

NOTICE

Customer Complaints Guidelines

The Economic Regulation Authority today released Customer Complaints Guidelines, a copy of which is available on its [web site](#).

The guidelines are to help electricity, gas, and water providers apply national and international standards in interpreting which customer contacts should be deemed complaints, and how they should be categorised and recorded.

The guidelines will help providers to be consistent in reporting complaints and enable effective comparisons between retail and, where applicable, distribution businesses operating in the electricity and gas markets and between different water service providers.

For further information contact:

General Enquiries

Ms Lanie Chopping
Manager Customer Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Mr Paul Byrne
Byrne & Byrne Corporate Communications
Ph: 61 8 9336 2081
Mb: 0417 922 452

LYNDON ROWE
CHAIRMAN

17 October 2008