

Decision on amendments to the Shire of Denmark's Customer Service Charter

19 June 2012

Economic Regulation Authority

WESTERN AUSTRALIA

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1 Decision

1. The Economic Regulation Authority (**Authority**) has approved amendments to the Shire of Denmark's Customer Service Charter (**Charter**) for non-potable water supply.

2 Reasons

2. On 15 June 2012, the Shire of Denmark submitted amendments to its Charter for the Authority's approval. The amendments included the inclusion of a list of emergency contacts rather than one number, further detail on the complaints procedure and the new phone number for the Authority.
3. The *Water Customer Service Charter Guidelines (2011)* (**Guidelines**) provide that a licensee should generally make any amendments to its charter available for public consultation. However, public consultation may not be required for minor amendments (e.g. correction of typographical errors; changes to contact details; amendments to reflect changes to the regulatory framework, etc).
4. The Authority has reviewed the proposed amendments and considers them to be minor. Therefore, the Authority has not requested the Shire of Denmark to undertake public consultation regarding the proposed amendments.
5. The Authority is satisfied that the amended Charter meets the requirements of the Shire of Denmark's Operating Licence and the Guidelines.