Economic Regulation Authority

Minutes

Meeting Title: Economic Regulation Authority Consumer Consultative Committee

Meeting Number: 02/2026

Date & Time: Tuesday, 21 April 2026 10:00am (AWST)

Location: Online via Microsoft Teams

Attendees:

Members

Tay Alers	Chamber of Commerce and Industry WA (CCIWA)
Jasmine Kaur	Chamber of Minerals and Energy
Rowan Kelly	Consumer Credit Legal Service
Suresh Rajan	Independent advocate
Sarah Holman	Financial Counsellors' Association of Western Australia (FCAWA)
Daevid Anderson	Property Council of Australia (WA)
Kitty Prodonovich	Regional Chambers of Commerce and Industry (RCCI) WA
Graham Hansen	UnionsWA
Max Bushell	WA Local Government Association
Tim Cahill	Electrify Everything WA

ERA

Sara O'Connor (Executive Director, Regulation), Belinda Lee (Principal Regulatory Officer), Emily Robinson (Senior Advisor, Strategy and Stakeholders), Clare Darragh (Minutes)

Observers

Brent Savage	Energy Policy WA (DEED)

Apologies

Steve Edwell	Economic Regulation Authority
Jenness Gardner	Economic Regulation Authority
Marcus Claridge	Energy and Water Ombudsman
Steve McGuire	WAFarmers
	WA Council of Social Service (WACOSS)
	Ethnic Communities Council

Minutes: Meeting Number **02/2026** of **Economic Regulation Authority Consumer Consultative Committee** – **Tuesday, 21 April 2026 10:00am (AWST)**

1. Acknowledgement of Country

The meeting opened at 10:00am.

Sara O'Connor gave an Acknowledgement of Country.

2. Welcome

Sara welcomed everyone to the second meeting of ERACCC for 2026.

3. Apologies

Sara noted the apologies.

4. Minutes of meeting 1/2026 held on Tuesday, 20 January 2026

There are two amendments:

- Steve McGuire from WA Farmers is confirmed as an attendee.
- Minor changing regarding Western Power access arrangements on page three.

Members approved the minutes of Meeting 1/2026 as a formal record of those events.

5. Introduction

Sara O'Connor advised that on 31 March the ERA published the 2025 asset management system review for the Water Corporation.

Over recent years there have been more public reports of issues with Water Corporation infrastructure.

Today's presentation will provide an overview of the ERA's role in water regulation, including licensing, consumer protection and the findings of the 2025 Water Corporation Asset Management System Review.

6. Water regulation

Presented by Belinda Lee, Principal Regulatory Officer

Belinda provided an overview of the purpose of water licensing including promoting an effective and sustainable water services industry, setting minimum service standards and requiring providers to have effective asset management practices.

Currently there are 22 water licensees in WA. The Water Corporation services 96.1% connected properties in WA.

The ERA's role is to administer licenses, review the Water Services Code of Conduct every five years with the Water Code consultative committee and monitor and enforce compliance with licences.

The ERA takes enforcement action when merited but will usually give the licensee the chance to resolve the non-compliances first, unless they are very serious. For serious non compliances the ERA may issue a compliance enforcement notice for

rectification, issue a fine of up to $150k and/or apply to the Minister for Water to cancel a licence.

Water Corporation 2025 Asset Management System Review

The auditor who undertook the review found the Water Corporation asset management system to be generally effective. They noted that resource/funding constraints prevented implementation of all planned activities and performance has declined in many processes since the previous 2021 review.

The reasons for the performance decline included financial plans not fully addressing asset maintenance and replacement requirements, deferred capital renewals of end-of-life assets causing more spending on reactive maintenance and unplanned works and escalating corrective maintenance costs.

As a result of these findings the ERA has decreased the review period from 48 to 36 months and published a Post-Review Implementation Plan.

The ERA is not the only regulator of water services in WA, others include:

- Department of Health: monitor potable water standards.
- Department of Water and Environmental Regulation: regulate sewerage plants
- Energy and Water Ombudsman Western Australia manage complaints from customers

Max Bushell, WALGA, raised the issue of Water Corporation owned bridge assets having their load limits decreased as they are at the end of their life. This results in larger vehicles being forced onto other (smaller) roads in regional areas. The ERA advised that the asset management review process only looks at assets that provide water services under the licence and bridges do not fall under the asset management review. Max noted that it can be hard to know what recourse there is for WALGA regarding Water Corporation issues.

7. Members updates

Graham Hanson, UnionsWA, advised the group that they are doing a lot of work responding to current inflation crisis. Looking at ways to support workers including advocacy work around vehicle allowances to help with fuel prices.

Max Bushell, WALGA, discussed issues WALGA currently dealing with the lowering of load limits on some regional roads, with limited local consultation. Also seeing issues arise with project delivery due to increased fuel prices.

Kitty Prodonovich, RCCI WA, discussed a survey RCCI WA recently conducted around fuel security issue in regional WA. 78% respondents reported being negatively impacted. Regional WA has been particularly impacted due to vast distances that need to be travelled for work, school and accessing essential services. Freight company fuel surcharges have also increased. RCCI WA have also been working with Western Power on connection times.

Sarah Holmon, FCAWA, advised that WACOSS have released a survey on the impact of the fuel price increases and shared the link shared with attendees. FCAWA have created a webpage providing advice to the community on dealing with fuel price increases. Sarah invited ERACCC members to send through any useful information they have that could be added to the FCAWA webpage. Sarah also noted that the Newman Taskforce, which was working with BHP around their hardship policies, is wrapping up with most of the action items having moved into

BHP workplans. Sarah has also been appointed to the consumer reference group for the gas rate of return instrument.

Tay Alers, CCIWA, shared a link to CCIWA's Middle East Crisis Hub with attendees.

8. ERA update – Sara O'Connor

Sara provided a brief update on some current ERA activities including:

- One open consultation on the draft determination of Arc Infrastructure depreciated optimised replacement costs and depreciation schedule which closes on 13 May.
- The Western Power access arrangement 6 draft framework and approach should be published in May 2026.

9. Meeting closed at 10:42am

The ERA will be in contact with information on the next meeting.