

NOTICE

Approval of Shire of Kent

Customer Service Charter

The Economic Regulation Authority has approved the Shire of Kent's Customer Service Charter.

Copies of the [approval](#) and the [approved charter](#) are available on the Authority's web site.

The Shire of Kent is required, under its operating licence, to produce and submit the charter for the Authority's approval, review it at least every 36 months and submit the results of the review for approval.

The Authority approved this charter in accordance with the requirements of the Shire of Kent's licence. Guidance on the approach adopted by the Authority in assessing the Shire of Kent charter is provided in the Customer Service Charter Guidelines, which include whether:

- *(existence)* a review process was undertaken within the required timeframe;
- *(accuracy)* the charter complied with all legislative and licence requirements;
- *(consultation)* the licensee had undertaken public consultation in the review process; and
- *(accessibility)* the charter is written in simple language.

A copy of the Customer Service Charter Guidelines is available on the Authority's [web site](#).

For further information contact:

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