



04/10/2021

Ms Ann Telford
General Manager
Goulburn-Murray Water
PO Box 165
Tatura VIC 3616

Dear Ms Telford

Approval of Goulburn-Murray Water's customer charter 2021

We have completed our assessment of Goulburn-Murray Water's customer charter. In accordance with clause 12.4 and 12.5 of the rural code, we have approved Goulburn-Murray Water's customer charter 2021.

A copy of the charter as approved by us is attached for your reference. As required by clause 14.1 of the code, Goulburn-Murray 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

A handwritten signature in blue ink, appearing to read "Marcus Crudden".

Marcus Crudden
Executive Director, Price Monitoring and Regulation