



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

Gas Distribution Customer Service Charters

WA GAS NETWORKS PTY LTD & WESFARMERS KLEENHEAT GAS PTY LTD

The Economic Regulation Authority has received customer service charters for WA Gas Networks Pty Ltd (GDL8) and Wesfarmers Kleenheat Gas Pty Ltd (GDL9).

The *Compendium of Gas Customer Licence Obligations* (Gas Customer Code) requires that gas distributors who supply gas to small use customers produce and publish a customer service charter. The Authority has no role in approving or reviewing gas distribution charters.

Copies of [WA Gas Networks](#)' and [Wesfarmers Kleenheat Gas](#)' charters are 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

10 February 2010