

## **NOTICE**

### **REVIEW OF SYNERGY CUSTOMER SERVICE CHARTER**

The Economic Regulation Authority has undertaken a minor review of some amendments to the Synergy Customer Service Charter.

In reviewing the charter, the Authority assessed it against guidelines that it approved in August 2006 which provide the minimum requirements and the criteria to be used in assessing charters. The Authority found Synergy's amendments to be consistent with these guidelines.

Synergy must undertake a full review of its charter at least once every three years and submit the results to the Authority for review. The company is due to submit its charter to the Authority for a full review before 30 March 2009.

A copy of the charter is available on the Authority's [web site](#).

For further information contact:

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