



Economic Regulation Authority

Promoting fair prices, quality services and choice

INFORMATION

Hamersley Iron Pty Ltd

REVIEWED CUSTOMER SERVICE CHARTER APPROVED

The Economic Regulation Authority has approved Hamersley Iron Pty Ltd's (Hamersley Iron) customer service charter (charter) for potable water supply and sewerage services.

As required by their operating licence, Hamersley Iron performed a review of their charter and submitted the reviewed charter to the Authority for approval. Following feedback regarding some minor issues with the charter, a further final version of the charter was submitted. The Authority has found that the reviewed charter complies with the requirements of Hamersley Iron's operating licence.

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

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

For further information contact:

General Enquiries

Lanie Chopping
Assistant Director, Customer Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Richard Taylor
Riley Mathewson Public Relations
Ph: 61 8 9381 2144
Fax: 61 8 9381 3877

LYNDON ROWE
CHAIRMAN

25 November 2011