



# Notice

6 June 2018

## ERA publishes Water Compliance Reporting Manual 2018

The Economic Regulation Authority (ERA) has published an amended Water Compliance Reporting Manual.

- [Water Compliance Reporting Manual \(clean version\)](#)
- [Water Compliance Reporting Manual \(marked-up version\)](#)

The amended Manual reflects new or amended obligations under the *Water Services Code of Conduct (Customer Service Standards) 2018*, which comes into effect on 1 July 2018.

### BACKGROUND INFORMATION

It is important that stakeholders have a shared understanding of water licence terms and conditions. To support this, the ERA has issued this Manual to provide:

- a consolidated list of the compliance obligations relevant to licensees, depending on their licence type;
- categorisation of licence conditions to assist with reporting obligations;
- a self-assessment framework for licensees to facilitate compliance with licence conditions and report non-compliances to the ERA; and
- the format and due dates of the reports that licensees must provide to the ERA.

The Manual aims to identify all the compliance requirements for water supply, sewerage, drainage and irrigation licensees. Licensees are encouraged to take note of the compliance requirements applying to their licence type and circumstances.

### Numbering of licence obligations in the Manual

The ERA's policy for re-numbering modified licence obligations has been applied in the Manual. When a licence obligation is rescinded, the applicable obligation number is not reused and the description of the obligation is changed to "not used". When new obligations are added to the Manual, they are indexed with an additional letter after the number, for example, the number 98A will be assigned to a new obligation inserted between 98 and 99.

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