



# INFORMATION

## Aquasol Pty Ltd

### APPROVAL OF CUSTOMER SERVICE CHARTER

The Economic Regulation Authority has approved Aquasol Pty Ltd's customer service charter for Water Services Operating Licence 42.

The charter complied with the requirements of Aquasol Pty Ltd's operating licence.

Copies of the Authority's [decision](#) and the [approved charter](#) are available on the Authority's website.

A copy of the Authority's [Water Customer Service Charter Guidelines](#) used in undertaking the assessment is also available on the Authority's website.

For further information contact:

#### General Enquiries

David Leith  
A/Assistant Director Customer Protection  
Ph: 08 6557 7900  
Fax: 08 6557 7999

#### Media Enquiries

Richard Taylor  
Riley Mathewson Public Relations  
Ph: 08 9381 2144  
Fax: 08 9381 3877

LYNDON ROWE  
**CHAIRMAN**

11 February 2013