

Decision to approve Peel Water Pty Ltd's Customer Service Charter

1 AUGUST 2011

Economic Regulation Authority



WESTERN AUSTRALIA

A full copy of this document is available from the Economic Regulation Authority website at www.erawa.com.au.

For further information, contact:

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

© Economic Regulation Authority 2011

The copying of this document in whole or part for non-commercial purposes is permitted provided that appropriate acknowledgment is made of the Economic Regulation Authority and the State of Western Australia. Any other copying of this document is not permitted without the express written consent of the Authority.

DECISION

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

BACKGROUND

2. Peel Water Pty Ltd was granted an operating licence for the provision of potable and non-potable water supply and sewerage services on 13 July 2011.
3. Peel Water Pty Ltd provided the Authority with a copy of their final proposed charter on 21 July 2011.

REASONS

4. The Authority has reviewed the charter against the requirements of Peel Water Pty Ltd's Operating Licence 41 (**licence**) and notes the following:

Existence

5. 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**).
6. Peel Water Pty Ltd submitted the first draft of its charter to the Authority for approval in February 2011. The Secretariat of the Authority provided feedback to Peel Water Pty Ltd regarding the draft charter and the licence obligations.
7. The final draft was submitted on 21 July 2011, following the licence being granted.
8. The charter was not approved at the same time as the licence approval due to the fact that issues regarding the legal powers of Peel Water Pty Ltd required resolution by the Department of Water before the charter could be approved.

Accuracy

9. 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.
10. 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

11. Clause 5.3 of the review guidelines states that the Authority will assess whether the licensee has engaged with customers and/or their representatives in the development process.
12. Peel Water Pty Ltd does not have any customers at the moment. Therefore, the Authority has not required customer consultation to be undertaken prior to the initial charter approval.
13. The Authority expects that Peel Water Pty Ltd will undertake consultation during any future review of the charter.

Accessibility

14. Schedule 3, clause 2.3 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'

15. The Authority finds that while the accessibility of the charter is generally sound the charter could be improved by simplification of some technical terms.

Issues likely to be of concern

16. 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 Peel Water Pty Ltd's customers.

LYNDON ROWE
CHAIRMAN