



Media Statement

17 May 2024

Expanded payment options for water customers

Western Australian household water customers will receive new protections through changes announced by the Economic Regulation Authority today.

The ERA has published its final determination for its review of the [Water Services Code of Conduct \(Customer Service Standards\) 2018](#). The Water Code will be repealed, and replaced with a new Water Code to commence operation on 1 July 2024.

ERA Chair Steve Edwell said that all residential water customers will now receive access to fee-free and interest-free payment plans. Previously, these options have been limited to those customers who have been identified as experiencing financial hardship.

“This is particularly important given the current cost of living crisis, and means that customers do not have to go through a formal process to verify their financial hardship status before receiving more time to pay a bill or accessing a payment plan,” Mr Edwell said.

Over the past two years, the ERA has reviewed, substantially updated and replaced the consumer protection instruments for electricity, gas and water customers in Western Australia.

“Western Australian households and small businesses can be satisfied that our customer protection frameworks for all utility services now reflect good industry-practice across Australia,” Mr Edwell said.

Wherever possible, the protections in each Code have been aligned to minimise customer confusion.

The Water Code sets out the minimum level of customer service for water licensees that supply drinking water and sewerage services, and covers areas including billing, payment, connection, metering, financial hardship and complaints.

The ERA’s review was conducted with input from the Water Code Consultative Committee, an independent group comprised of industry, consumer and government representatives.

About the ERA

The ERA is Western Australia’s independent economic regulator. We aim to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

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