



Media Statement

13 October 2016

WA water customers invited to have their say

Water customers are invited to have their say on service standards in Western Australia's water industry.

Economic Regulation Authority (ERA) chair, Nicky Cusworth, said the review of the Water Services Code of Conduct gives water customers an opportunity to help set service standards in areas such as billing, payment, connection, metering, financial hardship and complaints.

Ms Cusworth said that through the review, the ERA is looking to improve protection for both residential and business water customers.

"For example, we're considering whether licensees should be required to send reminder notices to customers before supply is restricted. Some licensees already do this, but we think perhaps it should be a requirement under the Code," she said.

"Some suppliers already give customers at least 48 hours' notice of a planned interruption, and we propose that this should be an obligation on all licensees.

"Another proposal is to ensure water bills always include information about assistance for customers experiencing payment difficulties or financial hardship, and a 24 hour contact number for faults and emergencies.

"We're also seeking comment on whether to introduce a scheme to compensate customers who do not receive a minimum standard of service.

"Customers and licensees can comment on whether there should be more protection for customers in financial hardship," Ms Cusworth said.

In drafting the consultation paper, the ERA sought the advice of the Water Code Consultative Committee. The committee includes representatives of industry, consumer organisations and government and it provides advice to the ERA on the Water Code.

Submissions are due by Friday 4 November. Visit the ERA website at www.erawa.com.au for more information on how to lodge a submission.

Ends

For general queries please contact Sarah Lyons, Economic Regulation Authority on 08 6557 7978.

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