



Notice

17 May 2024

2023 review of the Water Services Code

Final decision

The Economic Regulation Authority has published [its final decision on the 2022-2024 review](#) of the *Water Services Code of Conduct (Customer Service Standards) 2018*.

The Water Code will be repealed and replaced with the *Water Services Code of Conduct (Customer Service Standards) 2024* to commence on 1 July 2024.

The new Water Code is intended to:

- Reduce the administrative burden on water licensees by reducing the consultation required on minor amendments to a financial hardship policy and removing the requirement for five yearly reviews.
- Improve protections for consumers by:
 - Providing all residential water service customers with access to interest-free and fee-free payment plans.
 - Providing vulnerable customers with paper bills at no charge.

The ERA will monitor implementation of the Code changes by the Water licensees.

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.

Further information about the 2022-2024 Code Review is available on the ERA's [website](#).

Further information

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