



Economic Regulation Authority

 WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

Western Power's Customer Service Charter Reviewed

The Economic Regulation Authority has examined Western Power's review of its Customer Service Charter, the reviewed charter and the summary document.

A copy of the Authority's [assessment](#), the [reviewed charter](#) and the [summary document](#) are available on the Authority's web site.

Western Power is required, under its distribution licence, to prepare a charter, review it at least every 36 months and submit the results of the review to the Authority.

The Authority examined this charter in accordance with the requirements of Western Power's licence. Guidance on the approach adopted by the Authority in assessing Western Power's charter is provided in the Customer Service Charter Guidelines, which include:

- *existence* - a review process was undertaken within the required timeframe;
- *accuracy* - the charter complied with all legislative and licence requirements;
- *consultation* - the licensee has undertaken public consultation in the review process; and
- *accessibility* - the charter is written in simple language.

A copy of the Customer Service Charter Guidelines is available on the Authority's [web site](#).

For further information contact:

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