



Notice

10 July 2017

Water Code Consultative Committee

APPOINTMENT OF NEW MEMBER

The Economic Regulation Authority (**ERA**) has appointed Dr Jennie Gray from the Western Australian Council of Social Service (**WACOSS**) to the Water Code Consultative Committee (**WCCC**) for the 2016-2019 term.

The full list of WCCC members is available on the ERA [website](#).

The role of the WCCC is to provide advice to the ERA on matters relating to the *Water Services Code of Conduct (Customer Service Standards) 2013*.

The code deals with the conduct of water licensees in relation to customers and potential customers, covering a broad range of topics including billing, connection, metering, financial hardship and complaints.

The ERA commenced its inaugural review of the code in July 2016.

For further information contact:

General Enquiries

Paul Reid

Phone: 08 6557 7976

Email: records@erawa.com.au

Media Enquiries

Sinéad Mangan

Work: 08 6557 7912

Mobile: 0428 859 826

Email: communications@erawa.com.au