

Decision on amendments to Gascoyne Water Cooperative Ltd's Customer Service Charter

28 December 2011

Economic Regulation Authority



WESTERN AUSTRALIA

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DECISION

1. The Economic Regulation Authority (**Authority**) approves the amendments to Gascoyne Water Cooperative Ltd's (Gascoyne Water) Customer Service Charter (**charter**) for irrigation services and non-potable water supply.

REASONS

2. The 2011 operational audit of Gascoyne Water's water services operating licence made recommendations for Gascoyne Water's charter to be amended. In addition, some sections of the charter have been reworded for the purpose of clarity.
3. Gascoyne Water submitted an amended version of their charter on 14 October 2011. The Authority engaged its legal advisors to review the amended charter. The Secretariat of the Authority provided feedback to Gascoyne Water regarding the amended charter. Gascoyne Water submitted the final version of its charter to the Authority on 8 December 2011.
4. The Authority has considered the charter and is satisfied that the charter meets the requirements of Gascoyne Water's water services operating licence.

LYNDON ROWE
CHAIRMAN