

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

City of Kalgoorlie Boulder's Customer Service Charter

APPROVAL OF SUMMARY VERSION

The Economic Regulation Authority has approved a summary version of the City of Kalgoorlie Boulder's Customer Service Charter for sewerage and non-potable water supply services.

The summary charter complied with the requirements of the City of Kalgoorlie-Boulder's operating licence.

Copies of the Authority's <u>approval</u> and the <u>summary charter</u> 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 <u>web site</u>.

For further information contact:

General Enquiries

Paul Kelly Executive Director Licensing, Monitoring & Customer Protection Ph: 61 8 9213 1900 Fax: 61 8 9213 1999

Media Enquiries

The Communications Branch Pty LtdPh:61 8 9472 4411Mb:0424 196 771 (Sue McKenna)

0408 878 817 (Joanne Fowler)

LYNDON ROWE CHAIRMAN

17 February 2010