



Economic Regulation Authority

 WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

Rottnest Island Authority's Water Customer Service Charter Approved

The Economic Regulation Authority has approved Rottnest Island Authority's (RIA) Customer Service Charter for potable water supply, sewerage and drainage services.

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

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

The Authority approved this charter in accordance with the requirements of RIA's licence and the Customer Service Charter Guidelines. The guidelines describe the matters to be taken into account by the Authority when assessing charter reviews, including:

- *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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