

NOTICE

Approval of Gascoyne Water Cooperative Customer Service Charter

The Economic Regulation Authority (Authority) today approved the Customer Service Charter (charter) for the Gascoyne Water Cooperative (GWC). A copy of the Authority's approval of the GWC charter and a copy of the approved GWC charter can be obtained on the Authority's website by clicking [here](#).

The GWC is required, under its operating licence, to produce a charter, submit the charter to the Authority for approval, review the charter at least once every two years and submit the results of the review to the Authority for approval.

The Authority has approved the GWC charter after undertaking an assessment against the Customer Service Charter Guidelines (guidelines). The guidelines were approved by the Authority in August 2006 and provide information regarding the minimum requirements for charters and the criteria the Authority uses when assessing charters.

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1 November 2006