

# Decision on amendments to Gascoyne Water Cooperative Ltd's Customer Service Charter

29 June 2012

Economic Regulation Authority

WESTERN AUSTRALIA

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## Decision

1. The Economic Regulation Authority (**Authority**) has approved amendments to Gascoyne Water Cooperative Limited's (**Gascoyne Water**) Customer Service Charter (**Charter**) for irrigation services and non-potable water supply.

## Reasons

2. On 22 June 2012, Gascoyne Water submitted amendments to its Charter for the Authority's approval. The amendments are changes to the details on the 'contact numbers' page.
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 Gascoyne Water to undertake public consultation regarding the proposed amendments.
5. The Authority is satisfied that the amended Charter meets the requirements of the Gascoyne Water's Operating Licence and the Guidelines.