

## RIA - Post Audit Implementation Plan – WL10 2023 Operational Audit – December 2023

Recommendation reference (no/year)	Non-Compliance/Control improvement	Auditor’s Recommendation	Action proposed to be taken by the licensee	Responsible Person(s)	Target Completion Date
1/2023	<p><b>Fire Hydrants</b></p> <p><b>A2</b></p> <p><b>Obligations 22 and 23 - Water Services Act 2012 sections 96(1) and 96(5)</b></p> <p>If the licensee provides water supply reticulation works or enters into an agreement for the provision of water supply reticulation works, the licensee must install fire hydrants attached to those works in accordance with the requirements of FESA, or the relevant local government as to the location and type of hydrant.</p> <p>The 2019 audit noted that a Department of Fire and Emergency Services (‘DFES’) report, dated 22 June 2018, regarding “Flow and Pressure Testing of Fire Hydrants” on Rottneest Island was issued. This report made a number of recommendations. The auditor noted the RIA’s 2017-2018 Compliance Report states: “Phase 2 of the construction (phased upgrade and replacement of the fire main system) will be phased over the coming years.”</p> <p>The audit confirmed with the Maintenance Manager (PFM) and the Environmental Compliance and Approvals Coordinator that RIA has completed a number of actions to address the recommendations made in the DFES report, dated 22nd June 2018, regarding “Flow and Pressure Testing of Fire Hydrants”.</p> <p>The RIA has conducted pressure testing with DFES in attendance to close out the recommendations of the DFES report 22 June 2018 regarding “Flow and Pressure Testing of Fire Hydrants”.</p> <p>All hydrants south of Digby Drive are connected to the pressurised potable water supply distribution system. All upgrades of hydrants,</p>	<p>As planned, the RIA should complete the implementation of the recommendations in the DFES report dated 22nd June 2018 with the replacement of all gravity-fed fire hydrants with pressure fire hydrants by December 2026.</p>	<p>The RIA will undertake actions to close out the DFES report June 22 2018, specifically replacement of all gravity-fed fire hydrants with pressure fire hydrants.</p> <p>The distribution system will be upgraded to a pressurised system including the area between the main settlement and Bathurst. During this upgrade fire hydrants will be installed between the main settlement and Bathurst to ensure the system is compliant.</p>	<p><b>Director Infrastructure/ Director Major Projects</b></p>	<p><b>In progress, expected to be completed by December 2026.</b></p>

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	<p>signage and systems have been completed with the following exceptions:</p> <ul style="list-style-type: none"> <li>• There are only two hydrants north of Digby Drive which are connected to the gravity system.</li> <li>• There are no hydrants between the main settlement and Bathurst which would make the fire system non-compliant north of Digby Drive.</li> </ul> <p>When the AS2419.1-2005-compliant hydrant system has been fully installed, as part of the scope of the Water Infrastructure program, the RIA will remove all hydrants that will not be used in the new design/alignment. The expected completion date is December 2026.</p>				
2/2023	<p><b>Website Link to Code of Conduct</b></p> <p><b>B2</b></p> <p><b>Obligation 154A - Water Services Code of Conduct (Customer Service Standards) 2018 - Clause 49(3)</b></p> <p>The 2019 audit recommended the RIA provide a link to the 2018 Code of Conduct on its website, so as to comply with clause 49(3) of the Code. The RIA has provided a copy of the 2018 Code of Conduct on its website, as confirmed in this audit.</p> <p>However, there is no link to the current version of the Code in case the Code is updated. As the current version of the Code is available on the RIA's website, this has been rated as a non-compliance with minor impact on customers.</p> <p>The current version of the Code is on the RIA website. However, there is no website link to the Code.</p> <p>This obligation is included in the Compliance Obligations Register.</p>	<p>The RIA should include a link to the current version of the Code of Conduct on its website.</p>	<p>The RIA will ensure that its website contains a link to the current version of the Water Services Code of Conduct located at: WALW - Water Services Code of Conduct (Customer Service Standards) 2018 - Home Page (legislation.wa.gov.au)</p>	<p><b>Director Contracts and Planning</b></p>	<p><b>Completed</b></p>