



# Notice

4 March 2021

## Water Compliance Reporting Manual 2021

The Economic Regulation Authority has published an amended Water Compliance Reporting Manual, following the introduction of a new code of practice intended to assist customers experiencing family violence.

The *Water Services Code of Practice (Family Violence) 2020* came into effect on 8 December 2020. The ERA has also made amendments to improve the clarity of the manual.

The ERA has published two versions of the manual for licensees:

- [Water Compliance Reporting Manual 2021 \(clean version\)](#)
- [Water Compliance Reporting Manual 2021 \(marked-up version\)](#).

The ERA publishes the manual to provide:

- A consolidated list of the compliance obligations relevant to all water licensees.
- Categorisation of licence conditions to assist with reporting obligations.
- A self-assessment framework to assist licensees to achieve compliance with licence conditions and report non-compliances to the ERA.
- The format of the reports that licensees must provide to the ERA and the timing of these reports.

Licensees are encouraged to review the changes to the manual applying to their licence type.

### Further information

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