

## **Customer Service Code – Version 4, effective 1 July 2015**

The following amendments to the Customer Service Code (the Code) were made under the fast track provision of the Code, for application from 1 July 2015:

- Consequent to the completion of its second 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 second regulatory period (1 July 2015 to 30 June 2018).
- Clause 5.3.2 of the Code, concerning the issue of accounts, was amended to address matters raised by a stakeholder during a consultation process undertaken by the Regulator in March 2015.
- One further minor editorial amendment was also made to sub-clause 5.7.1(d) to correct a drafting error. Namely, there had been incorrect use of the term “that” first occurring in sub-clause 5.7.1(d). The term should have been “than”.

The aforementioned amendments were made in accordance with the fast track provision of the Code as the Regulator had previously consulted with all relevant licensees or interested parties in relation to these matters or, with respect to sub-clause 5.7.1(d), the amendment was deemed to be of a minor nature and required to correct a manifest error.