



# INFORMATION

## Water Corporation

### AMENDMENTS TO CUSTOMER SERVICE CHARTER AND SUMMARY CHARTER

The Economic Regulation Authority has approved some minor amendments to the Water Corporation's [Customer Service Charter \(Charter\)](#) and [Summary Charter](#).

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

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

The Water Corporation must undertake a full review of its Charter at least once every three years and submit the results to the Authority for review. The Water Corporation is due to submit its Charter to the Authority for a full review before 24 June 2014.

For further information contact:

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