

Our Ref: DMS#:3191364
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Ms Lanie Chopping
Manager Customer Protection
Economic Regulation Authority
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Dear Lanie

Invitation for Public Submissions: Draft Customer Service Charter Guidelines

Thank you for the opportunity to comment on the proposed Draft Customer Service Charter Guidelines. As Horizon Power either complies or can readily comply with the proposed amendments, we have no comment regarding the draft guidelines.

Horizon Power notes the Electricity Code Consultative Committee (ECCC): Review of the Code of Conduct for the Supply of Electricity to Small Use Customers 2008 (draft report February 2009), recommends the deletion of Part 11, the obligation to produce a Customer Service Charter. Given this proposed amendment to the Code, perhaps the Authority might defer its decision on issuing revised guidelines until there is greater clarity as to the on-going need for a Charter.

We again thank you for the opportunity to comment on this document.

Yours sincerely

DAVID TOVEY
MANAGER GOVERNANCE AND COMPLIANCE