



# Notice

15 December 2023

## Rottnest Island Authority

### 2023 Operational audit

The Economic Regulation Authority has published the 2023 [operational audit report](#) and [post-audit implementation plan](#) for Rottnest Island Authority's (RIA) water services licence WL10.

Rottnest Island is an A-class reserve governed by the *Rottnest Island Authority Act 1987*, which established the Rottnest Island Authority (RIA) as a statutory authority. RIA provides water supply (potable and non-potable), sewerage and drainage services on the island.

#### The ERA's decision

The ERA considers that RIA has achieved a good level of compliance with its licence.

The ERA has decided to increase the audit period from 24 to 36 months. The next audit will cover the period 1 July 2023 to 30 June 2026, with the report due to be provided by 30 September 2026.

#### Audit findings

The audit of the 170 licence obligations applicable to RIA found three non-compliances and no control deficiencies. The three non-compliances did not affect customers. The non-compliances were:

- RIA has not completed all the recommendations made by the Department of Fire and Emergency Services to install and upgrade fire hydrants on the island. Specifically, RIA needs to replace two gravity-fed hydrants with pressure hydrants and install hydrants between the main settlement and Bathurst (two non-compliances).
- RIA had an incorrect link on its website to the *Water Services Code of Conduct (Customer Service Standards) 2018*. This non-compliance is minor and has been resolved.

The auditor made two recommendations to address the non-compliances. The post-audit implementation plan states that RIA will address the recommendations by December 2026.

#### The ERA's assessment of the audit findings

The ERA considers that RIA has improved its performance since the last audit and the non-compliances did not affect the services provided to customers, with RIA providing a good level of service during the audit period.

RIA has made progress in completing the work needed to comply with DFES' requirements for fire hydrants. The post-audit implementation plan states that the island's water distribution system will be upgraded to allow pressure fire hydrants to be installed between the main settlement and Bathurst and the two gravity-fed hydrants to be replaced. This is a long-term project that involves substantial upgrades to the island's water infrastructure.

It is noted that all hydrants south of Digby Drive are connected to the pressurised water system and all upgrades of hydrants, signage and systems have been completed, except the two gravity-fed hydrants and the section between the main settlement and Bathurst. RIA also has two water trucks on the island for emergencies.

The ERA will monitor RIA's progress with implementing the proposed actions in the post-audit implementation plan and seek the first update in May 2024, with regular updates thereafter.

### **Further information**

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