



Notice

2 February 2017

2016-17 Review of the Water Services Code of Conduct

PUBLICATION OF PUBLIC SUBMISSIONS

The Economic Regulation Authority (ERA) is carrying out a review of the operation and effectiveness of the *Water Services Code of Conduct (Customer Service Standards) 2013*.

The ERA published a consultation paper on 13 October 2016 for public comment. The consultation paper included a number of proposals to add new provisions and amend or delete existing provisions of the Water Code.

The ERA received submissions from the following ten stakeholders:

- Water Corporation
- Aqwest
- Busselton Water
- Joint Utilities group
- Rio Tinto
- Horizon Power
- Regional Services Reform Unit
- Department of Water
- Ord Irrigation Co-operative
- Private customer (name withheld for privacy)

The ERA received permission from eight stakeholders to publish their submissions online. These submissions are now available on the [ERA website](#). The ERA considers there are valid reasons for not publishing the submissions from Ord Irrigation Co-operative and a private customer and has decided not to publish those submissions.

The ERA intends to publish its draft decision later this year, which will provide a further opportunity for public consultation.

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