



Economic Regulation Authority

WESTERN AUSTRALIA

Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth Western Australia 6000

GPO Box 8469
Perth Business Centre
Western Australia 6849

Telephone 61 8 9213 1900
Facsimile 61 8 9213 1999
Website www.era.wa.gov.au

Promoting fair prices, quality services and choice.

NOTICE

Shire of Lake Grace's Customer Service Charter Approved

The Economic Regulation Authority has approved the Shire of Lake Grace's review of its customer service charter for non-potable water supply and sewerage services.

The Shire of Lake Grace must prepare a charter, review it at least every three years and submit the results of the review to the Authority.

The review and the charter complied with the requirements of the Shire of Lake Grace's operating licence.

Copies of the Authority's [approval](#) and the [reviewed charter](#) are available on the Authority's web site. A copy of the Authority's Customer Service Charter Guidelines used in undertaking the assessment is also available on the Authority's [web site](#).

For further information contact:

General Enquiries

Paul Kelly
Executive Director
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Ms Sue McKenna
Ms Joanne Fowler
The Communications Branch Pty Ltd
Ph: 61 8 9472 4411
Mb: 0424 196 771 (Sue)
0408 878 817 (Joanne)

LYNDON ROWE
CHAIRMAN

23 November 2009