



# CONSULTATION

## Invitation for Public Submissions

### CUSTOMER SERVICE CHARTER GUIDELINES

The Economic Regulation Authority is seeking public comment on amendments to the *Customer Service Charter Guidelines*.

The Authority has recently removed the requirement for electricity and gas retailers and distributors to produce and review a customer service charter.

As the guidelines will now only apply to the approval of customer service charters for water service providers, the Authority proposes a series of amendments to the guidelines.

A [clean copy](#) of the amended guidelines is available on the Authority's website. A [marked up copy](#) of the guidelines showing the changes from the previous version is also available. Interested parties are invited to make submissions in print and electronic form on the guidelines by **4:00 pm (WST) on Monday, 31 January 2011**.

Submissions should be marked to the attention of Ms Lanie Chopping, Assistant Director Customer Protection.

Postal address: PO Box 8469, PERTH BC WA 6849  
Office address: Level 6, 197 St Georges Terrace, PERTH WA 6000  
Email address: [publicsubmissions@erawa.com.au](mailto:publicsubmissions@erawa.com.au)

### Confidentiality

In general, all submissions from interested parties will be treated as being in the public domain and placed on the Authority's website. Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which confidentiality is claimed, and specify in reasonable detail the basis for the claim. Any claim of confidentiality will be considered in accordance with the provisions of section 55 of the *Economic Regulation Authority Act 2003*.

The publication of a submission on the Authority's website shall not be taken as indicating that the Authority has knowledge either actual or constructive of the contents of a particular submission and, in particular, whether the submission in whole or part contains information of a confidential nature and no duty of confidence will arise for the Authority.

For further information contact:

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LYNDON ROWE  
**CHAIRMAN**

10 January 2011