

Approval of Shire of Yilgarn Customer Service Charter

16 December 2008

Economic Regulation Authority



WESTERN AUSTRALIA

DECISION

The Economic Regulation Authority (**Authority**) has approved the Shire of Yilgarn Customer Service Charter for non-potable water supply and sewerage services (charter) on 16 December 2008.

REASONS

The Authority has reviewed the charter against the requirements of the Shire of Yilgarn's licence and notes the following:

Existence

Schedule 3, clause 2.1 of the Shire of Yilgarn licence states that the licensee must produce a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).

Schedule 3, clause 2.6 of the licence requires that the Shire of Yilgarn undertake a review of the charter at least once in every three year period. Furthermore, clause 6.1 of the review guidelines requires the licensee to undertake a review process, at regular intervals and within the required timeframe.

The previous charter was approved by the Authority in August 2006.

The Shire of Yilgarn originally submitted its charter to the Authority for approval on 4 November 2008. The Secretariat of the Authority provided feedback to the Shire regarding the charter. The Shire submitted a revised version of its charter on 9 December 2008.

The Authority finds that the Shire of Yilgarn has submitted its new charter for approval within an acceptable timeframe.

Accuracy

Under clause 6.2 of the review guidelines, the charter must comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.

The Authority finds that the principles, terms and conditions, as set out in the charter, are generally consistent with relevant legislation and licence requirements.

Consultation

Clause 6.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the development and/or review process.

The Shire of Yilgarn has advised that there was an advertising period of 21 days in which an advertisement was placed on the Shire noticeboard and in the local newspaper "Crosswords". No public submissions were received in relation to the charter. At the close of the public consultation period the charter was considered and adopted by Council at an Ordinary Council Meeting.

The Authority finds that, on the basis of the information provided, the Shire of Yilgarn undertook a reasonable level of public consultation with regard to this review.

Accessibility

Schedule 3, clause 2.2 of the Shire of Yilgarn's licence requires that the charter be developed in 'plain English' and that it should address all of the service issues likely to be of concern to its customers.

'Plain English'

The Authority finds that the accessibility of the charter is generally sound, however, it could be further improved through the simplification of some technical and legalistic language.

Issues likely to be of concern

The Authority finds that the charter is generally consistent with the licence provision in covering all of the service issues likely to be of concern to the Shire of Yilgarn's customers.

LYNDON ROWE
CHAIRMAN

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