



Notice

6 September 2022

Water Code Consultative Committee

Appointment of members for 2022-2025 term

The Economic Regulation Authority has appointed the following members to the Water Code Consultative Committee (WCCC) for the 2022-2025 membership term:

Members from Industry or Industry Representative Organisations

- Jason Ducie - Water Corporation
- Katie Jolley - Busselton Water
- Claire Anderson - Bunbury Water Corporation (trading as Aqwest)

Members from Consumer Representative Organisations

- Graham Hansen - Western Australian Council of Social Service
- Leanne Berard - Financial Counsellors' Association of WA
- Manelka Fernando - Financial Counselling Network

Members from Government agencies

- Michaela Bevan - Department of Water and Environmental Regulation
- Felicity Bonner - Department of Mines, Industry Regulation and Safety

Chairperson

- Executive Director, Regulation, ERA

Executive Officer

- Senior Regulatory Officer, Utility Services Regulation, ERA

On 29 June 2022, the ERA published a [notice](#) inviting industry and consumer group representatives to express their interest to join the WCCC.

The WCCC's role is to provide advice to the ERA on matters relating to the *Water Services Code of Conduct (Customer Service Standards) 2018*. The Water Code provides protections to customers of licensees that supply drinking water and sewerage services. The Water Code covers a broad range of areas including billing, payment, connection, metering, financial hardship and complaints.

Under the *Water Services Act 2012*, the ERA must review the Water Code at least once every five years. The ERA is commencing a review of the Water Code and will seek the WCCC's advice as part of the review process.

Further information

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