

Approval of City of Kalgoorlie-Boulder Customer Service Charter

22 September 2008

Economic Regulation Authority



WESTERN AUSTRALIA

DECISION

The Economic Regulation Authority (**Authority**) has approved the City of Kalgoorlie-Boulder Customer Service Charter (charter) on 22 September 2008.

REASONS

The Authority has reviewed the charter against the requirements of the City of Kalgoorlie-Boulder's licence and notes the following:

Existence

Clause 19(a) of the City of Kalgoorlie-Boulder licence states that the licensee must produce a charter outlining the principles, terms and conditions upon which the licensee intends to provide water services to its customers. Clause 19(e) of the licence requires that the City of Kalgoorlie-Boulder undertake a review of the charter at least once every 36 months.

The previous charter was approved by the Authority in June 2005.

The City of Kalgoorlie-Boulder originally submitted its charter to the Authority for approval on 27 June 2008. The Secretariat of the Authority provided feedback to the City of Kalgoorlie-Boulder regarding the charter which resulted in the City submitting the final version of the charter on 15 September 2008.

The Authority finds that the City of Kalgoorlie-Boulder has submitted its new charter for approval within an acceptable timeframe.

Accuracy

Clause 19(a) states that the City of Kalgoorlie-Boulder must set out in writing the principles, terms and conditions upon which it intends to provide water services to its customers.

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

Clause 19(c)(ii) of the City of Kalgoorlie-Boulder's licence states that the charter "should address all of the service issues that are reasonably likely to be of concern to its customers".

In order to determine the service issues that are reasonably likely to be of concern to its customers, it is generally expected that a licensee would establish a process to determine all relevant service issues that should be addressed in its charter. An example of such a process is consulting with its customers and/or their representatives. The Authority's *Customer Service Charter Guidelines* recognise this as part of its criteria for assessing customer service charter reviews (clause 6.3).

The City of Kalgoorlie-Boulder has advised that it placed an advertisement in the local newspaper and on the City's web site for a period of two weeks seeking public comment on the charter. In addition, the City has provided copies of the charter to interested parties, including all elected members of Council. No public submissions were received in relation to the charter or the operation of the sewerage system.

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

Clause 19(c) of the City of Kalgoorlie-Boulder's licence requires that the charter be developed in 'plain English' and that it should address all of the service issues likely to be of concern to its customers.

'Plain English'

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

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

For further information, contact:

Economic Regulation Authority
Perth, Western Australia
Phone: (08) 9213 1900