical is included.</p> <p>A demonstration of the Maximo system managed by PFM was provided. This showed many assets are listed with a risk rating. However, the process for reviewing the risk rating, especially following any asset condition assessment activities was not clear.</p> <p>With work proceeding on populating the new Assetic system at the current time, there appears to be a lack of clarity around the process for updating asset risk assessments.</p>	<p>The Asset Management Plan – Electrical Infrastructure should describe how asset risk is determined and updated in response to condition assessment information, and processes need to be put in place to ensure asset risks are recorded and updated in the Enterprise Asset Management System (Maximo or Assetic)</p>	<p>RIA is currently in the process of divesting itself of electrical generation, transmission and distribution of electricity to an outside agency. In the interim, RIA is developing a suite of asset management plans including electrical. This will include assessment information and a process to ensure that asset risks are recorded and updated in the Enterprise Asset Management System</p>	<p>Director Infrastructure</p>	<p>December 2023</p>
02/2023	<p><b>B3</b></p> <p><b>(3.2) Asset Disposal - The reasons for under-utilisation or poor performance are critically</b></p>	<p>PFM to develop escalation processes to ensure the timely close-out of maintenance work orders</p>	<p>A process for escalating overdue work orders currently occurs by highlighting them in the monthly FUSS report to the RIA which outlines the</p>	<p>PFM Island Operations Manager</p>	<p>Completed</p>

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	<p><b>examined and corrective action or disposal undertaken.</b></p> <p><b>(5.2) Asset Operations - Risk management is applied to prioritise operations tasks.</b></p> <p>Under performing assets are identified by PFM from inspections and performance monitoring. PFM create work orders for corrective action (maintenance). The reviewer did not receive any samples of failure analysis and also the monthly reports have shown decline in performance of assets over time with recurring faults. Recommendations from inspections have not been implemented and there are overdue work orders that have direct impact on the electrical network performance. This depicts failure in undertaking corrective action in a timely manner, which requires improvement.</p>		<p>work orders that are overdue in an itemised list.</p> <p>When an asset is identified as under-performing and exhibiting declining performance a formal examination is arranged and performed by PFM, who then reports on the issue to the RIA through the monthly KPI report and through the notification of works (NOW) process. The appropriate corrective action is then considered and, if deemed appropriate (financially and practically) then addressed after appropriate approvals from RIA through either the asset disposal or business case process.</p> <p>This process will be formalised in the form of an overdue work order escalation procedure.</p> <p><i>Update: Complete. PFM implemented a formal escalation procedure for overdue work orders. This complements the existing process by which overdue work orders are highlighted in monthly contract reports.</i></p>		
03/2023	<p><b>B3</b></p> <p><b>(4.2) Environmental Analysis - Performance standards (availability of service, capacity,</b></p>	As planned, RIA should implement the staged electricity network development plan to June 2026 that was recently funded, including short-term	RIA has developed a staged electricity network development plan, which will be implemented and have the effect of minimising supply	Director Infrastructure	Underway and progressively reviewed.

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	<p><b>continuity, emergency response, etc.) are measured and achieved.</b></p> <p>All short-term and long-term upgrade works are undertaken with a key objective of minimising supply disruptions to the power system and hence end-users. The current peak demand is 1300kW and currently the Island has 2400kW of diesel generation, plus solar and wind which equals supply capacity of 3600kW which is considered to be more than enough supply to meet the current and future demand.</p> <p>RIA has completed studies to shortlist preferred options that align with their strategic goal to increase renewable energy utilisation from the current 30% to 75% in the next 5 years. State Government funding has been obtained.</p> <p>The RIA has recently developed a staged network development plan that will be implemented based on recent Government funding provided. Such funding will be used to increase generation to meet forecast growth and to upgrade the network and also address compliance issues.</p> <p>The staged network development plan sighted shows 5 stages and what the proposed works are expected to involve from June 2023 to June 2026.</p>	<p>and long-term infrastructure upgrade works with emphasis given to minimising supply disruptions to end-users and increasing renewable energy utilisation.</p>	<p>disruptions to end-users and increasing renewable energy utilisation.</p>		
04/2023	<p><b>B2</b></p> <p><b>(5.6) Asset Operations - Staff resources are adequate and staff receive training commensurate with their responsibilities.</b></p> <p>A staff training matrix was provided by PFM. However the training matrix appears to be not maintained as the dates</p>	<p>a) Update the Training Matrix to demonstrate staff and contractor training requirements, including initial responses to wind turbine and solar farm disruptions.</p>	<p>PFM are in the process of moving its staff competency register from the spreadsheet (matrix) provided to an online platform called Prosafe. The current matrix serves as an interim location for training and competency information which still contains some out-</p>	<p>PFM Island Operations Manager.</p>	Completed

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	<p>are not current and no up-coming training requirements have been identified for staff and/or contractors. Some training for particular employees has been shown as mandatory. This appears to be used mainly to highlight where training or qualification needs to be renewed (e.g. some drivers licences show expired dates and have been highlighted as mandatory).</p> <p>From the site visit, PFM seemed to be adequately resourced to operate and maintain the electricity network. However, review of the work orders database showed some overdue tasks that had not been escalated for completion. This may be a lapse in the work order management or could be through lack of appropriate resourcing to complete the backlog.</p> <p>PFM's contract does not include maintenance of the Solar Farm and Wind Turbine. Reliance is placed on the external contractors that support the Solar Farm (EMCAM) and the Wind Turbine (ENERCON). PFM do not have contractors that carry out initial response to solar farm or wind turbine supplies. PFM has basic training to carry out initial responses to wind turbine and solar farm. Both assets may also be isolated remotely.</p> <p>The Training Matrix should be updated to show the relevant training for RIA and PFM staff and to show the coverage of the diesel generators, wind turbines and solar farm</p>	<p>b) Reassess resourcing requirements to clear overdue work orders.</p>	<p>of-date information. PFM will ensure that all competency information is transferred and updated on the Prosafe system.</p> <p><i>Update: Complete. PFM have transferred all training records into ProSafe as the repository to store this information. This notifies the employee and Manager when renewal is required.</i></p>		