



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

Alinta Sales Pty Ltd's Electricity Customer Service Charter Reviewed

The Economic Regulation Authority (Authority) has examined Alinta Sales Pty Ltd's review of its Customer Service Charter for the supply of electricity and the reviewed charter.

Copies of the Authority's [assessment](#) and the [reviewed charter](#) are available on the Authority's web site.

Alinta Sales is required, under its retail licence, to prepare a charter, review it at least every 36 months and submit the results of the review to the Authority.

The Authority examined the charter for compliance with the requirements of Alinta Sales' licence and the Customer Service Charter Guidelines. The guidelines describe the matters to be taken into account by the Authority when assessing charter reviews, including:

- *existence* - a review process was undertaken within the required timeframe;
- *accuracy* - the charter complied with all legislative and licence requirements;
- *consultation* - the licensee has undertaken public consultation in the review process; and
- *accessibility* - the charter is written in simple language.

A copy of the Customer Service Charter Guidelines is available on the Authority's [web site](#).

For further information contact:

General Enquiries

Paul Kelly
Executive Director
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

8 July 2009