

# Approval of Shire of Lake Grace Customer Service Charter

23 November 2009

Economic Regulation Authority



A full copy of this document is available from the Economic Regulation Authority web site at [www.era.wa.gov.au](http://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**) approves the Shire of Lake Grace's Customer Service Charter (**charter**) for sewerage and non-potable water supply services.

## REASONS

2. The Authority has reviewed the charter against the requirements of the Shire of Lake Grace's Operating Licence 22 (**licence**) and notes the following:

### Existence

3. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).
4. Schedule 3, clause 2.6 of the licence requires that the Shire of Lake Grace undertake a review of the charter at least once in every three year period. Similarly, clause 5.1 of the review guidelines requires the licensee to undertake a review process, at regular intervals and within the required timeframe.
5. The previous charter was approved by the Authority in November 2006.
6. The charter was due for review by 30 November 2009. The Shire of Lake Grace submitted the first draft of its charter to the Authority for approval on 20 July 2009. The Secretariat of the Authority provided feedback to the Shire regarding the draft charter. The Shire submitted the final version of its charter on 16 November 2009.
7. The Authority finds that the review has been undertaken within the required timeframe.

### Accuracy

8. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's review guidelines. Clause 5.2 of the review guidelines requires that the charter comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.
9. 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

10. Clause 5.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the review process.

11. The Shire of Lake Grace has advised that it placed an advertisement in the local newspaper 'Lakes Link News' advising the public of the Shire's intention to review the charter and calling for public submissions. No public submissions were received.
12. The Authority finds that, on the basis of the information provided, the Shire of Lake Grace undertook a reasonable level of public consultation with regard to this review.

## Accessibility

13. Schedule 3, clause 2.2 of the licence states that the charter should be developed in 'plain English' and that it should address all of the service issues likely to be of concern to customers.

### *'Plain English'*

14. 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*

15. 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 Lake Grace's customers.

LYNDON ROWE  
**CHAIRMAN**

For further information, contact:

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