

Our Ref: CEO 452

23 February 2006

Mr M Dominkovich  
Licensing, Monitoring and Customer Protection Division  
Economic Regulation Authority  
Level 6, Governor Stirling Tower  
197 St George's Terrace  
PERTH WA 6000

629 Newcastle Street  
Leederville 6007  
Western Australia  
PO Box 100  
Leederville WA 6902  
Tel (08) 9420 2420  
Fax (08) 9420 3200

Dear Mr Dominkovich

**NOTICE – DRAFT PUBLIC CONSULTATION GUIDELINES – ELECTRICITY, GAS AND WATER LICENSING**

Thank you for your email of 9 February 2006 requesting the Water Corporation to comment on the above draft guidelines. The Corporation appreciates the opportunity to comment.

The Corporation is supportive of the stated objectives of transparency and accountability in licensing matters and in documenting these guidelines. The Corporation looks forward to commenting on the "Review of Customer Service Charters".

The Corporation notes that the new guidelines for the Electricity Industry Customer Charter would specify a 36 month review frequency. In Perth, the Corporation generally serves the same customers and it is suggested that the same 36 month review frequency is extended to the Corporation's Customer Charter.

The attached table provides the Corporation's comments on the draft guidelines.

Yours sincerely



J. I. Gill  
CHIEF EXECUTIVE OFFICER

Att

<b>RECEIVED</b> Economic Regulation Authority	
FILE No: _____	
<input checked="" type="checkbox"/> CHAIRMAN <input type="checkbox"/> GEN <input type="checkbox"/> IND. ACC. <input checked="" type="checkbox"/> Mark	28 FEB 2006
	<input checked="" type="checkbox"/> ADMIN <input type="checkbox"/> INFO <input type="checkbox"/> REFRES <input type="checkbox"/>
ACTION: Mark	

### COMMENTS ON DRAFT GUIDELINES

Page #	Section	Comment
6	Paragraph 3	<p>'The Electricity Act prescribes a non-exhaustive list of matters which the Authority must ... On the other hand, the Water Act and the Gas Act prescribes a non-exhaustive list which the Authority may...'</p> <p>On first reading, it is difficult to appreciate the subtle difference between the two requirements. Furthermore, a sentence commencing with 'On the other hand' seems to imply an opposing view.</p> <p>It is suggested this be reworded as, "In determining the public interest, consideration by the Authority of the non-exhaustive list of matters prescribed in the <i>Electricity Act</i> is mandatory. Consideration of similar lists in the <i>Water and Gas Acts</i> are optional."</p>
6	Last set of dot points	<p>When determining the scope of the public interest procedure, the Water Corporation recommends adding another dot point:</p> <ul style="list-style-type: none"> <li>▪ the interests of the licensees.</li> </ul>
8	Last line	<p>A change is suggested to the following to indicate the process the flow chart is describing: 'The full process outlining the various steps and outcomes in an application for the amendment, grant, transfer or variation of a licence and/or standard form contracts is shown in the following flow chart'.</p>
10	Step 1, dot point 2	<p>This licence application form is for the initial granting of a licence and all that information should not be necessary for amendments to, or renewal of, an existing licence. The Authority would already have most of the information for existing licensees. It is suggested an additional dot point clarifying that this application form is not required for licence amendments or renewals.</p>
10	Step 2, dot points 4 and 5	<p>It is suggested clarifying if the public comments are published on the website as they arrive – i.e. before the closing date as indicated by the order of the dot points or, if they are published following closing date for comments.</p>
10	Step 2, dot points 5, 6 and 7	<p>It is suggested adopting a maximum timeframe between the closing date of public comments and the Authority proceeding to step 3 or 5.</p>
10	Step 3 and step 4	<p>It is suggested adding a comment in these steps to indicate publishing <u>public comments</u>, on the issues paper or the draft decision, on the website as for step 2. At the present, they only indicate publishing <u>ERA decisions</u> on the website.</p>
10	Step 3 and step 4	<p>It is suggested adopting a timeframe between the closing date of public comments and Authority decisions.</p>
13	End of second paragraph	<p>Suggest using an alternative term to 'principle' or elaborate on what that means.</p>
13	Second set of dot points, dot point one	<p>The proposed 36 month review period for the Electricity Industry Customer Charters should also be adopted in the water industry.</p>
13	Second set of dot points, dot point one and two	<p>The proposed five day time period seems unnecessarily short for a non-urgent requirement.</p>