

## **Customer Service Code – Version 5, effective 1 July 2018**

The following amendments to the Customer Service Code (the Code) were made under the fast track provision of the Code, to take effect on 1 July 2018:

- Consequent to the completion of its third Price Determination Investigation on prices and service standards for water and sewerage services, the Regulator amended the Code to reflect the revised minimum service standards for application in the third regulatory period (1 July 2018 to 30 June 2021).
- Two redundant definitions in Part D of the Code ('bank bill rate' and 'meter assembly') were removed.
- The calculation of interest provisions in Sub-clause 7.4.2 of the Code were revised to correct an administrative error. Namely, the words '+6%' have been added after the term 'reference rate' in Sub-clause 7.4.2 of the Code to reflect what was intended and approved in 2013 when Version 2 of the Code was published.

The aforementioned amendments were made in accordance with the fast track provision of the Code as the Regulator had previously consulted with all relevant interested parties in relation to these matters and, with respect to Part D and Sub-clause 7.4.2, the amendments were considered to be "of a minor or procedural nature".