



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](http://www.era.wa.gov.au)

*Promoting fair prices, quality services and choice.*

## NOTICE

### 2008/09 Annual Performance Report – Gas Distributors

The Economic Regulation Authority has approved the publication of the 2008/09 Annual Performance Report – Gas Distributors. This is the third annual report on the performance of gas distributors that has been published by the Authority.

The purpose of this report is to bring transparency and accountability to the performance of gas distribution businesses who supply small use customers, that is, customers who consume less than 1TeraJoule (TJ) of gas per annum.

The report summarises the performance data that has been provided to the Authority by Western Australian gas distributors in accordance with the performance reporting obligations set out in the Gas Compliance Reporting Manual, which includes gas consumption, unaccounted for gas, leaks, network reliability, compensation payments and customer service (complaints handling and contact centre performance).

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

For further information contact:

#### General Enquiries

Paul Kelly  
Executive Director  
Licensing Monitoring and 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 March 2010