

Decision to approve of the Shire of Koorda's Customer Service Charter

16 November 2011

Economic Regulation Authority



WESTERN AUSTRALIA

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DECISION

1. The Economic Regulation Authority (**Authority**) approves the Shire of Koorda's Customer Service Charter (**charter**) for non-potable water supply and sewerage services.

REASONS

2. The Authority has reviewed the charter against the requirements of the Shire of Koorda's Operating Licence 24 (**licence**) and notes the following:

Existence

3. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).
4. Schedule 3, clause 2.6 of the licence requires that the Shire of Koorda undertake a review of the charter at least once in every three year period. Similarly, clause 5.1 of the review guidelines requires the licensee to undertake a review process at regular intervals and within the required timeframe.
5. The previous charter was approved by the Authority in June 2008.
6. The charter was not due for review until 30 June 2012 as the Authority had extended the review period by an additional 12 months. The Shire of Koorda submitted an amended version of its charter to the Authority for approval on 18 July 2011. The Secretariat of the Authority provided feedback to the Shire regarding the amended charter. The Shire submitted the final version of its charter to the Authority on 3 November 2011.

Accuracy

7. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's review guidelines. Clause 5.2 of the review guidelines requires that the charter comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.
8. The Authority finds that the principles, terms and conditions, as set out in the charter, are generally consistent with relevant legislation and licence requirements.

Consultation

9. Clause 5.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the review process.

10. The Shire of Koorda has advised that it placed an advertisement in the local paper advising the public of the Shire's intention to review the charter and calling for public submissions. No public submissions were received.
11. The Authority finds that, on the basis of the information provided, the Shire of Koorda undertook a reasonable level of public consultation with regard to this review.

Accessibility

12. Schedule 3, clause 2.2 of the licence states that the charter should be developed in 'plain English' and that it should address all of the service issues likely to be of concern to customers.

'Plain English'

13. The Authority finds that the accessibility of the charter is generally sound.

Issues likely to be of concern

14. The Authority finds that the charter is generally consistent with the licence provision in covering all of the service issues likely to be of concern to the Shire of Koorda's customers.

LYNDON ROWE
CHAIRMAN