

## NOTICE

### Public Submissions Invited on the Draft Customer Service Charter Guidelines

The Economic Regulation Authority is seeking public comment on draft Customer Service Charter Guidelines relevant to gas, water and electricity retailers and electricity distributors.

The customer service charter explains the services the company provides, customer's entitlements and other information about the relationship between the customer and the company.

The Customer Service Charter Guidelines aim to:

- describe the assorted charter information and review requirements in the gas, water and electricity industries; and
- explain the process of approval the Authority will undertake with regard to water charters and the process of review the Authority will undertake with regard to electricity charters. Whilst gas licensees are required to produce a charter the Authority does not review or approve these charters.

Submissions on the draft Customer Service Charter Guidelines are invited from all interested parties. Submissions should be addressed to:

Paul Kelly  
Executive Director  
Licensing, Monitoring and Customer Protection Division  
Economic Regulation Authority  
Level 6, Governor Stirling Tower  
197 St Georges Terrace  
PERTH WA 6000  
Telephone: (08) 9213 1900  
Fax: (08) 9213 1999  
Email: [electricity.licensing@era.wa.gov.au](mailto:electricity.licensing@era.wa.gov.au)

Submissions may be provided in hard-copy or electronic form and must be received by the Authority by the close of business on Friday 11<sup>th</sup> August 2006.

Should you require further information, please contact Lanie Chopping, Manager Customer Protection on 9213 1900.

### Confidentiality

In general, all submissions from interested parties will be treated as in the public domain and placed on the Authority's website. The receipt and publication of any submission lodged for the purposes of this public consultation shall not be taken as indicating that the Authority has formed an opinion as to whether or not any particular submission contains any information of a confidential nature.

Where an interested party wishes to make a submission in confidence, it should clearly indicate the parts of the submission for which it is claiming confidentiality, and specify in reasonable detail the basis upon which the claim is made. The treatment of information provided in submissions, including confidential information, will be considered in accordance with the provisions of the Economic Regulation Authority Act 2003.

**LYNDON ROWE  
CHAIRMAN**

**7 July 2006**