



# Notice

26 June 2024

## Amendment to 2024 Water Services Code

The ERA has made minor amendments to the *Water Services Code of Conduct (Customer Service Standards) 2024* to reinstate the entitlement of business customers experiencing payment difficulties to access a payment plan or additional time to pay a bill. These protections currently exist under the 2018 Water Code but were inadvertently excluded from the recently published 2024 Water Code.

On 17 May 2024, the ERA published its [final decision on the review](#), which repealed the *Water Services Code of Conduct (Customer Service Standards) 2018* and replaced it with the *Water Services Code of Conduct (Customer Service Standards) 2024*.

As the 2024 Water Code is due to commence on 1 July 2024, no business customers or licensees have been affected by the omission.

The *Water Services Code of Conduct (Customer Service Standards) Code 2024* will commence on 1 July 2024 and is published on the WA Government [website](#). The amendments are marked-up on the 2024 Water Code on the ERA's [website](#).

### Background

The Water Code sets out the minimum level of customer service for water licensees that supply drinking water and sewerage services, and covers areas including billing, payment, connection, metering, financial hardship and complaints.

Information about the Water Code Review is available on the ERA's [website](#).

### Further information

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