



Economic Regulation Authority

 WESTERN AUSTRALIA

Level 6, Governor Stirling Tower
197 St Georges Terrace
Perth Western Australia 6000

GPO Box 8469
Perth Business Centre
Western Australia 6849

Telephone 61 8 9213 1900
Facsimile 61 8 9213 1999
Website www.era.wa.gov.au

Promoting fair prices, quality services and choice.

NOTICE

2007/08 Annual Performance Report – Electricity Distributors

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

The report summarises and, where possible, benchmarks the data that has been provided to the Authority by electricity distributors 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 distributors published by the Authority. The objectives of the report are to summarise performance in relation to establishing customer connections, network reliability, streetlight repairs, customer service (complaints handling and contact centre performance) and compensation payments.

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

For further information contact:

General Enquiries

Paul Kelly
Executive Director
Licensing, Monitoring & 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

7 April 2009