

NOTICE

Draft Customer Complaints Guidelines

The Economic Regulation Authority today released draft Customer Complaints Guidelines for public comment. A copy of the [draft guidelines](#) is available on the Authority's web site.

The guidelines are to help electricity, gas, and water providers apply national and international standards in interpreting which customer contacts should be deemed complaints, and how they should be categorised and recorded.

The guidelines will help the providers be consistent in reporting complaints and enable effective comparisons between retail businesses operating in the electricity and gas markets and between different water service providers.

The Authority welcomes submissions from the public on these draft guidelines. Submissions should be received by close of business on **Wednesday 13th August 2008**. They can be emailed to complaints.guidelines@era.wa.gov.au or addressed to:

Economic Regulation Authority
PO Box 8469
Perth Business Centre
PERTH WA 6849
Fax: (08) 9213 1999

Submissions made to the Authority will be treated as in the public domain and placed on the Authority's web site unless confidentiality is claimed. The submission or parts of the submission in relation to which confidentiality is claimed should be clearly marked. Any claim of confidentiality will be dealt with in the same way as is provided for in section 55 of the *Economic Regulation Authority Act 2003*.

For further information contact:

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