

# Review of Perth Energy Customer Service Charter

7 August 2009

Economic Regulation Authority



WESTERN AUSTRALIA

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## DECISION

1. The Economic Regulation Authority (**Authority**) finds that Perth Energy's review of its Customer Service Charter (**charter**) for the supply of electricity and the reviewed charter meet the requirements of Perth Energy's Electricity Retail Licence 10 (**licence**).

## REASONS

2. The Authority has assessed the review and the charter against the requirements of Perth Energy's licence and notes the following:

### Existence

3. Clause 15.1 of the 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 Perth Energy review the charter at least once every 36 months from the grant of the licence. As the licence was granted to Perth Energy on 30 June 2006, the charter review was due by 30 June 2009.
4. Perth Energy submitted an outline of the charter review process undertaken and the reviewed charter for assessment on 30 June 2009. The Secretariat of the Authority provided feedback to Perth Energy regarding the charter which resulted in Perth Energy submitting a revised, final version of the charter on 30 July 2009.
5. The Authority finds that Perth Energy has submitted its charter within the required timeframe.

### Accuracy

6. 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.
7. 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 of Conduct. 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. Clause 10.11(2) of the Code of Conduct requires that a charter include the retailer's telephone numbers for TTY services and for independent multi-lingual services.
8. The Authority finds that the contents of the charter is generally consistent with the relevant legislation and licence requirements.

## Consultation

9. Clause 15.4 of the licence states that any review of the charter should have regard to the Customer Service Charter Guidelines (**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.
10. Perth Energy has advised that it engaged both internal and external stakeholders to review the charter. Internally, Perth Energy requested all staff to review the charter. Externally, Perth Energy requested written feedback from:
  - a number of Brumby's Bakeries
  - Chamber of Commerce and Industry WA
  - Expense Management Services
  - Energy Ombudsman

Most comments received related to typographical errors and references within the document. The Energy Ombudsman provided feedback regarding Perth Energy's definitions of 'enquiry' and 'complaint' and suggested that further detail be included within the charter regarding Perth Energy's internal dispute resolution processes and the Energy Ombudsman's function.

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

## Accessibility

12. Clause 15.4 of the licence states that any review of the charter should have regard to the guidelines. Paragraph 6.4 of the guidelines requires a charter to be prepared in simple language that is easily understood by customers.
13. The Authority finds that the charter is generally written in a 'plain English' manner.

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**CHAIRMAN**

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