

# Decision to approve the Shire of Goomalling's Customer Service Charter

3 July 2012

Economic Regulation Authority

WESTERN AUSTRALIA

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## DECISION

1. The Economic Regulation Authority (**Authority**) approves the Shire of Goomalling'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 Shire of Goomalling's Operating Licence 18 (**Licence**) and the Authority's *Water Customer Service Charter Guidelines* (**Guidelines**) 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 Guidelines.
4. Schedule 3, clause 2.6 of the Licence requires the Shire of Goomalling to undertake a review of the Charter at least once in every three year period. Similarly, clause 5.1 of the 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 July 2008.
6. The Authority has extended the Shire of Goomalling's charter review period to 18 July 2013. The Shire submitted a reviewed version of its Charter to the Authority for approval on 25 May 2012. The Secretariat of the Authority provided feedback to the Shire regarding the amended Charter. The Shire of Goomalling submitted the final version of its Charter to the Authority on 21 June 2012.
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 Guidelines. Clause 5.2 of the Guidelines further requires that the Charter comply with all relevant legislative and regulatory requirements and be in line with 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 Guidelines requires that the licensee engage with customers and/or their representatives in the review process.
11. The Shire of Goomalling has advised that it placed an advertisement in the Goomalling Endeavour Newsletter advising the public of the Shire'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 Shire of Goomalling 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 Shire of Goomalling's customers.