



# PUBLICATION

## Notice

### WATER CUSTOMER SERVICE CHARTER GUIDELINES

The Economic Regulation Authority has approved the new *Water Customer Service Charter Guidelines*.

The water services operating licence requires that water licensees have a customer service charter approved by the Authority. The licence also requires that the licensee review the charter every three years and submit the results of the review and any amendments to the Authority for approval.

The guidelines provide information on the requirements for contents, the Authority's expectations regarding the review, and the process the Authority will use when approving charters.

The previous version of the guidelines, titled *Customer Service Charter Guidelines*, contained guidance for electricity and gas licensees regarding their customer service charter requirements. Following reviews of the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations (Gas Customer Code)* the Authority removed the requirement for electricity and gas licensees to produce and review a customer service charter. As a result of this change the guidelines have been amended. The guidelines have also been renamed to make it clear that they only apply to the water industry.

The Authority published a copy of the draft guidelines for public comment on 10 January 2011 and received one submission from WACOSS. A copy of the submission is available on the Authority's [website](#).

The guidelines are also available on the Authority's [website](#).

For further information contact:

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