



Victoria Government Gazette

No. S 224 Monday 1 November 2004

By Authority, Victorian Government Printer

Water Industry Act 1994

NOTICE OF WATER CUSTOMER SERVICE CODE

The Essential Services Commission ("Commission") gives notice under section 4F(4) of the **Water Industry Act 1994** (Vic) ("Act") that it has, pursuant to section 4F(1) of the Act and in accordance with clause 15 of the Water Industry Regulatory Order 2003, made a Customer Service Code ("Code") specifying standards and conditions of service and supply that Victorian metropolitan and regional water businesses must comply with in providing regulated services to urban customers.

The Code applies in respect of water businesses' basic water supply services intended for drinking water, reticulated non-potable water, recycled water services (unless specifically exempted by the Code or by a decision of the Commission) and sewerage services.

The Code applies to water businesses from 1 July 2005, except for Part A (Separate Written Agreements) and Part C (Customer Charters) which take effect on and from 1 November 2004.

Definitions

"Metropolitan water business" means City West Water Limited (ACN 066 902 467), South East Water Limited (ACN 066 902 547), Yarra Valley Water Limited (ACN 066 902 501) and their successors.

"Non-potable water" means water that is the subject of a declaration made by the Minister under section 6 of the **Safe Drinking Water Act 2003**, known under that Act as 'regulated water'.

"Regional water business" means a regional urban water authority constituted under the **Water Act 1989** or its successor.

A copy of the Code is available on the Commission's website located at <http://www.esc.vic.gov.au> or a copy may be obtained by calling the Commission's reception on (03) 9651 0222.

Dated 27 October 2004

JOHN C. TAMBLYN
Chairperson

ERRATUM

Electricity Industry Act 2000

In Government Gazette S222 dated 29 October 2004 on page 1 and page 8 the name of the Act was incorrectly published as **Electricity Industry Act 2001**. This is to be replaced by **Electricity Industry Act 2000**.

SUBORDINATE LEGISLATION ACT 1994 NOTICE OF MAKING OF STATUTORY RULES

Notice is hereby given under Section 17 (2) of the **Subordinate Legislation Act 1994** of the making of the following Statutory Rules:

133. *Statutory Rule:* Supreme Court
(Chapter II
Amendment No. 6)
Rules 2004

Authorising Act: Supreme Court Act
1986

Date of making: 28 October 2004

SPECIAL

craftsmanpress



The *Victoria Government Gazette* is published by The Craftsman Press Pty Ltd with the authority of the Government Printer for the State of Victoria

© State of Victoria 2004

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act.

Address all enquiries to the Government Printer for the State of Victoria
Level 2 1 Macarthur Street
Melbourne 3002
Victoria Australia

How To Order



Mail Order

Craftsman Press Pty Ltd
125 Highbury Road
Burwood 3125

DX – 32510 Burwood



Telephone

(03) 9926 1233



Fax

(03) 9926 1292

email

gazette@craftpress.com.au



Retail & Mail Sales

Information Victoria
356 Collins Street
Melbourne 3000



Telephone

1300 366 356



Fax

(03) 9603 9920



Retail Sales

City Graphics
Level 1 520 Bourke Street
Melbourne 3000



Telephone

(03) 9600 0977



Fax

(03) 9600 0989

Price Code A