



Notice

1 December 2020

Annual report on the operation of the water licensing scheme and licensees' compliance with the scheme

The *Water Services Act 2012* requires the Economic Regulation Authority to report annually to the Minister for Water on the operation of the water licensing scheme and licensees' compliance with the scheme.

The ERA has provided the [report](#) on the water licensing scheme for 2019/20 to the Minister.

The report:

- identifies opportunities for beneficial reform of the licensing scheme
- provides an overview of the ERA's licensing activities during the year
- presents data on the ERA's annual costs to carry out its licensing functions
- provides an overview of licensees' compliance with the scheme during the year.

The ERA's recommendations include changes to the *Water Services Act 2012* to ensure that rental tenants receive the same level of customer protection from their water service providers as owner-occupiers. Currently, unless tenants have a direct contractual relationship with their service provider, they are not able to access the customer protections provided for under the water licensing scheme.

Further information

General enquiries

Paul Reid
Ph: 08 6557 7976
licensing@erawa.com.au

Media enquiries

Natalie Warnock
Ph: 08 6557 7933 | Mob: 0428 859 826
media@erawa.com.au