

# Review of Rottnest Island Authority Customer Service Charter

17 June 2009

Economic Regulation Authority



WESTERN AUSTRALIA

## DECISION

The Economic Regulation Authority (**Authority**) has assessed Rottnest Island Authority's (**RIA**) review of its Customer Service Charter (**charter**) for the supply of electricity and the reviewed charter on 17 June 2009.

## REASONS

The Authority has assessed the review and the charter against the requirements of RIA's licence and notes the following:

### Existence

Clause 15.1 of the RIA licence states that the licensee must prepare a charter if it supplies electricity to small use customers. Clause 15.2 of the licence requires that RIA review the charter at least once every 36 months from the grant of the licence.

As the licence was granted to RIA on 21 June 2006, the charter review was due by 21 June 2009.

RIA submitted an amended version of its charter to the Authority on 20 November 2008. The amended version included a large number of amendments to address issues of non-compliance as identified in the Rottnest Island Electricity Licence Operational / Performance Audit and Asset Management Review for the period 21 June 2006 to 31 December 2008.

The Authority suggested a number of additional changes to the amended charter, which resulted in RIA submitting a final version on 20 March 2009. Given that the charter review was due by 21 June 2009, RIA requested that the amendment process be combined with the review process.

RIA submitted the final version of its reviewed charter to the Authority for assessment on 8 June 2009. This version takes into account comments received from stakeholders during the public consultation process.

The Authority finds that Rottnest Island Authority has submitted its charter within the required timeframe.

### Accuracy

Section 82 of the *Electricity Industry Act 2004* provides that it is a condition of every retail licence that the licensee comply with the provisions of the *Code of Conduct for the Supply of Electricity to Small Use Customers* (**Code of Conduct**) that apply to the licensee.

Clause 11.1(2) of the Code of Conduct states that a charter must at least include a summary of the customer's and retailer's rights and obligations under the Code. In addition, a charter should include an explanation of the retailer's complaints handling process and the difference between distribution and retail functions, reference to key

documents in relation to the supply of electricity to customers, and contact details of the retailer, the Authority, Energy Safety (Department of Commerce) and the electricity ombudsman.

The Authority finds that the contents of the charter is generally consistent with the relevant legislation and licence requirements.

## Consultation

Clause 15.4 of RIA's licence states that any review of the charter should have regard to the Customer Service Charter Guidelines. Paragraph 6.3 of the Guidelines requires a licensee to engage with its customers and/or their representatives in the review of their charter.

RIA has advised that copies of the charter were provided to the following stakeholders:

- Rottnest Island Business Community Executive
- Tungsten Group
- Manager Rottnest Island Hotel (resident and business operator)
- Senior Ranger RIA (resident)
- Front office supervisor RIA (resident)
- Supervisor Accommodation RIA (resident)
- Nursing Post Clinical Nursing Manager (business operator and resident)
- 2 x Tungsten Staff (residents)
- Rottnest Island Police (business and resident)
- Country Club officer RIA (resident)

Upon receipt of stakeholder feedback, the feedback was evaluated and incorporated into the charter (where applicable).

The Authority finds that, on the basis of the information provided, RIA undertook a sound level of public consultation with regard to this review.

## Accessibility

Clause 15.4 of the RIA licence states that any review of the charter should have regard to the Customer Service Charter Guidelines. Paragraph 6.4 of the Guidelines requires a charter to be prepared in simple language that is easily understood by customers.

The Authority finds that the charter is generally written in a 'plain English' manner.

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