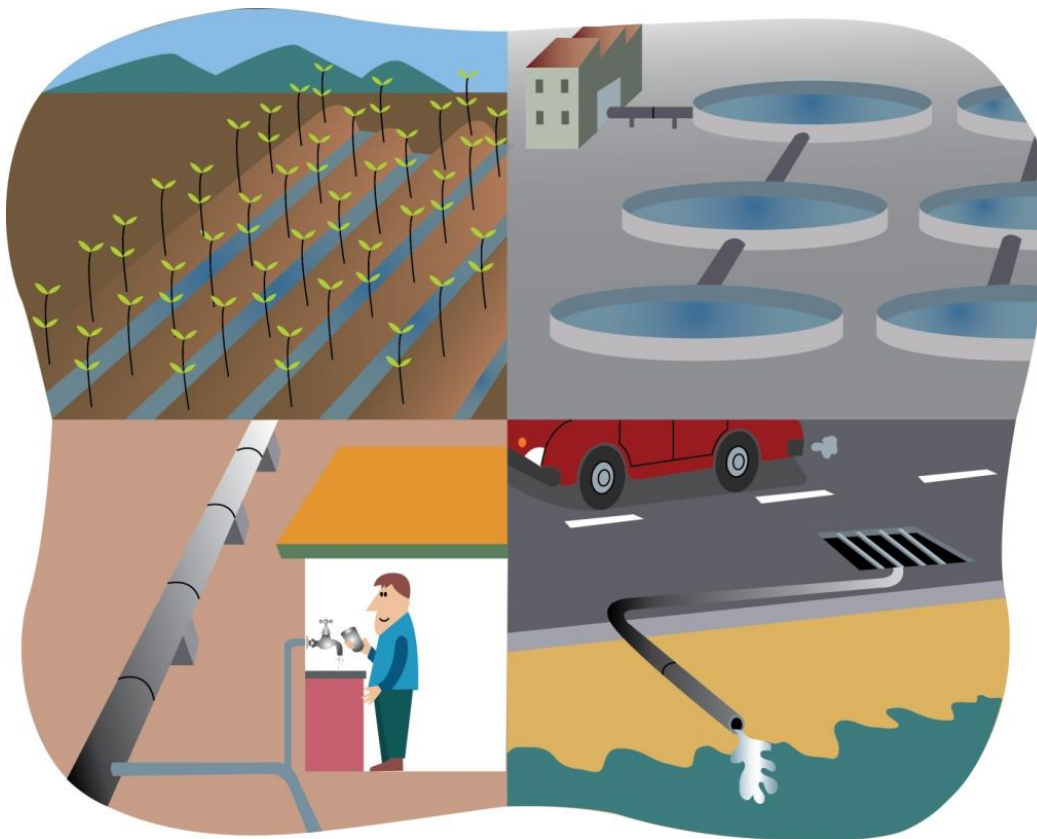


On tap: A guide for water customers

The Basics

In Western Australia, there are over 30 licensed water service providers providing one or more types of water services including water supply (potable or non-potable water), sewerage, irrigation and drainage services. Some providers are licensed for more than one type of service.



The Water Corporation is the largest water service provider in Western Australia servicing metropolitan and regional areas. The major potable water service providers are the Water Corporation, Busselton Water, Aqwest (Bunbury Water), Hamersley Iron Pty Ltd and Rottnest Island Authority.

Local government authorities provide sewerage services and/or non-potable water services in regional areas. Of all the local government authorities providing a water service, City of Kalgoorlie-Boulder is the largest sewerage service provider.

A small number of other providers run irrigation systems or provide potable water and/or sewerage services to residential estates.

Economic Regulation Authority

The ERA is the regulator of licensed providers of gas, electricity and water services. It issues licences, enforces and monitors compliance with licence conditions and legislative requirements. It also has the responsibility to administer, review and amend the *Water Services Code of Conduct (Code)*.

The Water Services Code of Conduct

The Code prescribes a set of minimum customer service standards and requirements that water service providers have to comply with.

It applies to each provider of water supply, sewerage, irrigation and drainage services.

You are considered a 'customer' under the code provided that you are:

- an owner of the land to which the water services are provided;
- an occupier of the land to which the water services are provided who is authorised by an owner to receive bills for the water services; or
- any other person, such as a property agent who is authorised by an owner of the land to which water services are provided to receive bills for the water services.