



Economic Regulation Authority

WESTERN AUSTRALIA

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*Promoting fair prices, quality services and choice.*

## NOTICE

### 2007/08 Annual Performance Report – Electricity Retailers

The Economic Regulation Authority has approved the publication of the 2007/08 Annual Performance Report – Electricity Retailers.

The report summarises and, where possible, benchmarks the data that has been provided to the Authority by electricity retailers in accordance with the performance reporting obligations set out in the Electricity Compliance Reporting Manual.

The reporting manual incorporates the licensees' reporting obligations under the *Code of Conduct for the Supply of Electricity to Small Use Customers 2008* (those who consume less than 160MWh of electricity a year).

This is the third annual report on the performance of electricity retailers published by the Authority. The objectives of the report are to:

- summarise performance in relation to access to an electricity supply, affordability, customer service (complaints handling and contact centre performance) and compensation payments.
- benchmark, where possible, Western Australian electricity service performance against that in other jurisdictions. The report provides inter-jurisdictional comparisons of disconnections, complaints and contact centre performance.

The report is available on the Authority's [web site](http://www.era.wa.gov.au).

For further information contact:

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17 March 2009