

12/08/2024

CM/24/17246

Ms Lisa Dudley
Manager Customer Experience
Goulburn Murray Water
40 Casey Street
Tatura Vic 3616

Dear Ms Dudley

Approval of Goulburn Murray Water's customer charter 2024

We have completed our assessment of Goulburn Murray 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, we have approved Goulburn Murray Water's customer charter July 2024.

A copy of the charters as approved by us is attached for your reference. As required by clause 24.1 of the Water Industry Standard – Urban Customer Service, 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



Marcus Crudden
Executive Director, Price Monitoring and Regulation