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Synergy keeping customers connected

Synergy has welcomed the release of the 2007/08 Annual Performance Report of Electricity Retailers, by the Economic Regulation Authority.

The independent report shows there were “significant reductions” in the number of customers disconnected during the year, “further building on the significant reduction that occurred between 2005/06 and 2006/07”.

There were 26% fewer disconnections per 100 people compared to the previous year.

In addition, the report found Synergy received substantially fewer complaints per 100 customers, when compared with other jurisdictions.

In the area of Contact Centre Performance, the ERA reported a “marked improvement in all performance measures”.

Synergy Managing Director, Jim Mitchell said the report highlighted the positive impact of Synergy’s Financial Hardship Policy, which has provided improved support for customers experiencing financial hardship.

“We do everything we can to keep customers connected and have worked hard to develop and implement a best practice hardship policy, and that is reflected in the ERA’s report.”

Mr Mitchell said the awarding of WA Teleservices Centre of the Year in the 50-120 category reinforced the ERA’s finding of the “marked improvement in all performance measures”.

“At Synergy, we have an unwavering focus on serving our customers, large and small, and the ERA’s report showing significant improvement in key customer service measures shows we are achieving our goals in this area.”

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