

# Decision to approve Moama Lifestyle Villages Pty Ltd's Customer Service Charter

16 September 2010

Economic Regulation Authority



WESTERN AUSTRALIA

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## DECISION

1. The Economic Regulation Authority (**Authority**) approves Moama Lifestyle Villages Pty Ltd's (**Moama**) Customer Service Charter (**charter**) for non-potable water supply and sewerage services.

## REASONS

2. The Authority has reviewed the charter against the requirements of Moama's Operating Licence 40 (**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. On 16 October 2009, Moama submitted a licence application to the Authority for a licence to provide non-potable water supply and sewerage services to the Tuart Lakes Lifestyle Village located on Mandurah Road, North Baldivis. The licence was granted on 7 September 2010.
5. As part of its licence application, Moama submitted a draft of its charter to the Authority for approval. The Secretariat of the Authority provided feedback to Moama regarding the draft charter. Moama submitted the final version of its charter on 9 August 2010.
6. The Authority finds that the charter was submitted within an acceptable timeframe.

### Accuracy

7. 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.
8. 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

9. Clause 5.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the review process.
10. No evidence of customer consultation has been provided. However, given the limited size of Moama's customer base at present, the Authority has agreed to approve the charter without evidence of consultation.

11. The Authority will look closely at subsequent reviews of the charter which should be subject to public consultation.

## Accessibility

12. 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'*

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

### *Issues likely to be of concern*

14. 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 Moama's customers.

LYNDON ROWE  
CHAIRMAN