



Notice

21 August 2025

Busselton Water Corporation (trading as Busselton Water)

2025 operational audit and asset management system review

The Economic Regulation Authority has published the [2025 operational audit and asset management system review report](#) and [the post-audit implementation plan](#) for Busselton Water Corporation's water services licence WL3.

Busselton Water is owned by the State Government and holds a water licence to provide potable water to over 15,000 residential and business properties in Busselton, Port Geographe, Siesta Park, Vasse and Wonnerup.

The ERA's decision

The ERA has decided to maintain the audit and review period at 36 months, as Busselton Water has achieved a good level of compliance with its licence and has an effective asset management system.

The next audit and review will cover the period 1 April 2025 to 31 March 2028, with the report due by 31 July 2028.

Audit and review findings

Audit

The audit of the 231 licence obligations applicable to Busselton Water found four non-compliances and one control deficiency.

Busselton Water was non-compliant with its licence because:

- Its Family Violence Policy did not comply fully with the *Water Services Code of Practice (Family Violence) 2020*.
- Its website did not include information about the preserved supply register, including how a customer can register their address.¹
- On three occasions, it did not advise customers of their right to apply to the Water Services Ombudsman for a review after resolving a complaint.
- It submitted its 2022 performance data to the ERA late.

¹ The *Water Services Code of Conduct (Customer Service Standards) 2024* requires water licensees to maintain a preserved supply register of addresses requiring water for the operation of life support equipment, such as a dialysis machine. The Code provides protections to customers on the register, such as notification of planned and unplanned supply interruptions.

Busselton Water had a control deficiency, as it did not have a procedure detailing the information staff must provide when a customer first contacts it about a family violence matter.

The non-compliances for not advising customers they could apply to the Water Services Ombudsman for a review of their complaint and the late submission of performance data were resolved during the audit period. The auditor made four recommendations to address the two unresolved non-compliances and control deficiency.

Review

The assessment of the 12 asset management system processes prescribed in the ERA's *2019 Audit and Review Guidelines: Water Licences* did not find any asset management system deficiencies.

The auditor found that Busselton Water had an effective asset management system during the review period.

The ERA's assessment of the audit and review findings

Audit

The ERA considers that the unresolved non-compliances and control deficiency with the Family Violence Code had the potential to affect vulnerable customers. Busselton Water has committed to addressing the gaps in its Family Violence Policy and implementing a procedure for staff to follow when a customer contacts it about a family violence matter.

Busselton Water can easily update its website to include information about the preserved supply register.

The late submission of the 2022 performance data an administrative non-compliance that had no effect on the service provided to Busselton Water's customers. All performance data since 2022 has been submitted on time.

While some customers were not advised of their rights to apply to the Water Services Ombudsman at the resolution of their complaint, the ERA considers the non-compliance had a minor effect on the customers because its staff resolved the complaints during site visits to the customers' premises.

Review

As Busselton Water was found to have an effective asset management system and delivering a reliable service to its customers, the ERA has maintained the review period at 36 months.

Further information

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