

Compliance Report - Water

Time period: **1 July 2021 to 30 June 2022** (Version 2)

Submitted by: **Rottnest Island Authority**

ACN: 38 836 160 172

To: Chair
Economic Regulation Authority
PO Box 8469
Perth Business Centre
WA 6849

Rottnest Island Authority reports as follows:

1. This report documents compliance during 1 July 2021 to 30 June 2022 with all obligations classified as Type 1 and 2 obligations in the Authority's current Water Compliance Reporting Manual.
2. This report has been prepared by the Rottnest Island Authority with all due care and skill in full knowledge of the obligations to which it is subject under the Regulations and Codes made pursuant to the Water Services Act 2012 and in compliance with the Authority's current Water Services Operating Licence.
3. Schedule A to this report provides information on all obligations with which the Rottnest Island Authority did not comply during 1 July 2021 to 30 June 2022 as required by the Authority's current Water Services Operating Licence.
4. Other than the information provided in Schedule A, the Rottnest Island Authority has complied with all Type 1 and 2 obligations to which it is subject.
5. This compliance report has been approved and signed by the Rottnest Island Authority's Executive Director.

Date ...26 August 2022.....

Signed



Name Jason Banks

Position Executive Director



Definitions

Non – Compliance Reporting		
<i>Water Compliance Reporting Manual Reference No. (refer to Sections 9 – 11 of the Reporting Manual)</i>	<i>Brief description of licence obligation that has been breached</i>	<i>Describe the:</i> <ol style="list-style-type: none"><i>1. nature and extent of the breach;</i><i>2. impact of the breach including the number of customers and other licensees affected;</i><i>3. reasons for the breach;</i><i>4. actions that the licensee has taken to rectify the breach;</i><i>5. actions that the licensee has taken/will take to prevent recurrence of the breach; and</i><i>6. date the licensee has, or expects to, comply again fully with the licence obligation that has been breached.</i>

Schedule A		
Non – Compliance Reporting Type 1		
Nil	-	-
Non – Compliance Reporting Type 2		
Water compliance manual reference No: 23 and 25	<p>Water Services Act Section 96(1) and 96(5)</p> <p>The RIA should complete the implementation of the recommendations outlined by DFES in relation to fire hydrants.</p>	<ol style="list-style-type: none"> 1. The RIA has undertaken a number of actions to address the recommendations made in the DFES report, dated 22nd June 2018, regarding “Flow and Pressure Testing of Fire Hydrants”. However, not all have been completed. 2. Moderate 3. Procedural. 4. The RIA has conducted pressure testing with DFES in attendance and have set the pumps at the water pump station (Digby Drive) to a residual pressure of 450kPa. Signage has been provided at the control panel in the water pump station (Digby Drive) indicating pumps are set to residual pressure of 450 kPa and only authorised (PFM and RIA) personnel to have access. Signs have also been provided that display “Fire Hydrant Pumping Station” at the water pump station (Digby Drive) to make it readily identifiable by crews. A site plan has been installed in the water pump station (Digby Drive) showing fire hydrant locations with each hydrant numbered accordingly. An AS2419.1-2005-compliant reticulated feed hydrant system has been installed to provide coverage and protection to the existing buildings in the town centre including to the north and south of the Visitor Centre which would have previously been reliant on the existing non-compliant gravity fed system. The new fire hydrant service has now been extended on Kingstown Road into the Kingstown Barracks area. 5. A backup diesel generator will be provided at the water pump station (Digby Drive), should the island succumb to a total power failure all four pumps will be out of action. Once an AS2419.1-2005-compliant hydrant system has been installed, it is part of the scope of the water infrastructure program to remove all hydrants that will not be used in the new design/ alignment. All future proposed structures should have compliant hydrant coverage. All new developments on the Island will have provision for

		<p>AS2419.1-2005-compliant firefighting hydrants or other. This will be managed through tender documentation for example Hotel Rottneest Resort, Lodge Redevelopment. Existing developments such as West End will have tanks to supply water.</p> <p>6. December 2023.</p>
<p>Water compliance manual reference No: 32 and 49</p>	<p>Water Services Act Section 129(5) and 173(4)</p> <p>The notice of any entry to premises for planned service interruption must be given within the prescribed timeframes.</p>	<ol style="list-style-type: none"> 1. The RIA should update its Water Services Customer Manual to state the minimum time period of at least 48 hours' notice of entry to premises, and that notice will be given in writing and set out the purposes of entry. 2. Moderate. 3. Procedural. 4. The RIA has updated the Water Services Customer Manual to include: "customers who will be affected by a planned service interruption will be given notice in writing, not less than 48 hours in advance, unless not reasonably practicable, at the earliest practicable time before the service interruption." 5. The manual had been updated in May 2022 but was not yet available on the RIA website at the end of the 2021-2022 reporting period. 6. The manual was expected to be uploaded to the RIA website by 31/05/2022 but it was actually uploaded to the RIA website in July 2022, after the 2021-2022 reporting period.
<p>Water compliance manual reference No: 144B</p>	<p>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 43(2)</p> <p>The notice of any planned service interruption must be given within the prescribed timeframes.</p>	<ol style="list-style-type: none"> 1. The RIA should update its Water Services Customer Manual to refer to its obligation to inform customers who will be affected by a planned service interruption not less than 48 hours in advance, unless not reasonably practicable, at the earliest practicable time before the service interruption (so as to comply with clauses 43 (2) of the 2018 Code of Conduct) impact of the breach including the number of customers and other licensees affected. 2. Moderate. 3. Procedural.

		<p>4. The RIA has updated the Water Services Customer Manual to include: “customers who will be affected by a planned service interruption will be given notice in writing, not less than 48 hours in advance, unless not reasonably practicable, at the earliest practicable time before the service interruption.”</p> <p>5. The manual had been updated in May 2022 but was not yet available on the RIA website at the end of the 2021-2022 reporting period.</p> <p>6. The manual was expected to be uploaded to the RIA website by 31/05/2022 but it was actually uploaded to the RIA website in July 2022, after the 2021-2022 reporting period.</p>
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