



Notice

12 September 2017

Publication of the report on the Water Services Ombudsman Scheme

WATER SERVICES REGULATIONS 2013

The Economic Regulation Authority (ERA) has published the *2015 Independent Review Water Services Ombudsman WA [report](#)* prepared by Cameronralph Navigator consultants for the Board of the Energy and Water Ombudsman (Western Australia) Limited (EWOWA).

Regulation 18(1) of the *Water Services Regulations 2013* requires the EWOWA to review the efficacy of the Water Services Ombudsman Scheme before the second anniversary of the initial approval of the scheme.

Under section 65 of the *Water Services Act 2012* (Act), the ERA is responsible for approving the scheme. The initial approval was in October 2013.

Cameronralph Navigator made 12 recommendations in the report. The EWOWA Board accepted all except one of the recommendations.

The Board has prepared a plan to address the 11 recommendations that it accepts. However, the Board did not accept the recommendation to publish the report on EWOWA's website as it was the Board's view that the Regulations, and specifically regulation 18(3), may not provide for the Board to publish the report. Any decision about distribution of the report remained with the ERA.

The ERA has decided it will publish the report because it is the agency responsible for monitoring and reporting on the water services industry and has oversight of the scheme.

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