



Economic Regulation Authority

 WESTERN AUSTRALIA

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*Promoting fair prices, quality services and choice.*

## NOTICE

### Synergy's Customer Service Charter Reviewed

The Economic Regulation Authority (Authority) has examined Synergy's review of its Customer Service Charter (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.

Synergy 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 Synergy's 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:

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