



BUSSELTON WATER

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Our ref : OL6-04
Your ref :
Enquiries : Jason Rice

17 October 2017

Ms Nicola Cusworth
Chair
PO Box 8469
Perth BC WA 6849

Dear Ms Cusworth

**DRAFT DECISION REVIEW OF THE WATER SERVICES CODE OF CONDUCT
(CUSTOMER SERVICE STANDARDS) 2013**

Busselton Water would like to take the opportunity to convey its satisfaction with the process undertaken for the review of the *Water Services Code of Conduct (Customer Service Standards) 2013*.

Our organization has already recognized that some of the identified proposed changes have significant merit for the customer and have undertaken remedial software systems changes to ensure compliance with the new codes. While Busselton Water supports the current draft document, it requests the right to provide future comments for any additional amendments.

We look forward to participating in the remainder of the review process and I request you direct any queries regarding Busselton Water's responses to the Water Tariff/ System Administrator, Mr Jason Rice on 9781 0510.

Yours faithfully,



Chris Elliott
Chief Executive Officer

