

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

7 May 2013

Economic Regulation Authority

WESTERN AUSTRALIA

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## DECISION

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

## REASONS

2. On 23 January 2013, the Shire submitted amendments to its Charter for the Authority's approval. The amendments consist of minor changes to the emergency assistance, disconnection, complaints and rectifying defective work sections.
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 to undertake public consultation regarding the proposed amendments.
5. The Authority is satisfied that the amended Charter meets the requirements of the Shire's Operating Licence and the Guidelines.