



Media Statement

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Switched On – A guide for electricity and gas customers

The Economic Regulation Authority has updated its consumer publication *Switched On*.

Switched On is an easy to use guide that explains the rights and responsibilities of residential and small business electricity and gas customers.¹

The guide helps households negotiate important information such as choosing a retailer, contracts, moving house, billing, disconnection and reconnection, concessions and financial assistance and entry to property.

Economic Regulation Authority chair Nicky Cusworth said *Switched On* was a valuable resource for both households and business.

“*Switched On* explains how the electricity and gas markets work for customers in Western Australia,” she said.

“It is also a useful guide for households and businesses when negotiating contracts with gas and electricity retailers.”

Switched On also provides information on how to make a complaint and the compensation payments available if service standards are breached.

A copy of *Switched On* can be downloaded from the ERA website at www.erawa.com.au. Copies are also available from public libraries and from the ERA office.

The updates to *Switched On* flow from changes made to the *Code of Conduct for the Supply of Electricity to Small Use Customers* and the *Compendium of Gas Customer Licence Obligations* in 2016.

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¹ Customers that have an annual electricity consumption of less than 160MWh, or have an annual gas consumption of less than 1 terajoule.