

18/05/2023

CM/23/9723

Lisa Dudley  
Customer Experience Manager  
Goulburn Murray Water  
PO Box 165  
Tatura VIC 3616

Dear Ms Dudley

**Approval of Goulburn Murray Water's customer charter 2023**

We have completed our assessment of Goulburn Murray Water's customer charter for consistency with 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 Goulburn Murray Water's customer charter 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, 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