



Water Code Consultative Committee Terms of Reference

1. Preamble

The Water Code Consultative Committee (**WCCC**) is established by the Economic Regulation Authority (**ERA**) under section 28 of the *Water Services Act 2012* (**Water Act**).

2. Purpose of the Committee

The WCCC is established for the purpose of:

- a. advising the ERA on matters relating to the *Water Services Code of Conduct (Customer Service Standards) 2013* (**Water Code**); and
- b. advising the ERA on any proposed amendment to, or replacement of, the Water Code.

3. Appointment of Members

Membership of the WCCC shall comprise of:

- a. a Chairperson from the ERA with no voting right;
- b. three members* from consumer representative organisations;
- c. three members* from industry or industry representative organisations;
- d. two members from government agencies;
- e. an executive officer from the ERA with no voting right.

The ERA may discharge, alter or reconstitute the WCCC at its discretion as provided for under section 28(2)(d) of the Water Act.

* The ERA shall appoint these members following a public call for expressions of interest.

All voting rights shall be equal.

Membership terms are three years or, in the case of an appointment to fill a casual vacancy, until the expiry of the retiring member's term.

4. Payments to Members

The ERA may pay a non-government consumer organisation representative a remuneration, allowance or reimbursement, the rate of which will be determined by the Public Sector Commissioner.

5. Support from the Authority

The ERA shall provide reasonable support services necessary for the WCCC to carry out its functions.

6. Committee Governance

The WCCC may adopt procedures, consistent with the requirements of the Water Act, for the provision of advice to the ERA.

The ERA may impose conditions regarding members' use of information it releases to members.

Members shall take all reasonable measures to protect from unauthorised use or disclosure information provided to them by the ERA and indicated by the ERA to be "confidential". This confidentiality clause shall survive the expiration or termination of members' appointments.

Members who believe that any of their external activities would conflict with their position on the WCCC must declare their interest to the Chairperson as soon as practicable after becoming aware of the potential conflict, and in any event within 14 days of becoming aware.

Members shall notify the Chairperson of any change in their circumstances that limits their ability to satisfy these duties.

7. Meeting Procedures

The Chairperson shall endeavour to achieve consensus of the members present at a meeting.

If consensus is not possible, decisions shall be by a majority vote of 50% of members plus one.

Members not present may vote out of session subject to the discretion of the Chairperson.

Members unable to attend may send a proxy subject to the discretion and prior approval of the Chairperson.

Decisions may be made by email communication at the discretion of the Chairperson.