



Economic Regulation Authority

WESTERN AUSTRALIA

Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth Western Australia 6000

GPO Box 8469
Perth Business Centre
Western Australia 6849

Telephone 61 8 9213 1900
Facsimile 61 8 9213 1999
Website www.era.wa.gov.au

Promoting fair prices, quality services and choice.

NOTICE

Shire of Coolgardie's Customer Service Charter Approved

The Economic Regulation Authority has approved the Shire of Coolgardie's Customer Service Charter for non-potable water supply and sewerage services.

Copies of the [approval](#) and the [approved charter](#) are available on the Authority's web site.

The Shire of Coolgardie is required, under its operating licence, to produce and submit the charter for the Authority's approval, review it at least every three years and submit the results of the review for approval.

The Authority approved this charter in accordance with the requirements of the Shire of Coolgardie's licence and the Customer Service Charter Guidelines. The guidelines describe the matters to be taken into account by the Authority when assessing charter reviews, including:

- *existence* - a review process was undertaken within the required timeframe;
- *accuracy* - the charter complied with all legislative and licence requirements;
- *consultation* - the licensee had undertaken public consultation in the review process; and
- *accessibility* - the charter is written in simple language.

A copy of the Customer Service Charter Guidelines is available on the Authority's [web site](#).

For further information contact:

General Enquiries

Paul Kelly
Executive Director
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Mr Paul Byrne
Byrne & Byrne Corporate Communications
Ph: 61 8 9336 2081
Mb: 0417 922 452

LYNDON ROWE
CHAIRMAN

29 June 2009