



INFORMATION

Extension of Review Period

CUSTOMER SERVICE CHARTERS

The Economic Regulation Authority has decided to provide a 12 month extension to the deadline for all water customer service charter reviews that would be due between now and the end of next financial year.

The water licence states that the customer service charter is to be reviewed once every three years unless stated otherwise by the Authority.

The *Water Services Legislation and Amendment Repeal Bill 2011* is currently before Parliament and the Department of Water has formed the Water Services Customer Code Working Group to develop a water customer code.

There is uncertainty as to whether charters will be required to be approved in the future as the code may not require a licensee to produce a charter any longer. Given this situation the Authority has granted an extension of 12 months for all charters that would have been due for review between now and 30 June 2011.

The licensees to whom the extension period applies are:

- Busselton Water
- Hamersley Iron Pty Ltd
- Water Corporation
- Shire of Denmark
- Ord Irrigation Cooperative Limited
- Shire of Victoria Plains
- Harvey Water (SWIMCO)
- Shire of Yilgarn
- Shire of Wickepin
- Shire of Ravensthorpe
- Shire of Moora
- Shire of Koorda
- Shire of Kent
- Shire of Jerramungup
- Shire of Goomalling
- Shire of Dowerin
- Shire of Coolgardie
- Shire of Brookton

These Charters were last approved in either 2008 or 2009.

If a licensee wishes to amend their charter before the extended review date they may submit amendments to the Authority at any time.

For further information contact:

General Enquiries

Lanie Chopping
Assistant Director, Customer Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Greg Watkinson
Chief Executive Officer
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

LYNDON ROWE
CHAIRMAN

17 June 2011