

## NOTICE

### Approval of Water Corporation Customer Service Charter for Irrigation Services

The Economic Regulation Authority has approved the Water Corporation's Customer Service Charter for Irrigation Services.

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

The Corporation is required, under its operating licence, to produce and submit it's charter for the Authority's approval, review it at least every two years and submit the results of the review for approval.

The Authority approved this charter in accordance with the requirements of the Corporation's licence. Guidance on the approach adopted by the Authority in assessing the Corporation's charter is provided in the Customer Service Charter Guidelines, which include whether:

- *(existence)* a review process was undertaken within the required timeframe;
- *(accuracy)* the charter complied with all legislative and licence requirements;
- *(consultation)* the licensee had undertaken public consultation in the review process; and
- *(accessibility)* the charter is written in simple language.

A copy of the Customer Service Charter Guidelines is available on the Authority's [web site](#).

Previously, the Authority approved the Corporation's charter for the water supply, drainage and sewerage aspects of its licence on 11 April 2007.

For further information contact:

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LYNDON ROWE  
**CHAIRMAN**

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