

# Decision to approve Hamersley Iron Pty Ltd's Customer Service Charter

24 November 2011

Economic Regulation Authority



WESTERN AUSTRALIA

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For further information, contact:

Economic Regulation Authority  
Perth, Western Australia  
Phone: (08) 9213 1900

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## DECISION

1. The Economic Regulation Authority (**Authority**) approves Hamersley Iron Pty Ltd's (**Hamersley Iron**) Customer Service Charter (**charter**) for potable water supply and sewerage services.

## REASONS

2. The Authority has reviewed the charter against the requirements of Hamersley Iron's Operating Licence 33 (**licence**) and the Authority's *Customer Service Charter Guidelines* (**review guidelines**) and notes the following with reference to the review guidelines:

### Existence

3. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with review guidelines.
4. Schedule 3, clause 2.6 of the licence requires that Hamersley Iron 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 December 2008.
6. The charter was not due for review until 22 December 2012 as the Authority had, in June 2011, extended the review period by an additional 12 months from 22 December 2011 to 22 December 2012. Hamersley Iron submitted a reviewed version of its charter to the Authority for approval on 7 September 2011. The Secretariat of the Authority provided feedback to Hamersley Iron regarding the amended charter. Hamersley Iron submitted the final version of its charter to the Authority on 31 October 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 and regulatory requirements and be in line with the licence requirements.
8. The Authority finds that the principles and 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. Hamersley Iron advised that an external customer feedback survey was conducted in 2010 and that feedback from the survey has been incorporated into the charter.
11. The Authority finds that, on the basis of the information provided, Hamersley Iron 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.
13. The Authority finds that the accessibility of the charter in relation to plain English 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 Hamersley Iron's customers.

LYNDON ROWE  
**CHAIRMAN**