

NOTICE

Electricity Performance Reporting

2006/07 Annual Performance Report – Electricity Retailers

The Economic Regulation Authority has approved the publication of the 2006/07 Annual Performance Report – Electricity Retailers.

The report summarises and, where possible, benchmarks the data that has been provided to the Authority by electricity retailers under the performance reporting obligations set out in the Electricity Compliance Reporting Manual. The manual incorporates reporting obligations under the Code of Conduct (For the Supply of Electricity to Small Use Customers) 2005 and the 2006 SCONRRR Report¹ as they apply to small use customers (who consume less than 160MWh of electricity per annum).

This is the second annual report the Authority has published on the retailers' performance. The report aims to:

- summarise the performance of retailers on access to an electricity supply, affordability, customer service (complaints handling and contact centre performance) and compensation payments; and
- benchmark, where possible, Western Australia's electricity service performance against other jurisdictions. The 2006/07 report provides inter-jurisdictional comparison on disconnections, complaints and contact centre performance.

The report is available on the Authority's [web site](#).

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¹ National Energy Retail Performance Indicators, Utility Regulators Forum, Steering Committee on National Regulatory Reporting Requirements, November 2006.