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16 October 2017

Ms Nicky Cusworth
Chairman
Economic Regulation Authority
PO Box 8469
PERTH BC WA 6849

Dear Nicky

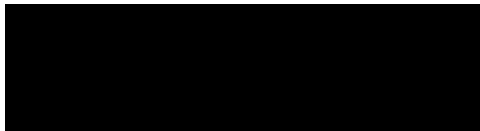
2016-17 Review of the *Water Services Code of Conduct (Customer Service Standards) 2013*

Thank you for the opportunity to comment on the amendments the Economic Regulation Authority is proposing to make to the Water Services Code of Conduct.

The review process has been collegiate and inclusive and I thank you for the opportunity for the Water Corporation to be involved.

The Water Corporation is supportive of the changes and confident that the Code will continue to support and guide us in our pursuit of service excellence and positive customer experiences.

Yours sincerely



Steve Capewell
Acting Chief Executive Officer