

## NOTICE

### Approval of Shire of Koorda Customer Service Charter

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

A copy of the [approval](#) and the [approved charter](#) are available on the Authority's web site.

The Shire of Koorda 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 [web site](#).

For further information contact:

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30 June 2008