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28 April 2010

Attention: Ms Lanie Chopping
Assistant Director, Customer Protection
Economic Regulation Authority
Level 6, 197 St Georges Terrace
Perth WA 6849

By email: publicsubmissions@erawa.com.au

Dear Lanie,

RE: PROPOSED AMENDMENTS TO THE COMPENDIUM OF GAS CUSTOMER LICENCE OBLIGATIONS

Wesfarmers Kleenheat Gas (Kleenheat Gas) supports the Economic Regulation Authorities recommendation that amendments be made to the Compendium to ensure that consumer protection remains as consistent as possible across the electricity and gas industries.

In addition to the above mentioned recommendation, Kleenheat Gas requests that the Australian Standard on Complaints Handling referred to in section 12.1 (2) be changed, as AS4269 has been superseded by AS ISO 10002-2006.

Kleenheat Gas appreciates the opportunity to be part of the consultative process into the proposed amendments and would welcome the opportunity to take part in any working group that may be established as a result of the public consultation process.

We await any further advice that the Economic Regulation Authority may issue in regard to this matter.

Yours sincerely

Timothy Harris
Compliance Manager
Wesfarmers Kleenheat Gas Pty Ltd