



Economic Regulation Authority

Promoting fair prices, quality services and choice

INFORMATION

Gascoyne Water Cooperative Ltd

CUSTOMER SERVICE CHARTER APPROVED

The Economic Regulation Authority has approved minor amendments to Gascoyne Water Cooperative Ltd's (Gascoyne Water) customer service charter for irrigation services and non-potable water supply.

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

The Authority reviewed the charter against the requirements of Gascoyne Water's licence. Guidance on the approach adopted by the Authority in assessing Gascoyne Water's charter is provided in the *Customer Service Charter Guidelines* (Guidelines). A copy of the Guidelines is available on the Authority's [website](#).

Gascoyne Water must undertake a full review of its charter at least once every three years and submit the results to the Authority for review. Gascoyne Water is due to submit its charter to the Authority for a full review in December 2013.

For further information contact:

General Enquiries

Sarah Lyons
Senior Project Officer
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

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