



Economic Regulation Authority

 WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

Horizon Power's Customer Service Charter Reviewed

The Economic Regulation Authority has examined Horizon Power's review of its customer service charter for the supply of electricity.

Horizon Power must prepare a charter, review it at least every 36 months and submit the results of the review to the Authority.

The review and the charter complied with the requirements of Horizon Power's electricity integrated regional licence.

Copies of the Authority's [assessment](#) and the [reviewed charter](#) are available on the Authority's web site. A copy of the Authority's Customer Service Charter Guidelines used in undertaking the assessment is also available on the Authority's [web site](#).

For further information contact:

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LYNDON ROWE
CHAIRMAN

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