

NOTICE

Approval of Shire of Lake Grace

Customer Service Charter

The Economic Regulation Authority today approved the Customer Service Charter (charter) for the Shire of Lake Grace wastewater services. A copy of the Authority's approval of the Shire of Lake Grace charter and a copy of the approved charter can be obtained on the Authority's web site by clicking [here](#).

The Shire of Lake Grace is required, under its operating licence, to produce a charter, submit the charter to the Authority for approval, review the charter at least once every three years and submit the results of the review to the Authority for approval.

The Authority has approved the Shire of Lake Grace charter after undertaking an assessment against the Customer Service Charter Guidelines (guidelines). The guidelines were approved by the Authority in August 2006 and provide information regarding the minimum requirements for charters and the criteria the Authority will use when assessing charters.

For further information contact:

General Enquiries

Mr Paul Kelly
Executive Director
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Mr Paul Byrne
Byrne & Byrne Corporate Communications
Ph: 61 8 9385 9941
Mb: 0417 922 452

LYNDON ROWE
CHAIRMAN

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