

Energy Ombudsman Western Australia

Free, independent and fair dispute resolution

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Ms Lannie Chopping
Manager, Customer Protection
Economic Regulation Authority
PO Box 8469
Perth Business Centre
PERTH WA 6849

7 August 2009

Dear Ms Chopping

Draft Customer Service Charter Guidelines

I refer to the Economic Regulation Authority's invitation for public submissions on the draft *Customer Service Charter Guidelines*.

After reviewing the draft *Guidelines* and the requirements set out in the *Compendium of Gas Customer Licence Obligations*, the Energy Ombudsman is of the view that the draft *Guidelines* are appropriate and adequate.

Thank you for the opportunity to comment on the draft *Guidelines*. Should the Authority require any further comment, please contact me on the number above.

Yours sincerely,

Justin O'Malley
Acting Director - Energy
ENERGY OMBUDSMAN WA