

## 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 [charter](#) and the [Authority's approval](#) 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 [Customer Service Charter Guidelines](#) 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