



2/02/2018

Our ref: C/2018/2128

Mr Nick Gray
Goulburn Murray Water
40 Casey Street
Tatura Vic 3616

Dear Mr Gray,

CUSTOMER CHARTER APPROVAL

I write to advise you that the Commission has completed its assessment of Goulburn-Murray Water's Customer Charter for consistency with the Rural Water Customer Service Code (the Code). In accordance with clauses 11.5 and 11.6 of the Code, the Commission has approved Goulburn-Murray Water's Customer Charter.

A copy of the Charter as approved by the Commission is attached for your reference. As required by clause 13.1 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 upon request.

Yours sincerely

A handwritten signature in black ink, which appears to read "Marcus Crudden", is written over a light blue circular watermark. The signature is fluid and cursive.

Marcus Crudden
Director, Water