



Notice

20 April 2023

Consultation Paper: 2023 Review of the *Water Services Code of Conduct (Customer Service Standards) 2018*

Invitation for submissions

The ERA has published its [consultation paper](#) on the 2023 Review of the *Water Services Code of Conduct (Customer Service Standards) 2018* for public comment.

The ERA reviews the operation and effectiveness of the Water Code at least once every five years. The Water Code sets the standards of conduct for water licensees that supply drinking water and sewerage services to customers in the areas of billing, payment, connection, metering, financial hardship, and complaints.

This consultation paper presents the ERA's preliminary review of the current (2018) Water Code and includes potential areas for reform, as well as minor amendments to existing clauses, for comment. The potential reforms and amendments have been identified by the ERA since the last Water Code review, or have been proposed by licensees, customer representative organisations or government agencies.

The absence of a particular issue from the paper does not prevent interested parties from raising it in their submission.

In preparing the consultation paper, the ERA sought the advice of the Water Code Consultative Committee, an independent statutory committee that advises the ERA on matters relating to the Water Code. Its members include representatives from industry, consumer organisations and government.

Invitation for submissions

The ERA invites interested parties to make submissions on the consultation paper.

Submissions close 4:00 pm (WST) Thursday, 1 June 2023.

Submissions should be lodged online using the form on our website www.erawa.com.au/consultation.

Further information

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