Economic Regulation Authority

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Promoting fair prices, quality services and choice.

NOTICE

APPROVAL OF PRESTON VALLEY CUSTOMER SERVICE CHARTER

The Economic Regulation Authority has approved the Customer Service Charter for the Preston Valley Irrigation Co-operative.

A copy of the <u>charter</u> and the <u>Authority's approval</u> are available on the Authority's web site.

Preston Valley's operating licence requires it to produce a charter and submit it for approval. The co-operative must also review its charter at least once every three years and submit the results for approval.

In approving the charter, the Authority assessed it against <u>Customer Service Charter</u> <u>Guidelines</u> which it approved in August 2006. These guidelines provide the minimum requirements and the criteria the Authority will use in assessing charters.

For further information contact:

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LYNDON ROWE CHAIRMAN

4 December 2007