ROTTNEST ISLAND AUTHORITY

2026 EIRL3 Performance Audit
Post Audit Implementation Plan (September 2026)

Recommendation Reference	Non-compliance / Control Deficiency	Auditor's recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Target completion date
1/2026	**NP/2** **(280) - *Code of Conduct for the Supply of Electricity to Small-Use Customers 2022*,** Clause 73 There has been no communication issued to any customer regarding the customers eligibility for the Service Standard Payments.	Customers should be provided with written details of the RIA's obligation to make Service Standard payments and the eligibility criteria, at least once a year.	Written details of the RIA's obligation to make Service Standard payments and the eligibility criteria will be included moving forward in the tariff letter to each customer, commencing in the 2027-28 financial year. For 2026-27, this will be sent out as a separate letter to be issued by 31/08/2026 as the tariff letter has already been issued. *Update September 2026; A letter detailing the RIA's obligation to make Service Standard payments and the eligibility criteria was issued during August 2026. Closure of this action is pending revision the standard tariff letter template to be adopted for the 2027-28 financial year.*	Director Contracts and Planning	June 2027
2/2026	**C2** **(342) - *Electricity Industry (Metering) Code 2012*,** Clause 3.12(1); **(343) - *Electricity Industry (Metering) Code 2012*,** Clause 3.12(2); and	As planned, the non-compliant CT metering units should be replaced as part of the State Electrical Network Upgrade Program by December 2027.	The project has progressed steadily since 2023, and only one non-compliant CT meter remains to be replaced. The unit is located at the Abbott St substation and is scheduled to be replaced as part of the Abbott Street kiosk installation works expected to be completed by September 2027.	Director Infrastructure	December 2027

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	(349) - ***Electricity Industry (Metering) Code 2012,*** Clause 3.16(1) The 2023 audit noted that there were several current transformer (CT) metering installations that are non-compliant with the prescribed design requirements due to the age of the installations. This non-compliance remained open during the 2026 audit.		*Update September 2026; No update.*		
3/2026	**B2** **(345)** ***Electricity Industry (Metering) Code 2012,*** Clause 3.12(4) From review of documentation, the audit confirmed drawings detailing metering installation of all meters at Rottnest Island were maintained, consistent with good electricity industry practice and available online. However, the auditor observed during site visit that the wiring diagrams were not available within the switchboard for easy access by the maintenance crew, hence the performance was graded accordingly.	The RIA should maintain a printed copy of the metering wiring diagrams at the switchboards for easy reference.	Noting the auditor's recommendation, RIA undertook an internal review of the practices for maintaining electrical metering wiring diagrams in electronic format and in kiosk switchboards to enable access for maintenance. It was determined that in the Rottnest Island context a single source for these would reduce risks associated with duplication and inconsistencies, given that the electrical switchboard circuit schematics are installed in the kiosk switchboards. On that basis the RIA intends no further action be taken and will continue to ensure compliance with the requirements under Clause 3.12(4) of The Code.	Director Infrastructure	Closed
4/2026	**C2** **(483)** ***Electricity Industry (Network Quality and Reliability of Supply) Code 2005*****,** Clause 26(1) and (2)	a) The RIA should arrange for an independent audit as required by the Electricity Industry *(Network Quality and*	a) As due, the 2026 independent audit and report on RIA's systems for monitoring, and its compliance with specific requirements has been	Director Environment, Heritage and Parks	October 2026

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	Through enquiry with RIA, the audit noted that the last internal independent audit and reporting on its systems for monitoring was conducted by Qualeng in 2020. No such internal independent audit was conducted by any third party for this audit period, although RIA have maintained their ERA compliance requirements.	*Reliability of Supply) Code 2005* every 3 years. b) This obligation should be included in the CMS Compliance Register.	arranged for August 2026. This will cover the period from 2020 to 2026 to cover the missed recurrence. b) The CMS has been updated to make clear the three-yearly recurrence of this reporting obligation in 2029 and beyond. *Update September 2026; An independent audit, covering the periods 2020-2023 and 2023-2026 was conducted during August 2026. The report was issued to the ERA and the Minister on 24 September and will be published to the RIA's website on 1 October in accordance with the Electricity Industry (Network Quality and Reliability of Supply) Code 2005.*		