Harvey Water Operational Audit Review Post Review Implementation Plan

Audit Period: 1 December 2022 to 30 November 2025

Recommendation Reference	Non-compliance/Control Deficiency	Auditors Recommendation	Action Proposed to be taken by licensee	Responsible Person	Target completion date
01/2026	C/2 Obligation 144E (2018 & 2024) – Clause 48 The licensee must provide a 24-hour information line by means of which at the cost of a local telephone call (excluding mobile telephones), a customer can notify the licensee of emergencies and faults, and obtain information about the reason for, and the expected duration of, any unplanned service interruption. Harvey Water's only after-hours emergency contact is mobile 0439 192 324, which does not satisfy the local-call-cost requirement of Clause 48.	Harvey Water should establish a 24-hour information line at the cost of a local telephone call (e.g. a 1300 or landline number), as required under Clauses 45 (2018 Code) and 48 (2024 Code) of the Water Services Code of Conduct (Customer Service Standards). The number should be published on Harvey Water's website, customer service charters and invoice templates.	Harvey Water are currently available 24/7 on a mobile service for our 1 potable industrial customer. Due to a change in circumstances, this customer will no longer require our services in the near future. As such, the cost of establishing a 24/7 information line at this stage is not considered a viable option. If there are changes to the customer's circumstances, Harvey Water will review the process.	CFO	