



Notice

22 February 2024

Water Code Consultative Committee

Appointment of replacement member for 2022 to 2025 term

The Economic Regulation Authority has appointed a new member to the Water Code Consultative Committee (WCCC) for the current membership term.

Following the resignation of an industry member, the ERA appointed Shanice Meredith from Busselton Water to the WCCC. The full list of WCCC members is available on the ERA's [website](#).

The WCCC advises 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 reviews the Water Code at least once every five years. The ERA has commenced the 2023 Water Code review and the WCCC has provided advice as part of the review process. The ERA expects to publish its draft decision on the review for stakeholder feedback in late March 2024.

Further information

General enquiries

Emma Forrest
Ph: 08 6557 7948
info@erawa.com.au

Media enquiries

Ph: +61 428 859 826
media@erawa.com.au