

Approval of amendments to the Customer Service Charters of:

- Shire of Kent
- Shire of Wickepin
- Shire of Denmark
- Shire of Victoria Plains

26 October 2009

Economic Regulation Authority

 WESTERN AUSTRALIA

Shire of Wickepin, Shire of Denmark and Shire of Victoria Plains
26 October 2009

A full copy of this document is available from the
Economic Regulation Authority web site at www.era.wa.gov.au.

For further information, contact:

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

© Economic Regulation Authority 2009

The copying of this document in whole or part for non-commercial purposes is permitted provided that appropriate acknowledgment is made of the Economic Regulation Authority and the State of Western Australia. Any other copying of this document is not permitted without the express written consent of the Authority.

DECISION

1. The Economic Regulation Authority (**Authority**) approved amendments to the Customer Service Charters (**charters**) for non-potable water supply and sewerage services of the Shire of Kent, Shire of Wickepin, Shire of Denmark and Shire of Victoria Plains on 26 October 2009.

REASONS

2. An internal review of charters by the Secretariat identified four charters that did not meet the requirements of the operating licences, as amended on 6 August 2008. The inconsistencies related to the provision of one single telephone number for emergencies and the applicable timeframes for dispute resolution.
3. The Secretariat contacted all four licensees and requested that their charters be amended consistent with the new licence requirements.
4. All four licensees agreed to the suggested amendments and submitted amended copies of their charters. The Authority engaged its legal advisors to review the amended charters.
5. The Authority has considered the four charters and is satisfied that the charters now meet the requirements of the amended operating licences.

LYNDON ROWE
CHAIRMAN

For further information, contact:

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