



Economic Regulation Authority

WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

2007/08 Annual Performance Report – Gas Trading Licences

The Economic Regulation Authority has approved the publication of the 2007/08 Annual Performance Report – Gas Trading Licences.

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

The objectives of the report are to:

- summarise the performance of gas retailers in relation to access to a gas supply, affordability and customer service (complaints handling and contact centre performance); and
- benchmark, where possible, Western Australian gas retail performance against performance 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](#).

For further information contact:

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23 March 2009