

Approval of amendments to the Customer Service Charters of:

- Shire of Kent
- Shire of Wickepin
- Shire of Denmark
- Shire of Victoria Plains

26 October 2009

Economic Regulation Authority



WESTERN AUSTRALIA

Shire of Wickepin, Shire of Denmark and Shire of Victoria Plains
26 October 2009

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DECISION

1. The Economic Regulation Authority (**Authority**) approved amendments to the Customer Service Charters (**charters**) for non-potable water supply and sewerage services of the Shire of Kent, Shire of Wickepin, Shire of Denmark and Shire of Victoria Plains on 26 October 2009.

REASONS

2. An internal review of charters by the Secretariat identified four charters that did not meet the requirements of the operating licences, as amended on 6 August 2008. The inconsistencies related to the provision of one single telephone number for emergencies and the applicable timeframes for dispute resolution.
3. The Secretariat contacted all four licensees and requested that their charters be amended consistent with the new licence requirements.
4. All four licensees agreed to the suggested amendments and submitted amended copies of their charters. The Authority engaged its legal advisors to review the amended charters.
5. The Authority has considered the four charters and is satisfied that the charters now meet the requirements of the amended operating licences.

LYNDON ROWE
CHAIRMAN

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