

Approval of Rottnest Island Authority Customer Service Charter

13 July 2009

Economic Regulation Authority

 WESTERN AUSTRALIA

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DECISION

1. The Economic Regulation Authority (**Authority**) approves Rottnest Island Authority's (**RIA**) Customer Service Charter (**charter**) for potable water supply, sewerage and drainage services.

REASONS

2. The Authority has reviewed the charter against the requirements of RIA's Operating Licence 10 (**licence**) and notes the following:

Existence

3. Schedule 3, clause 2.1 of the licence states that the licensee must have in place a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).
4. Schedule 3, clause 2.6 of the licence requires that RIA undertake a review of the charter at least once in every three year period. Similarly, clause 6.1 of the review guidelines requires the licensee to undertake a review process, at regular intervals and within the required timeframe.
5. The previous charter was approved by the Authority in July 2006.
6. The charter was due for review by 30 July 2009. RIA submitted the first draft of its charter to the Authority for approval on 8 June 2009. The Secretariat of the Authority provided feedback to RIA regarding the draft charter. RIA submitted the final version of its charter on 6 July 2009.
7. The Authority finds that the review has been undertaken within the required timeframe.

Accuracy

8. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's review guidelines and the specified principles set out in the licence. Clause 6.2 of the review guidelines requires that the charter comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.
9. 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

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

11. RIA has advised that copies of the charter were provided to the following stakeholders:

- Rottnest Island Business Community Executive
- Tungsten Group
- RIA Environment department
- Manager Rottnest Island Hotel (resident and business operator)
- Senior Ranger RIA (resident)
- Front office supervisor RIA (resident)
- Supervisor Accommodation RIA (resident)
- Nursing Post Clinical Nursing Manager (business operator and resident)
- 2 x Tungsten Staff (residents)
- Rottnest Island Police (business and resident)
- Country Club officer RIA (resident)

Upon receipt of stakeholder feedback, the feedback was evaluated and incorporated into the charter (where applicable).

12. The Authority finds that, on the basis of the information provided, RIA undertook a sound level of public consultation with regard to this review.

Accessibility

13. Schedule 3, clause 2.2 of the licence states that the charter should be developed in 'plain English' and that it should address all of the service issues likely to be of concern to customers.

'Plain English'

14. The Authority finds that the charter is generally written in a 'plain English' manner.

Issues likely to be of concern

15. 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 RIA's customers.

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CHAIRMAN

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