



PUBLICATION

2013 Annual Performance Report – Energy Retailers

The Economic Regulation Authority (**Authority**) today approved the publication of the 2013 Annual Performance Report – Energy Retailers (**Report**).

- [2013 Annual Performance Report – Energy Retailers](#)

The Report, which covers the year ending 30 June 2013, is the latest in a series of annual reports published by the Authority that examines the level of customer service provided by energy retailers who supply small use customers in Western Australia. Small use customers are residential and small business customers who consume less than 160MWh of electricity or less than 1 Terajoule of gas per annum.

The purpose of the Report is to bring transparency and accountability to the performance of energy retail businesses that supply small use customers and to benchmark, where possible, performance against similar businesses in the Eastern States energy markets.

The Report covers three key areas of customer service: affordability, disconnections and complaints. Other related areas of customer service are also covered in the Report, including reconnections (following disconnection for non-payment of a bill) and call centre performance.

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