



INFORMATION

Gascoyne Water Cooperative Ltd

AMENDMENTS TO CUSTOMER SERVICE CHARTER

The Economic Regulation Authority has approved some minor amendments to Gascoyne Water Cooperative Ltd's (**Gascoyne Water**) Customer Service Charter (**Charter**).

Copies of the Authority's [Decision](#) and the approved [Charter](#) are available on the Authority's website.

The Authority reviewed the Charter against the requirements of Gascoyne Water's Operating Licence. Guidance on the approach adopted by the Authority in assessing Gascoyne Water's Charter is provided in the [Water Customer Service Charter Guidelines \(2011\)](#). 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 before 20 December 2013.

For further information contact:

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