



Notice

30 July 2024

Water Compliance Reporting Manual 2024

The Economic Regulation Authority has published an amended Water Compliance Reporting Manual to assist water licensees to understand and comply with their licence obligations.

The manual has been primarily updated to incorporate amendments to the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#) that took effect on 1 July 2024, following a [review](#) by the ERA.

Amendments have also been made to the manual to include a small number of *Water Services Act 2012* obligations not previously captured and the individual performance standard obligations in Schedule 2 of water licences (the manual previously had one obligation to cover all performance standards).

The ERA has published two versions of the manual:

- [Water Compliance Reporting Manual 2024 \(clean version\)](#)
- [Water Compliance Reporting Manual 2024 \(marked-up version\)](#)

The ERA publishes the manuals to provide:

- A consolidated list of the compliance obligations relevant to all water licensees.
- Categorisation of licence conditions to assist with reporting obligations.
- A self-assessment framework to assist licensees to achieve compliance with licence conditions and report non-compliances to the ERA.

Licensees are encouraged to review the changes to the manual and the obligations that apply to their licence(s).

Further information

General enquiries

Alex Kroon
Ph: 08 6557 7989
info@erawa.com.au

Media enquiries

Ph: +61 428 859 826
media@erawa.com.au