

# Approval of Shire of Ravensthorpe Customer Service Charter

20 April 2009

Economic Regulation Authority



WESTERN AUSTRALIA

## DECISION

The Economic Regulation Authority (**Authority**) has approved the Shire of Ravensthorpe Customer Service Charter for non-potable water supply and sewerage services (**charter**) on 20 April 2009.

## REASONS

The Authority has reviewed the charter against the requirements of the Shire of Ravensthorpe's licence and notes the following:

### Existence

Schedule 3, clause 2.1 of the Shire of Ravensthorpe 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 the Shire of Ravensthorpe 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 on 17 October 2005.

The Authority granted a request by the Shire of Ravensthorpe for an extension of the submission due date until 30 November 2008. The Shire of Ravensthorpe submitted a first draft of its charter to the Authority for approval on 2 February 2009. The Secretariat of the Authority provided feedback to the Shire regarding the charter. The Shire submitted the final version of its charter on 8 April 2009.

Although the Authority has approved the charter, the Authority finds that the timeframe within which the Shire of Ravensthorpe has submitted its charter has been unduly long. The Authority expects future reviews to be undertaken within the required 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 review process.

The Shire of Ravensthorpe has advised that the charter was advertised for public comment in November 2008. No public submissions were received in relation to the charter.

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

## Accessibility

Schedule 3, clause 2.2 of the Shire of Ravensthorpe'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 Shire of Ravensthorpe's customers.

LYNDON ROWE  
**CHAIRMAN**

For further information, contact:

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