



INFORMATION

Shire of Denmark

AMENDMENTS TO CUSTOMER SERVICE CHARTER

The Economic Regulation Authority has approved some minor amendments to the Shire of Denmark's Customer Service Charter (**Charter**).

Copies of the Authority's [Decision](#) and the approved [Charter](#) are available on the Authority's website.

The Authority reviewed the Charter against the requirements of the Shire of Denmark's Operating Licence. Guidance on the approach adopted by the Authority in assessing the Shire of Denmark's Charter is provided in the *Water Customer Service Charter Guidelines (2011)*. A copy of the Guidelines is available on the Authority's [website](#).

The Shire of Denmark must undertake a full review of its Charter at least once every three years and submit the results to the Authority for review. The Shire of Denmark is due to submit its Charter to the Authority for a full review before 3 March 2014.

For further information contact:

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