



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 be due between 1 July 2012 and 30 June 2013.

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

The *Water Services Bill 2011* is currently before Parliament and the Department of Water has formed the Water Services Customer Code Working Group to develop a Water Services Customer Code (**Code**).

There is uncertainty as to whether charters will be required to be approved in the future as the Code may not require a licensee to produce a Charter. Given this uncertainty, the Authority has granted an extension of 12 months to all licensees whose Charter would have been due for review between 1 July 2012 and 30 June 2013.

The licensees to whom the extension period applies are:

- Rottneest Island Authority
- Shire of Goomalling
- Shire of Dowerin
- Busselton Water
- Shire of Wickepin
- Shire of Victoria Plains
- Shire of Kent
- Shire of Dalwallinu
- Shire of Dumbleyung
- Shire of Lake Grace
- Shire of Moora
- Shire of Jerramungup
- Shire of Yilgam
- Ord Irrigation Cooperative Ltd
- Harvey Water (SWIMCO)
- Shire of Brookton
- Shire of Denmark
- Shire of Gnowangerup
- Shire of Ravensthorpe

- Shire of East Pilbara
- Water Corporation
- Shire of Coolgardie

These charters were last approved between July 2008 and June 2010.

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

For further information contact:

General Enquiries

Cathryn Greville
Assistant Director, Customer Protection
Ph: 08 6557 7900
Fax: 08 6557 7999

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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