



# Notice

19 June 2023

## 2023 Review of the Water Services Code of Conduct

### Publication of submissions

The Economic Regulation Authority is reviewing the operation and effectiveness of the *Water Services Code of Conduct (Customer Service Standards) 2018*.

The ERA published a [consultation paper](#) on 20 April 2023 for public comment. The consultation paper included a number of proposals to add new provisions and amend or delete existing provisions of the Water Code.

The ERA received [submissions](#) on the consultation paper from the following stakeholders:

- Western Australian Council of Social Service
- Local Government Elected Members Association
- Department of Water and Environmental Regulation
- Water Corporation
- Rio Tinto.

The ERA has published the submissions on the ERA website.

The ERA will publish its draft decision later this year, which will provide a further opportunity for stakeholders to provide feedback on proposed changes to the Water Code.

### Further information

#### General enquiries

Alex Kroon  
Ph: 08 6557 7989  
[info@erawa.com.au](mailto:info@erawa.com.au)

#### Media enquiries

Danielle Asarpota  
Ph: +61 428 859 826  
[media@erawa.com.au](mailto:media@erawa.com.au)