

Decision to approve the City of Kalgoorlie-Boulder's Customer Service Charter

10 June 2011

Economic Regulation Authority



WESTERN AUSTRALIA

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DECISION

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

REASONS

2. The Authority has reviewed the charter against the requirements of the City of Kalgoorlie-Boulder's Operating Licence 4 (**licence**) and notes the following:

Existence

3. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with the Authority's *Water Customer Service Charter Guidelines* (**review guidelines**).
4. Schedule 3, clause 2.6 of the licence requires that the City of Kalgoorlie-Boulder undertake a review of the charter at least once in every three year period. Similarly, clause 5.1 of the review guidelines requires the licensee to undertake a review process at regular intervals and within the required timeframe.
5. The previous charter was approved by the Authority in September 2008.
6. The charter was due for review by 22 September 2011. The City of Kalgoorlie-Boulder submitted the first draft of its charter to the Authority for approval on 23 March 2011. Feedback was provided to the City of Kalgoorlie-Boulder regarding the draft charter and the City of Kalgoorlie-Boulder submitted the final version of its charter on 27 May 2011.
7. The Authority finds that the review has been undertaken within the required timeframe.

Accuracy

8. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's review guidelines. Clause 5.2 of the review guidelines requires that the charter comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.
9. The Authority finds that the principles, terms and conditions, as set out in the charter, are generally consistent with relevant legislation and licence requirements.

Consultation

10. Clause 5.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the review process.

11. The City of Kalgoorlie-Boulder has advised that it placed an advertisement in the local paper advising the public of the City of Kalgoorlie-Boulder's intention to review the charter and calling for public submissions. No public submissions were received.
12. The Authority finds that, on the basis of the information provided, the City of Kalgoorlie-Boulder undertook a reasonable level of public consultation with regard to this review.

Accessibility

13. Schedule 3, clause 2.2 of the licence states that the charter should be developed in 'plain English' and that it should address all of the service issues likely to be of concern to customers.

'Plain English'

14. The Authority finds that the accessibility of the charter is generally sound, however, it could be further improved through the simplification of some technical and legalistic language.

Issues likely to be of concern

15. The Authority finds that the charter is generally consistent with the licence provision in covering all of the service issues likely to be of concern to the City of Kalgoorlie-Boulder's customers.

LYNDON ROWE
CHAIRMAN