



# Notice

12 June 2025

## City of Kalgoorlie-Boulder

### 2024 operational audit and asset management system review

The Economic Regulation Authority has published the [2024 operational audit and asset management system review report](#) and the [post-audit and post-review implementation plan](#) for the City of Kalgoorlie-Boulder's water services licence WL4.

Under its water licence, the City provides sewerage services to approximately 13,300 properties and non-potable water to a small number of large commercial customers and to irrigate its ovals and parks.

#### The ERA's decision

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

The ERA has decided to increase the audit and review period from 24 months to 36 months. The next audit and review will cover the period 1 January 2025 to 31 December 2027, with the report due to be provided by 31 March 2028.

#### Audit and review findings

##### Audit

The audit of the 171 licence obligations applicable to the City found four non-compliances and one control deficiency:

- Its Family Violence Policy was incomplete (inadequate controls and non-compliant).
- Bills (rates notices) did not include the National Interpreter Symbol and a statement that the City website has information to make a complaint and request a bill review.
- The complaints procedure was incomplete.
- The City submitted an annual compliance report to the ERA late.

The auditor made four recommendations to address the non-compliances and control deficiency.

##### Review

The auditor rated one of the 58 asset management effectiveness criteria deficient because a scheduled review of the asset management plan was not completed by the date set in the plan.

The City is undertaking a project to implement a business wide approach to asset management and has prioritised addressing a backlog of asset management requirements, including the overdue asset management plan review.

The auditor made one recommendation to address the deficiency.

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

### **Audit**

The City's overall compliance with its licence has improved since the 2022 audit, with four non-compliances identified, compared to 13 in the previous audit.

Its Family Violence Policy requires some improvements to comply fully with the *Water Services Code of Practice (Family Violence) 2020*. The City has committed to addressing the gaps in its policy by 30 September 2025.

The ERA considered the remaining non-compliances as minor administrative matters and easy to resolve.

As the City has achieved a good level of compliance with its licence, the ERA has increased the audit period to 36 months.

### **Review**

The review found that the City had an effective asset management system, is managing its assets effectively and delivering a reliable service to its customers.

The ERA considered that the City can easily address the asset management deficiency and it had minimal effect on the overall performance of the asset management system.

As the City has an effective asset management system, the ERA has increased the review period to 36 months.

## **Further information**

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