

Approval of Harvey Water (SWIMCO) Customer Service Charter

16 January 2009

Economic Regulation Authority



WESTERN AUSTRALIA

DECISION

The Economic Regulation Authority (**Authority**) has approved the South West Irrigation Management Co-operative Limited trading as Harvey Water (Harvey Water) Customer Service Charter for irrigation services (charter) on 16 January 2009.

REASONS

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

Existence

Schedule 3, clause 2.1 of the Harvey Water 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 Harvey Water 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 October 2005.

Harvey Water originally submitted its charter to the Authority for approval on 5 November 2008. The Secretariat of the Authority provided feedback to the Harvey Water regarding the charter. The final version of the charter was submitted on 13 January 2009.

The Authority finds that Harvey Water 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.

Harvey Water has advised that all customers were advised by newsletter that a review of the charter was being undertaken and invited to comment. Additionally at an annual irrigators meeting held in July 2008 a segment of the meeting was devoted to the charter seeking additional input and comment.

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

Accessibility

Schedule 3, clause 2.2 of the Harvey Water'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 Harvey Water's customers.

LYNDON ROWE
CHAIRMAN

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