



NOTICE

Rottnest Island Authority's Customer Service Charter Amended

The Economic Regulation Authority today approved minor amendments to Rottnest Island Authority's Customer Service Charter for water supply, sewerage and drainage services.

The amendments relate to the introduction of a sliding fee schedule for water consumed by Rottnest Island Authority's residents. The Authority is not responsible for regulating water charges set by Rottnest Island Authority to its users.

Copies of the Authority's [decision](#) and the [approved charter](#) are available on the Authority's website.

The Authority reviewed the charter against the requirements of Rottnest Island Authority's licence. Guidance on the approach adopted by the Authority in assessing Rottnest Island Authority's charter is provided in the Customer Service Charter Guidelines. A copy of the Customer Service Charter Guidelines is available on the Authority's [website](#).

Rottnest Island Authority must undertake a full review of its charter at least once every three years and submit the results to the Authority for review. The company is due to submit its charter to the Authority for a full review before 13 July 2012.

For further information contact:

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