

Amendments to Synergy Customer Service Charter

30 November 2009

Economic Regulation Authority



WESTERN AUSTRALIA

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DECISION

1. The Economic Regulation Authority (**Authority**) finds that Synergy's amended Customer Service Charter (**charter**) for the supply of electricity meets the requirements of Synergy's Electricity Retail Licence 1 (**licence**).

REASONS

2. On 25 November 2009, Synergy submitted to the Authority amendments to its charter. The amendments concerned updates to the:
 - concession information; and
 - estimated billing informationincluded in the charter.
3. The amendments to the concession information reflect an increase in customers' rights in the supply of electricity, while the amendments to the estimated billing information ensure that customers will be aware of all their rights when they receive an estimated bill.
4. The Authority has considered the amendments and is satisfied that the amended charter meets the requirements of the licence.

LYNDON ROWE
CHAIRMAN

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