21 June 2016

Water Code Consultative Committee

APPOINTMENT OF MEMBERS FOR 2016-2019 TERM

The Economic Regulation Authority (**ERA**) has appointed the following members to the Water Code Consultative Committee (**WCCC**) for the 2016-2019 membership term:

- **Members from Consumer Representative Organisations**
  Mr Charles Brown – Financial Counsellors' Association of WA (Inc.)
  Mr Dale Leggett – Chamber of Commerce and Industry of WA
  Ms Kathryn Lawrence – Citizens Advice Bureau of WA

- **Members from Industry or Industry Representative Organisations**
  Mr Garry Peach – Water Corporation
  Mr Jason Rice – Busselton Water
  Mr Keith Boase – City of Kalgoorlie-Boulder

- **Members from Government Agencies**
  Ms Patricia Blake – Department of Commerce
  Ms Chanelle Dumas – Department of Water

- **Chairperson**
  Executive Director, Licensing, Monitoring and Customer Protection, ERA

- **Executive Officer**
  Assistant Director, Customer Protection, ERA

The ERA established the WCCC in April 2016. Its role is to provide advice to the ERA on matters relating to the *Water Services Code of Conduct (Customer Service Standards) 2013* (**Code**). The Code deals with the conduct of water licensees in relation to customers and potential customers. It covers a broad range of areas including billing, connection, metering, financial hardship and complaints.

Under the *Water Services Act 2012*, the ERA must undertake a review of the Code at least once every five years. The ERA will commence the inaugural review of the Code in the second half of 2016 and will seek the WCCC's advice as part of the review process.

The WCCC members from consumer representative organisations and industry or industry representative organisations were appointed following a call from the ERA for expressions of interest.

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