

# Customer Service Charter Guidelines

Corrigendum

10 February 2010

Economic Regulation Authority



WESTERN AUSTRALIA

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For further information, contact:

Economic Regulation Authority  
Perth, Western Australia  
Phone: (08) 9213 1900

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## Purpose of the Corrigendum

The purpose of this corrigendum is to correct the *Customer Service Charter Guidelines* (Guidelines) to clarify that the charter review criteria specified in paragraph 5 of the Guidelines also apply to gas trading licensees.

## Background

The gas trading licence requires a licensee to review its charter at least once every 36 months and submit to the Authority the results of that review. Any review of the charter must have regard to the Guidelines.

The Authority amended the Guidelines in September 2009 to reflect the new gas charter requirements set out in the *Compendium of Gas Customer Licence Obligations* (Gas Customer Code). The new requirements for gas charters mirror those for electricity charters, and are similar to those previously contained in the Australian Gas Association's Natural Gas Customer Service Code.

Paragraph 5 of the Guidelines sets out the minimum requirements for the charter review process. When the Guidelines were originally drafted in 2006, gas trading licensees were not required to review their charter in accordance with the Guidelines. Hence, paragraph 5 did not apply to gas trading licensees. The amendments made to gas trading licences in 2007 require that gas trading licensees undertake a charter review which takes account of the Guidelines.

Unfortunately, the heading of paragraph 5 was not updated accordingly. The heading of paragraph 5 currently states "Charter Review Guidelines for Electricity & Water". In accordance with the new licence requirement that gas charter reviews must have regard to the Guidelines, this heading should be amended to read "Charter Review Guidelines".

## Amendment

This corrigendum corrects the Guidelines by amending the heading of paragraph 5 to read:

5 Charter Review Guidelines

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