



Economic Regulation Authority

WESTERN AUSTRALIA

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Promoting fair prices, quality services & choice

NOTICE

2008/09 Annual Performance Report – Gas Trading Licences

The Economic Regulation Authority has approved the publication of the 2008/09 Annual Performance Report – Gas Trading Licences.

The report summarises and, where possible, benchmarks the data that has been provided to the Authority by Western Australian gas trading licensees (**gas retailers**) in accordance with the performance reporting obligations set out in the Gas Compliance Reporting Manual (**Reporting Manual**). These obligations apply to gas retailers who supply to small use customers, that is, customers who consume less than 1 Terajoule of gas per annum.

This is the third annual report on the performance of gas retailers that has been published by the Authority. The purpose of the report is to:

- summarise the performance of gas retailers in relation to access to a gas supply, affordability and customer service (complaints handling and contact centre performance); and
- benchmark, where possible, Western Australian gas retailer performance against the performance of retailers in other jurisdictions. The 2008/09 report provides inter-jurisdictional comparison of disconnections, complaints and contact centre performance

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

For further information contact:

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