

Fairways Village WWTP

2024 - Post Audit Implementation Plan

Reference (no./year)	Asset System Deficiency (AMS Component/Effectiveness Criteria/Details)	Auditor's Recommendation	Management Action	Person Responsible	Target Date for Completion
1/2024 B2	Prescribed information on Bills Obligation 100 – Clause 4.1.1: Each bill must contain the prescribed information. From review of a sample of 30 Sewer Account Bills issued in the audit period, the auditor found that the Sewer Account Bills included the prescribed information, except for: The nature and amount of any applicable concession, discount or rebate. This was previously reported in June 2021. Customers do not have to pay the bill as it is covered by the strata levy invoiced by the Strata Manager. The invoice is provided for information only. Therefore, this is a minor non-compliance. This information is included in the Aquasol Standard Terms and Conditions – Provision of Sewer Services.	The Sewer Account Bills should be updated to include the nature and amount of any applicable concession, discount or rebate.	Management confirms that recommendation has been completed. Bill has been updated.	Francisca Haro Project & Environmental Co-ordinator	Completed
2/2024 B2	Payment of ERA Fees <i>Obligation 155 - Clause 4.2.1 - The licensee must pay the applicable fees and charges in accordance with the Economic Regulation Authority (Licensing Funding) Regulation 2014.</i> The auditor sighted confirmation of the fees paid for the annual fee and standing charges. The Compliance Report provided to the ERA for 2021/22 noted a fee payment was late. The audit also noted that the annual fee for 2022/23 due 28/2/2023 was paid 8/3/2023. These are considered minor non-compliances. The auditor confirmed with the Project & Environmental Coordinator that fees are usually paid upon invoice by the due date via the normal payments process.	Aquasol should ensure that the annual licence fees are paid to the ERA by the due date.	Management will implement an annual reminder for payment of ERA licence fees to ensure payment by the due date.	CEO & Accounts department.	31 st December 2024

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3/2024 B2	Website Link to Family Violence Code of Practice Obligation 198 – Clause 4.1.1 - Water Services Code of Practice (Family Violence) 2020 - A licensee must ensure that its website contains a link that provides access to the current version of the code as it appears on the website that is maintained by or on behalf of the Western Australian Government and that provides public access to electronic versions of Western Australian legislation. The Aquasol/The-Green website in the Family Violence Policy has a link to the Department of Communities website for further support information. However, there is no link on the website to the current version of the <i>Water Services Code of Practice (Family Violence) 2020</i>.	The Aquasol/The Green website should include a link to the Water Services Code of Practice (Family Violence) 2020 on the WA Government WA website www.legislation.wa.gov.au .	Management confirms that recommendation has been completed. Link has been included in AQ's website.	Francisca Haro Project & Environmental Co-ordinator	Completed.
4/2024 C2	Stakeholder Roles <i>Process: Asset Planning</i> <i>Criteria 1.2: Planning processes and objectives reflect the needs of all stakeholders and are integrated with business planning.</i> The stated goals and objectives in the Asset Management Plan (AMP) are to provide services (wastewater treatment and recycled water) which "at all times are adequate, continuous and uninterrupted, and in compliance with all regulatory requirements and to the reasonable satisfaction of Lakelands residents/customers". An Essential Service Agreement included at Appendix A of the AMP describes the responsibilities of the parties involved. The Strata Company is the owner of the WWTP. Aquasol is engaged by the Strata Company to provide operation, management and supervision of the WWTP and the provision of Essential Services to the village and each resident. Aquasol is separately contracted by the developer (Suntower) to construct the WWTP. Aquasol is the owner of the Water Services Licence and has agreed to carry out services for the Strata Company on the terms and conditions of the Essential Service Agreement. The Strata Company is responsible for maintaining pipe work to and from the WWTP which includes sewer connections to each dwelling, pipework to the golf course and any irrigation pump stations. The Agreement also outlines how Aquasol's operating (including maintenance) costs that may be in excess of the residents' payments are funded by Suntower, and in the future this responsibility will move to the Strata Company. The AMP does not clearly state the roles and responsibilities of the stakeholders.	It is recommended that the roles and responsibilities of Aquasol, Suntower and the Strata Company be summarized in the Asset Management Plan, so the stakeholder roles are understood for asset management planning.	Management will update the Asset Management Plat including the roles and responsibilities of all stakeholders.	Francisca Haro Project & Environmental Co-ordinator	31 st December 2024

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5/2024 B3	Odour Control <i>Process: Asset Creation/Acquisition</i> <i>Criteria 2.3: Projects reflect sound engineering and business decisions.</i> The site visit to the treatment plant indicated the site was tidy and the infrastructure appeared to be in good condition. A chlorination indicator was noted as giving an unusually high reading, and it was explained that a faulty instrument was identified for replacement. Corrosion of tank access hatches that were noted during the previous site visit in 2021 had been repaired. It was explained that significant corrosion had occurred to the roof support members and these had recently been replaced with more corrosion resistant materials, along with repairs to the tank roofs and hatches. Improvements have also recently been completed to address odour complaints. This included sealing of air leaks from tank roofs, covering of the inlet works/screen with a polyethylene box with improvements to air ducting to extract odorous gases and addition of an activated carbon filter to assist odour removal before venting through the existing stack. No odours were present at the time of the site visit. However, the sewer pump station was not operating at the time. The works carried out to address the odour problems were sound and the nearby residents were described as being pleased with the outcome, although it appears that the odour complaints continued for more than a year before the solution was correctly diagnosed. Ongoing replacement of activated carbon will also increase the operating and maintenance costs. The site of the sewer pump station in the village was visited and no odours detected. It is not normal for the extent of odour described to result from the first pump station in a wastewater collection system where the wastewater is still fresh, so some further investigation to determine the cause of the odours is recommended. A suggestion was made to review the operation of the sewer pressure main from the sewer pump station to ensure it was remaining full when the pump station was not pumping. If the pressure main is allowed to partly drain, it provides the conditions for odour generation, which is then expelled from the pressure main the next time the pump starts. One possible cause to consider is a faulty or missing non-return valve at the pump station. Solving the cause of odour generation will extend the life of the carbon filter and reduce ongoing Operations and Maintenance costs. Initial project decisions by the developer have led to the WWTP being in	It is recommended that further investigation into the risk of odour at the plant be undertaken with a view to reducing ongoing costs for the carbon filter. Investigation of the pressure main operation has also been suggested.	Management to conduct further investigation regarding odour issues (and costs) and pressure main operation.	CEO & Technical department	Ongoing investigations, to be completed by 31st December 2024.

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	close proximity to houses. This has contributed to the odour and noise complaints that Aquasol has needed to deal with. A greater separation distance would have been wise.				
6/2024 B3	Service Levels for Pipelines <i>Process: Environmental Analysis and Asset Operations</i> <i>Criteria 4.2 Performance standards (availability of service, capacity, continuity, emergency response, etc.) are measured and achieved</i> <i>Criteria 5.1: Operational policies and procedures are documented and linked to service levels required.</i> Levels of Service have been defined in Section 2.1 of the AMP as Customer Service Standards. These include service standards for availability, capacity, continuity, odour control, emergency response and customer complaints. Performance targets are specified against these standards. The capacity and continuity standards are not measured in relation to property sewer overflows and sewer pipe blockages. Without data on how the Licensee is performing on these standards, it is not possible to determine the effectiveness of the operational activities occurring.	It is recommended that performance reporting against the service level targets for property sewer overflows and sewer pipe blockages be undertaken to demonstrate achievement of the targets.	Management will conduct a performance reporting to demonstrate achievement of the targets (for sewer overflows and sewer pipe blockages).	CEO, Technical & Environmental department	31 st December 2024.