

Level 6, Governor Stirling Tower 197 St Georges Terrace Perth Western Australia 6000

GPO Box 8469 Perth Business Centre Western Australia 6849 
 Telephone
 61 8 9213 1900

 Facsimile
 61 8 9213 1999

 Website
 www.era.wa.gov.au

Promoting fair prices, quality services and choice.

## **NOTICE**

## **Approval of Shire of Morawa Customer Service Charter**

The Economic Regulation Authority has approved the Customer Service Charter for the Shire of Morawa's wastewater services.

A copy of the approval and the approved charter are available on the Authority's web site.

The Shire of Morawa is required, under its operating licence, to produce a charter and submit it to the Authority for approval, review it at least once every three years and submit the results of the review to the Authority for approval.

The Authority approved the Shire's charter after assessing it against Customer Service Charter Guidelines approved by the Authority in August 2006. The guidelines contain the minimum requirements for charters and the criteria the Authority will use when assessing them. The guidelines are available on the Authority's <u>web site</u>.

For further information contact:

## **General Enquiries**

Lanie Chopping Manager Customer Protection

Ph: 61 8 9213 1900 Fax: 61 8 9213 1999

## **Media Enquiries**

Mr Paul Byrne Byrne & Byrne Corporate Communications

Ph: 61 8 9336 2081 Mb: 0417 922 452

LYNDON ROWE CHAIRMAN

30 June 2008