

NOTICE

Customer Service Charter Guidelines

RELEASE OF FINAL VERSION

The Economic Regulation Authority has approved guidelines for Customer Service Charters.

The Customer Service Charter Guidelines aim to:

- describe the assorted charter information and review requirements in the gas, water and electricity industries; and
- explain the process of approval the Authority will undertake with regard to water charters and the process of review the Authority will undertake with regard to electricity charters. Whilst gas licensees are required to produce a charter the Authority does not review or approve these charters.

The guidelines were the subject of a four week public consultation period undertaken in July / August 2006.

The Customer Service Charter Guidelines are available on the Authority's website www.era.wa.gov.au.

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