



DEPARTMENT OF FAIR TRADING

NSW Consumer Protection Agency

Dr T Parry
Chairman
Independent Pricing and Regulatory Tribunal
PO Box Q290
QVB POST OFFICE NSW 1230



Our Ref 137821
Your Ref 01/369
Contact Ms S. Thompson
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Dear Dr Parry

I refer to your letter of 19 July 2001 regarding the Review of Hunter Water Corporation's Operating Licence.

I note that both the Hunter Water Corporation's Operating Licence and Sydney Water's standard customer contract are currently under review by IPART. The Department of Fair Trading supports the amendment of Hunter Water Corporation's Operating Licence to require the same level of customer protection to be provided to customers of Hunter Water as those which will be provided in the revised Sydney Water customer contract.

Yours sincerely

D B O'Connor
Director-General
29 August 2001