



# Notice

22 September 2025

## Lancelin South

### 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 and post-review implementation plan for [Lancelin South Pty Ltd's](#) water services licence WL47.

Lancelin South operates a potable, non-potable and sewerage water treatment scheme to supply the residential Lancelin South Estate in the Shire of Gingin. As at 30 June 2025, Lancelin South supplied 29 residential properties.

#### The ERA's decision

The ERA considers that Lancelin South has achieved a good level of compliance with its licence and has an effective asset management system.

We have decided to increase the audit and review period to 36 months. The next audit and review will cover the period 1 July 2025 to 30 June 2028 with the report due to be provided by 31 October 2028.

#### Audit and review findings

##### Audit

The audit of the 208 licence obligations applicable to Lancelin South found one non-compliance and four control deficiencies, because its website did not include information on how a customer may apply to be recorded on the preserved supply register or details of the company's obligations in the event of a service interruption at an address of a person on the register.<sup>1</sup>

Lancelin South resolved the non-compliance and controls deficiencies in August 2025 by publishing the required information on its website and implementing a procedure to manage customer requests to join the register (Lancelin South does not currently have any customers on its register).

##### Review

The assessment of the 58 asset management system effectiveness criteria rated two criteria deficient. Lancelin South's review of its asset risk assessment spreadsheet was overdue, and its

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<sup>1</sup> The *Water Services Code of Conduct (Customer Service Standards) 2024* requires 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 and protection from disconnection for failing to pay a bill.

maintenance policy required an update to include the requirement to review the risk assessment spread sheet every two years.

The auditor made one recommendation to address the deficiency, which Lancelin South implemented in August 2025.

### **The ERA's assessment of the audit and review findings**

Lancelin South has demonstrated a good level of compliance with its licence, with the one non-compliance having a minor effect on customers. Although Lancelin South did not receive any requests from customers to join the preserved supply register during the audit period, it must still publish information on how to join the register.

The review found that Lancelin South had an effective asset management system and provided a reliable service to its customers during the review period. The asset risk assessment spreadsheet and maintenance policy have been updated to include the requirement to review the risk assessment spreadsheet every two years.

### **Further information**

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