



Economic Regulation Authority

 WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

2008/09 Annual Performance Report – Electricity Distributors

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

The purpose of the report is to bring transparency and accountability to the performance of electricity distribution businesses that supply small use customers, that is, customers who consume less than 160MWh of electricity per annum.

The report summarises the performance data that has been provided to the Authority by Western Australian electricity distributors in accordance with the performance reporting obligations set out in the Electricity Compliance Reporting Manual, which includes the establishment of customer connections, network reliability, streetlight repairs, customer service (complaints handling and contact centre performance) and compensation payments.

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

For further information contact:

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12 March 2010