

14/07/2023

C/23/15556

Gareth Kennedy
General Manager, Corporate and Customer
Westernport Water
2 Boys Home Road
Newhaven VIC 3199

Dear Mr Kennedy

Approval of Westernport Water's customer charter – July 2023

We have completed our assessment of Westernport Water's customer charter for consistency with the service standards and Guaranteed Service Levels in the Water Industry Standard – Urban Customer Service. In accordance with clause 22.4 and 22.5 of the Water Industry Standard - Urban Customer Service, we have approved Westernport Water's customer charter July 2023.

A copy of the charter as approved by us is attached for your reference. As required by clause 24.1 of the Water Industry Standard – Urban Customer Service, Westernport Water should publish this charter on its website, keep a copy at its offices for inspection and provide a copy to customers on request.

Yours sincerely



Marcus Crudden
Executive Director, Price Monitoring and Regulation