



INFORMATION

Shire of Ravensthorpe

AMENDMENTS TO CUSTOMER SERVICE CHARTER

The Economic Regulation Authority has approved minor amendments to the Shire of Ravensthorpe's (**Shire**) Customer Service Charter (**Charter**).

Guidance on the approach adopted by the Authority in assessing the Shire's Charter is provided in the *Water Customer Service Charter Guidelines (2011)* (**Guidelines**). A copy of the Guidelines is available on the Authority's [website](#).

The Authority is satisfied that the amended Charter meets the requirements of the Shire's Operating Licence and the Guidelines.

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

For further information contact:

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