

Decision to approve Aquasol Pty Ltd's Customer Service Charter

11 February 2013

Economic Regulation Authority

WESTERN AUSTRALIA

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

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Decision

1. The Economic Regulation Authority (**Authority**) approves Aquasol Pty Ltd's (**Aquasol**) Customer Service Charter (**charter**) for potable water supply and irrigation services.

Background

2. Aquasol was granted an operating licence for the provision of potable water supply and irrigation services on 5 February 2013.
3. As part of its licence application, Aquasol submitted a draft of its charter to the Authority for approval.

Reasons

4. The Authority has reviewed the charter against the requirements of Aquasol's Operating Licence 42 (**licence**) and notes the following:

Existence

5. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with the Authority's Water Customer Service Charter Guidelines (**review guidelines**).
6. Aquasol submitted the first draft of its charter to the Authority for approval in May 2012. The Secretariat of the Authority provided feedback to Aquasol regarding the draft charter.
7. The final version of the charter was submitted on 27 August 2012.

Accuracy

8. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's review guidelines. Clause 5.2 of the review guidelines requires that the charter comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.
9. The Authority finds that the principles, terms and conditions, as set out in the charter, are generally consistent with relevant legislation and licence requirements.

Consultation

10. Clause 5.3 of the review guidelines states that the Authority will assess whether the licensee has engaged with customers and/or their representatives in the development process.

11. Aquasol does not have any customers at the moment. Therefore, the Authority has not required customer consultation to be undertaken prior to the initial charter approval.
12. The Authority expects that Aquasol will undertake consultation during any future review of the charter.

Accessibility

13. Schedule 3, clause 2.3 of the licence states that the charter should be developed in 'plain English' and that it should address all of the service issues likely to be of concern to customers.

'Plain English'

14. The Authority finds that the accessibility of the charter is generally sound.

Issues likely to be of concern

15. The Authority finds that the charter is generally consistent with the licence provision in covering all of the service issues likely to be of concern to Aquasol's customers.