



# Notice

10 July 2023

## 2023 Review of the Water Services Code of Conduct

### Publication of late submission

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 proposals to add new provisions and amend or delete existing provisions of the Water Code.

Submissions received during the public consultation period were published on the ERA website on 19 June 2023.

The ERA has accepted the Financial Counsellors' Association of Western Australia's submission after the public consultation deadline and published the submission on the [ERA website](#).

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

### Further information

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