Notice

25 October 2016

Economic Regulation Authority Consumer Consultative Committee

The Economic Regulation Authority Consumer Consultative Committee (**ERACCC**) held its quarterly meeting on 21 September 2016. The following presentations were made to members:

- **Review of the Water Services Code of Conduct** – Ms Caroline Coutts-Kleijer, A/Assistant Director, Customer Protection, ERA, explained the process for the current review of the Water Code and outlined the main issues contained in the ERA's Consultation Paper regarding the review.

- **Review of the Gas Compendium: Frequency of Gas Meter Readings & Bills** – Ms Sarah Lyons, Senior Project Officer, ERA, provided background to the ERA's proposal to increase the maximum interval between gas bills. The proposal is one of a number of changes proposed to the Gas Compendium.

- **Profile of Consumer Credit Legal Service WA Inc** - Mr Charles Brown, Centre Manager, CCLSWA, provided an overview of the work performed by CCLSWA.

- **Communications at the ERA: Challenges and Opportunities** – Ms Tracy Wealleans, Communications & Executive Support Coordinator, ERA, and Ms Colette Baker, Communications & Website Administrator, ERA, outlined the ERA's communication strategy and highlighted some of the challenges involved in communicating complex information.

- **ERA Work Program 2016-17** – Mr Greg Watkinson, CEO, ERA, provided a presentation on the ERA's work program for 2016-17.

The ERACCC provides comment to the ERA on issues affecting Western Australian consumers and, in turn, acts as an information distribution channel for the ERA. ERACCC members represent the interests of a wide range of consumers.

More information about the ERACCC is available on the ERA [website](#).

The ERACCC will next meet in December 2016.

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