

# Approval of Shire of Denmark Customer Service Charter

3 March 2009

Economic Regulation Authority



WESTERN AUSTRALIA

## DECISION

The Economic Regulation Authority (**Authority**) has approved the Shire of Denmark Customer Service Charter for non-potable water supply and sewerage services (charter) on 2 March 2009.

## REASONS

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

### Existence

Schedule 3, clause 2.1 of the Shire of Denmark 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 Denmark 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 November 2005.

The Shire of Denmark originally submitted its charter to the Authority for approval in December 2008. The Secretariat of the Authority provided feedback to the Shire regarding the charter. The Shire submitted a revised version of its charter on 26 February 2009.

Although the Authority has approved the charter, the Authority expects future reviews to be undertaken within the required 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 Denmark advised that in November copies of the Customer Service Charter and a survey for Peaceful Bay water supply was sent out with Peaceful Bay lease holder's invoices. A box for completed survey forms was located at the front counter of the shire office and at the Peaceful Bay Shop. Surveys were accepted until the 1 December 2008. Surveys could also be faxed and emailed in.

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

## Accessibility

Schedule 3, clause 2.2 of the Shire of Denmark'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.

### *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 Denmark's customers.

LYNDON ROWE  
**CHAIRMAN**

For further information, contact:

Economic Regulation Authority  
Perth, Western Australia  
Phone: (08) 9213 1900