



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

Invitation for Public Submissions

Draft Customer Service Charter Guidelines

The Economic Regulation Authority (Authority) is seeking public comment on [draft Customer Service Charter Guidelines](#) (guidelines) that have been developed to replace a previous version, published in August 2006.

The draft guidelines provide information on the requirements for charter contents, the Authority's expectations on the review of charters by licensees, and the process it uses when reviewing or approving charters.

The draft guidelines take account of the new gas charter requirements set out in the *Compendium of Gas Customer Licence Obligations* (Gas Customer Code).

Submissions should be in both printed and electronic form and should be received by **4.00pm WST on Friday, 7 August 2009**, addressed to:

Ms Lanie Chopping
Manager Customer Protection
Economic Regulation Authority
PO Box 8469
Perth Business Centre
PERTH WA 6849

Email: publicsubmissions@era.wa.gov.au

Confidentiality

In general, all submissions from interested parties will be treated as in the public domain and placed on the Authority's web site. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim.

The receipt and publication of any submission on the Authority's web site shall not be taken as indicating that the Authority has knowledge, either actual or constructive, of the contents of a particular submission and, in particular, whether the submission in whole or in part contains information of a confidential nature and no duty of confidence will arise for the Authority in these circumstances.

For further information contact:

General Enquiries

Lanie Chopping
Manager 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

8 July 2009