

NOTICE

Approval of Harvey Water (SWIMCO)

Customer Service Charter

The Economic Regulation Authority has approved Harvey Water's Customer Service Charter for irrigation services.

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

Harvey Water is required, under its operating licence, to produce and submit the charter for the Authority's approval, review it at least once in every three year period and submit the results of the review for approval.

The Authority approved this charter in accordance with the requirements of Harvey Water's licence. Guidance on the approach adopted by the Authority in assessing the Harvey Water 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](#).

For further information contact:

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