

# Decision on amendments to Rottnest Island Authority's Customer Service Charter

30 August 2010

Economic Regulation Authority



WESTERN AUSTRALIA

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## DECISION

1. The Economic Regulation Authority (**Authority**) approved amendments to Rottnest Island Authority's Customer Service Charter (**charter**) for water supply, sewerage and drainage services on 30 August 2010.

## BACKGROUND

2. On 14 July 2010, Rottnest Island Authority submitted an amended version of its charter for the Authority's approval. The amendments related to the proposed introduction by Rottnest Island Authority of a sliding fee schedule for water consumption by its residents. Until the introduction of this fee schedule, residents were not charged for any water consumed.
3. The Secretariat of the Authority provided feedback to Rottnest Island Authority regarding the charter. Rottnest Island Authority submitted the final version of its charter on 19 August 2010.

## REASONS

4. The Authority has reviewed the charter against the requirements of Rottnest Island Authority's Operating Licence 11 (**licence**) and notes the following:

### Accuracy

5. Under Schedule 3, clause 2.1 of the licence, the charter must accord with the Authority's Customer Service Charter Guidelines (**charter guidelines**). Clause 5.2 of the charter 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.
6. 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

7. Clause 5.3 of the charter guidelines requires that the licensee engage with customers and/or their representatives in the amendment process.
8. Rottnest Island Authority has advised that it sent a letter to all lessees advising them of the proposed new charges. Customers were invited to provide feedback on the proposal within two weeks of receipt of the letter. No public submissions were received.
9. The Authority finds that, on the basis of the information provided, Rottnest Island Authority undertook a reasonable level of public consultation with regard to this review.

## Accessibility

10. 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'*

11. The Authority finds that the accessibility of the charter is generally sound.

### *Issues likely to be of concern*

12. 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 Rottnest Island Authority's customers.

LYNDON ROWE  
CHAIRMAN