

Decision to approve the Water Corporation's Customer Service Charter for irrigation services

8 September 2010

Economic Regulation Authority

 WESTERN AUSTRALIA

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DECISION

1. The Economic Regulation Authority (**Authority**) approves the Water Corporation's Customer Service Charter (**charter**) for irrigation services.

REASONS

2. The Authority has reviewed the charter against the requirements of the Water Corporation's Operating Licence 8 (**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 the Water Corporation undertake a review of the charter at least once in every three year period. Similarly, clause 5.1 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 September 2008.
6. The charter was due for review by 12 September 2011. The Water Corporation opted to review its charter a year before the review due date and submitted a draft charter to the Authority for approval on 5 July 2010. The Secretariat of the Authority provided feedback to the Water Corporation regarding the draft charter. The Water Corporation submitted the final version of its charter on 1 September 2010.
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. Clause 5.2 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 5.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the review process.

11. The Water Corporation has advised that a representative sample of customers located within the Ord River Irrigation System were canvassed for their comments and input. No issues or concerns were raised.
12. The Authority finds that, on the basis of the information provided, the Water Corporation undertook a reasonable 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 accessibility of the charter is generally sound.

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 the Water Corporation's customers.

LYNDON ROWE
CHAIRMAN