

# Approval of the Summary Version of the City of Kalgoorlie-Boulder's Customer Service Charter

17 February 2010

Economic Regulation Authority



WESTERN AUSTRALIA

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## DECISION

1. The Economic Regulation Authority (**Authority**) approves the summary version of the City of Kalgoorlie-Boulder's Customer Service Charter (**summary charter**) for sewerage and non-potable water supply services.

## REASONS

2. Schedule 3, clause 2.1 of the City of Kalgoorlie-Boulder's Operating Licence 4 (**licence**) states that the licensee must have in place a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**). The Authority approved the City of Kalgoorlie-Boulder's charter on 22 September 2008.
3. Schedule 3, clause 2.5(c) of the licence requires the licensee to make the charter available to its customers by sending a current copy, or a summary document approved by the Authority, to all customers at least once in every three year period or as agreed with the Authority.
4. On 21 December 2009, the City of Kalgoorlie-Boulder submitted to the Authority for approval a copy of its proposed summary charter.
5. The Authority has reviewed the summary charter against the review guidelines, as applicable, and finds that the principles, terms and conditions, as set out in the summary charter, are generally consistent with relevant legislation and licence requirements.
6. The Authority also finds that accessibility of the summary charter is generally sound and that the charter covers all of the service issues likely to be of concern to the City of Kalgoorlie-Boulder's customers.

LYNDON ROWE  
**CHAIRMAN**