

NOTICE

Approval of Aqwest Customer Service Charter

The Economic Regulation Authority today approved the Aqwest Customer Service Charter.

Aqwest 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.

A copy of the Authority's approval of the Aqwest 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](#).

For further information contact:

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LYNDON ROWE
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