



# Notice

9 November 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 released its draft decision on the review on 26 September 2017. The ERA invited interested parties to make a submission on the draft decision during a three-week public consultation period.

The ERA received submissions from the following six stakeholders:

- Aqwest
- Busselton Water
- Midland Information Debt and Legal Advocacy Service Inc (MIDLAS)
- Rio Tinto
- Water Corporation
- Western Australian Council of Social Service (**WACOSS**)

The submissions are now available on the ERA [website](#).

The ERA intends to publish its final decision in December 2017.

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