

NOTICE

Approval of Water Corporation Customer Service Charter

The Economic Regulation Authority today approved the Water Corporation Customer Service Charter. The charter, approved in both long form and as a summary version, covers the Water Supply, Sewerage and Drainage aspects of the Water Corporation licence.

The Water Corporation is required, under its licence, to produce a charter, submit the charter to the Authority for approval, review the charter at least once every two years and submit the results of that review to the Authority for approval.

The Authority has not approved a charter for the Irrigation component of the Water Corporation licence and expects to receive a proposed charter for these customers by 31 May 2007.

A copy of the Authority's approval of the Water Corporation's charter can be obtained on the Authority's [web site](#).

The Authority has approved the charter after undertaking an assessment against the Customer Service Charter Guidelines. The guidelines were approved by the Authority in August 2006 and provide information regarding the minimum requirements for charters and the criteria the Authority will use when assessing charters. A copy of the guidelines can be obtained from the Authority's [web site](#).

A copy of each of the [approved versions](#) of the charter can be obtained on the Authority's web site.

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