



INFORMATION

Extension of Review Period

CUSTOMER SERVICE CHARTERS

The Economic Regulation Authority has decided to provide a 12 month extension to the deadline for all water customer service charter (**Charter**) reviews that would have been due between now and 30 September 2013.

The water licence states that the Charter is to be reviewed once every three years unless stated otherwise by the Authority.

Given the imminent introduction of the *Water Services Act 2012*, which does not contain provisions for Charters, the Authority has granted an extension of 12 months to all licensees whose Charter would have been due for review between now and 30 September 2013. During that time, the Authority will review the need for a Charter to be produced by water licensees.

The licensees to whom the extension period applies are:

- Rottnest Island Authority
- Busselton Water
- Aqwest – Bunbury Water Board
- Shire of Dowerin
- Shire of Wickpin
- Shire of Victoria Plains
- Shire of Kent
- Moama Lifestyle Villages

If a licensee wishes to amend its Charter before the extended review date it may submit amendments to the Authority at any time.

For further information contact:

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