

Decision on amendments to the Water Corporation's Customer Service Charter and Summary Charter

19 June 2012

Economic Regulation Authority

WESTERN AUSTRALIA

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For further information, contact:

Economic Regulation Authority
Perth, Western Australia
Phone: (08) 6557 7900

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1 Decision

1. The Economic Regulation Authority (**Authority**) has approved amendments to the Water Corporation's Customer Service Charter (**Charter**) and Summary Charter for potable and non-potable water supply, drainage and sewerage services.

2 Reasons

2. On 1 June 2012, the Water Corporation submitted amendments to its Charter and Summary Charter for the Authority's approval. The amendments included changes to the licensee's and the Department of Water's contact details, clarification that pensioners and seniors must hold a valid concession card, and clarification that payment for meter tests is required in advance.
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 Water Corporation to undertake public consultation regarding the proposed amendments.
5. The Authority is satisfied that the amended Charter and Summary Charter meet the requirements of the Water Corporation's Operating Licence and the Guidelines.