

# Approval of Hamersley Iron (Rio Tinto) Pty Ltd

## Customer Service Charter

22 December 2008

Economic Regulation Authority



WESTERN AUSTRALIA

## DECISION

The Economic Regulation Authority (**Authority**) has approved Hamersley Iron (Rio Tinto) Pty Ltd's Customer Service Charter for potable water supply and sewerage services (charter) on 22 December 2008.

## REASONS

The Authority has reviewed the charter against the requirements of Hamersley Iron Pty Ltd's licence and notes the following:

### Existence

Schedule 3, clause 2.1 of the Hamersley Iron Pty Ltd's licence states that the licensee must produce a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).

Schedule 3, clause 2.6 of the licence requires that Hamersley Iron Pty Ltd undertake a review of the charter at least once in every three year period. Furthermore, clause 6.1 of the review guidelines requires the licensee to undertake a review process, at regular intervals and within the required timeframe.

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

Hamersley Iron Pty Ltd originally submitted its charter to the Authority for approval on 9 December 2008. The Secretariat of the Authority provided feedback to the Shire regarding the charter. Hamersley Iron Pty Ltd submitted a revised version of its charter on 19 December 2008.

The Authority finds that Hamersley Iron Pty Ltd has submitted its new charter for approval within an acceptable timeframe.

### Accuracy

Under clause 6.2 of the review guidelines, the charter must comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.

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 6.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the development and/or review process.

Hamersley Iron Pty Ltd has advised that customer feedback was requested, via customers and from the company's Towns and Communities Department.

The Authority finds that, on the basis of the information provided, Hamersley Iron undertook a reasonable level of public consultation with regard to this review.

## Accessibility

Schedule 3, clause 2.2 of Hamersley Iron Pty Ltd'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 sound.

### *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 Hamersley Iron Pty Ltd's customers.

LYNDON ROWE  
**CHAIRMAN**

For further information, contact:

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