



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

Amendment to Rottnest Island Authority's Customer Service Charter

The Economic Regulation Authority has received a copy of Rottnest Island Authority's amended customer service charter for the supply of electricity.

The amended charter advises customers of their right to request a payment of \$20 if Rottnest Island Authority fails to provide a customer with 3 days notice of a planned interruption.

The Authority has examined the amendment and considers that the amended charter meets the requirements of Rottnest Island Authority's electricity integrated regional licence.

A copy of the amended charter is available on the Authority's [web site](#).

For further information contact:

General Enquiries

Paul Kelly
Executive Director
Licensing, Monitoring & Customer Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

The Communications Branch Pty Ltd
Ph: 61 8 9472 4411
Mb: 0424 196 771 (Sue McKenna)
0408 878 817 (Joanne Fowler)

LYNDON ROWE
CHAIRMAN

1 February 2010