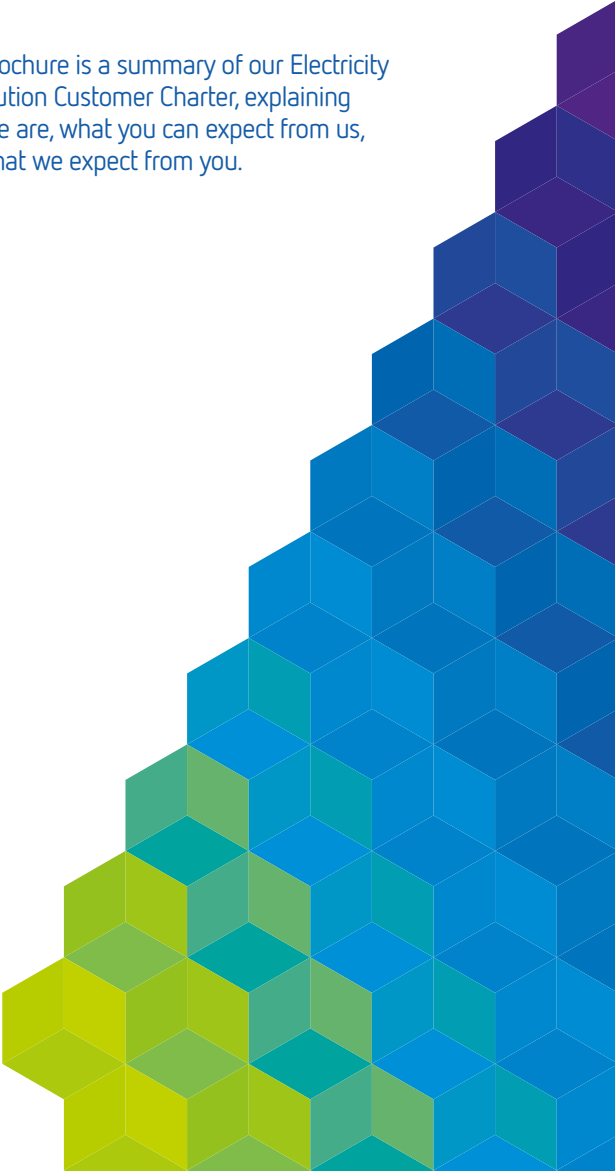




AusNet Services Electricity Distribution

# Customer Charter

This brochure is a summary of our Electricity Distribution Customer Charter, explaining who we are, what you can expect from us, and what we expect from you.



## About this summary charter

At AusNet Services, we are committed to ensuring that you are provided with the best possible access to information and service associated with the supply of electricity to your premises. It is important to ensure that you are aware of the relationship you have with us, your distributor, and your rights and obligations with respect to the connection of your premises to our network.

This brochure is a summary of our Customer Charter designed to explain, in clear and simple terms, our relationship with you: who we are, what you can expect from us, and what we expect from you.

For more information, please visit our website at [www.ausnetservices.com.au](http://www.ausnetservices.com.au)

AusNet Services is an electricity delivery service, bringing the benefits of electricity and gas supply to millions of Victorians.

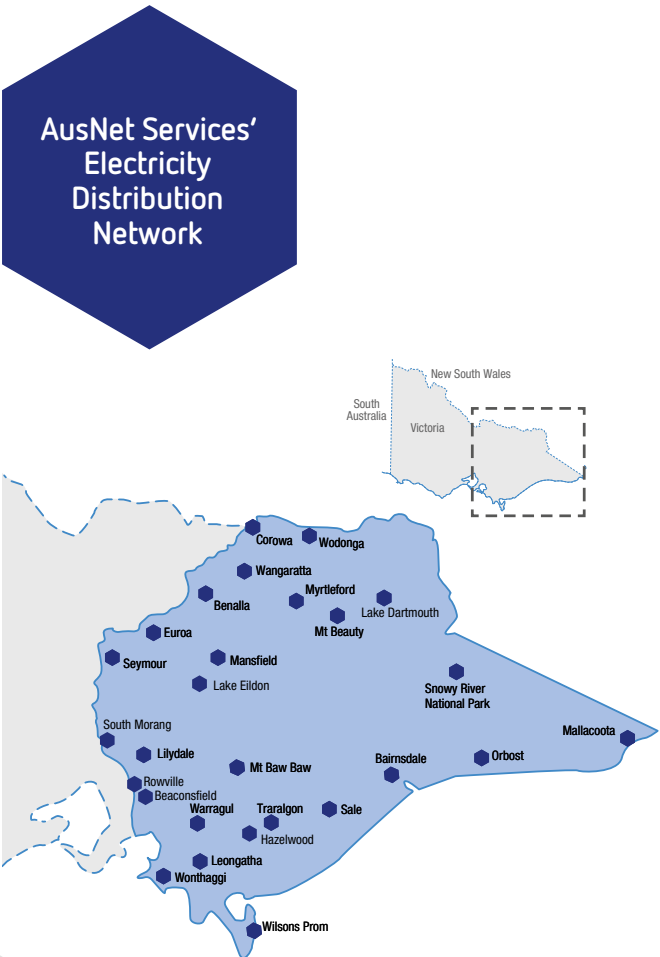
# Who is AusNet Services?

AusNet Services is an electricity delivery service, bringing the benefits of electricity and gas supply to millions of Victorians.

Otherwise known as your 'electricity distributor', we deliver electricity to your home or business. We do this via our network of assets – our powerpoles, powerlines and underground electricity cables. As well as delivering electricity, we also maintain our electricity network.

## Where do we operate?

There are five Victorian electricity distributors, each operating in a specific geographical area. AusNet Services covers the north and east of Victoria as shown on the map below.



# What is the difference between AusNet Services and your electricity retailer?

AusNet Services is not an electricity retailer.

Your electricity retailer is the company that sends you your electricity bill and who you pay. Your bill includes charges for the amount of electricity you use plus an electricity network charge based on your contract with your retailer.

The table below highlights the services we provide compared to your retailer.

AusNet Services (electricity distributor)	Your retailer
Physically provides the electricity connection and electricity metering at your premises	Organise electricity connection and disconnection services
24/7 emergency response	Prepare and send your electricity bills to you based on your electricity meter reading
Streetlight maintenance	-
Maintains and upgrades the network	-



## Accessing your property


Where our electricity supply connects to your property or runs through it, we will need to have safe and convenient access.

We may need access to your property to:

- > read and inspect the meter or install a new meter
- > connect or disconnect the electricity supply
- > inspect and/or test the electrical installation
- > prune, cut and remove trees and other vegetation from electricity lines where it is our responsibility
- > undertake repairs, maintenance and any other related services.

Where there is something at your premises which may be a danger (for example, a guard dog or uncovered holes) you must inform us by contacting Customer Service on **1300 360 795** and take action to minimise the danger to our representatives.

AusNet Services representatives are people from companies authorised by AusNet Services to carry out work on our behalf. Our authorised representatives wear official identification and will make this available on request for you to check.



AusNet Services  
is not an  
electricity retailer



## Our promise to you

If our electricity delivery service doesn't meet quality standards as set out in the Electricity Distribution Code, you are entitled to seek compensation. Compensation payments are called Guaranteed Service Levels (GSL) and are calculated on the number of unplanned electricity interruptions and also the duration of these interruptions that you may experience. Compensation is paid as credits to your electricity bill which is processed yearly between March and June.

### Unplanned Interruptions

Unplanned interruptions causing temporary loss of supply are unavoidable and may occur due to:

- > storms
- > lightning strikes
- > falling tree debris
- > birds or animals contacting powerlines
- > motor vehicle accidents
- > powerline equipment issues

We use best endeavours to restore supply as soon as it is safe to do so.

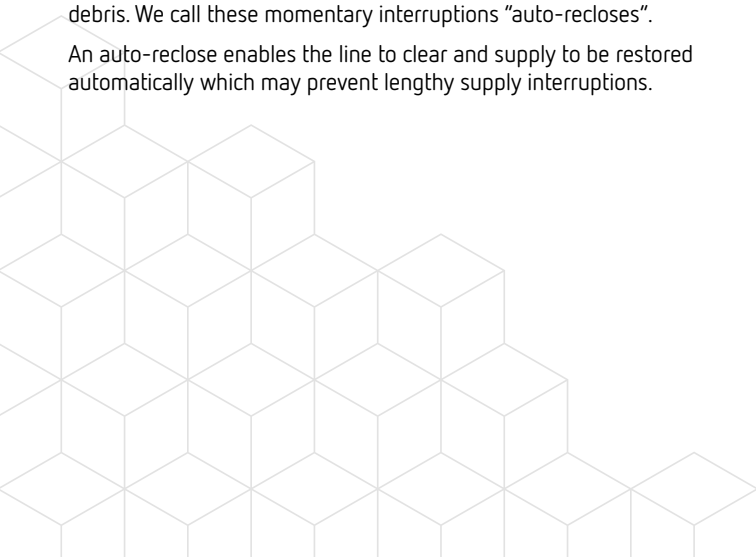
For information during supply interruptions, including estimated restoration times, please refer to our website [www.ausnetservices.com.au](http://www.ausnetservices.com.au) or call **13 17 99**.

### Momentary Interruptions

These interruptions generally last up to 10 seconds and are a result of our safety devices operating due to temporary interference on our powerlines.

Interference is generally caused by bird/animal activity or tree debris. We call these momentary interruptions "auto-recloses".

An auto-reclose enables the line to clear and supply to be restored automatically which may prevent lengthy supply interruptions.



## Guaranteed Service Levels

If you experience...	We will pay you
An unplanned sustained interruption of more than 12 hours and a combined total of 20 hours or less of unplanned sustained interruptions in a calendar year (urban areas)	\$80
An unplanned sustained interruption of more than 18 hours and a combined total of 20 hours or less of unplanned sustained interruptions in a calendar year (rural areas)	\$80
More than 20 hours of unplanned sustained interruptions (longer than one minute) in a calendar year	\$120
More than 30 hours of unplanned sustained interruptions (longer than one minute) in a calendar year	\$180
More than 60 hours of unplanned sustained interruptions (longer than one minute) in a calendar year	\$360
More than 8 unplanned sustained interruptions (longer than one minute) in a calendar year	\$120
More than 12 unplanned sustained interruptions (longer than one minute) in a calendar year	\$180
More than 24 unplanned sustained interruptions (longer than one minute) in a calendar year	\$360
More than 24 momentary interruptions in a calendar year	\$30
More than 36 momentary interruptions in a calendar year	\$40
If you report a faulty streetlight and it is adjacent to your property or business, and we are responsible for it, then we will repair the light within two working days. If we do not fix the light within this period, we will pay you \$25	\$25
We will pay you \$30 if we are more than 15 minutes late for an appointment*	\$30
We will pay you \$70 per day up to a maximum of \$350 if we do not supply electricity to your supply address on the day we agreed with you	\$70

\*Where AusNet Services makes an appointment with a customer, we will specify the period during which we will attend (We call this the 'appointment window').

This window must be:

- > no greater than 2 hours, where you or your representative is required to be in attendance, or has advised us that they choose to be in attendance; and
- > no greater than 1 day, where you or your representative is not required, and does not advise us that you choose to be in attendance, unless an alternative appointment window has been agreed to by you or your representative.

An appointment window will be specified to you or your representative by no later than 5pm on the business day prior to the appointment.

Please note: If you have moved into a new premises and requested a meter read from your retailer, this will not be considered an appointment unless you or your representative are required to attend the meter read, or you have advised us that you or your representative chooses to attend the meter read.

*There are some instances in which Electricity Distributors are exempt from paying electricity supply interruption payments. These exemptions are required to be approved by the Essential Services Commission and depend on the circumstances of a particular event.*

### **Planned Interruptions**

On occasions we may need to temporarily interrupt your supply to enable our crews to gain safe access for maintenance and construction purposes.

You will be provided written notice a minimum of four business days prior to the day we intend on commencing the work.

We may also be required to interrupt supply for emergency reasons or if demand for electricity exceeds generated supply.





## Your responsibilities

You play an important role in ensuring the safety of your electricity supply and we want to ensure that you understand your obligations and how we work together to maintain a high quality of energy supply.

### You must

- > do your best to ensure that your electrical installation complies with the Electricity Distribution Code and keep the wiring and equipment at your premises in a safe condition
- > provide reasonable protection for any equipment at your premises that belongs to us (eg. the electricity meter)
- > keep all vegetation, structures and vehicles at your premises well clear of all electrical lines
- > notify us of any additions or alterations to your electricity supply requirements that may impact the safe and reliable delivery of electricity
- > establish a suitable connection agreement with AusNet Services prior to connection of an embedded generator to the electricity network
- > manage electricity consumption within your electrical installation to ensure compliance with the Electricity Distribution Code
- > notify us to organise an embedded generator agreement prior to connecting to the electricity network
- > only engage registered electrical contractors to conduct work on the premises
- > only use electrical appliances or equipment that meet the Australian Electricity Supply standards
- > notify us if you need to use more than 40 amps for a single phase connection. If you exceed 40 amps prior to notifying us, we may charge you according to our customer contribution policy
- > if you require electricity for life support apparatuses, please contact your Retailer (the company you pay your bills to) to register as a life support customer. Please liaise with your doctor or medical advisor to ensure you have a contingency plan in place for when power is interrupted. For further information, please contact your Retailer.



## Trees and powerlines don't mix

AusNet Services is committed to our vegetation management program to ensure that branches, trees and other vegetation do not come into contact with powerlines. We inspect our lines regularly and have specialist teams to manage vegetation around electricity assets.

You also have a responsibility for keeping trees and other vegetation on your property clear of the powerline that runs to your property, your own private electric line and/or a private electric line that crosses your property while servicing an adjoining property. Together we can ensure a safe and reliable electricity supply.



## Keeping safe during emergencies

At AusNet Services, safety is our number one priority. Unforeseen events such as storms, bushfires, lightning strikes, falling trees, branches, birds, animals, items contacting powerlines, motor vehicle accidents with powerpoles and equipment failure can cause power interruptions. During these times, it's important to keep safe and know what to do when the power goes out.

Extreme weather events such as storms or heat waves can cause widespread electricity interruptions and sometimes affect the time it takes for our crews to restore your power supply. Keep your fridge closed, turn off appliances at the wall and listen to your local emergency radio station for updates.

If you live in areas that are regularly impacted by storms or bushfires, a preparedness plan that includes contingency for being without electricity is important.

If you lose power during or after an extreme weather event as outlined above, please call our **24 hour faults and emergencies hotline** on **13 17 99**. This number is also provided by your retailer on each of your electricity bills.

At any time, if you notice any hazards such as fallen powerlines or tree branches on powerlines, it's important to keep a safe distance and report the hazard by contacting our **24 hour faults and emergencies hotline 13 17 99** as soon as possible.

## Complaints

We manage all complaints in accordance with the principles of the International Standard ISO 10002 and our **Customer Complaint and Dispute Resolution Policy**.

AusNet Services will endeavour to contact you within 2 business days of receiving of your complaint.

You may wish to contact the office of the Energy and Water Ombudsman of Victoria (EWOV) at any stage of your enquiry, on 1800 500 509 or [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au).





## Contact us

Customer enquiries

**1300 360 795**

8am – 5pm Monday to Friday

Electricity faults and emergencies


**13 17 99**

24 hours a day, 7 days a week


Email: [csc@ausnetservices.com.au](mailto:csc@ausnetservices.com.au)

[www.ausnetservices.com.au](http://www.ausnetservices.com.au)

## Connect with us

 @AusNetServices

 AusNet Services

 **13 14 50**