

Customer charter for electricity networks.

Who does this Customer Charter cover?

This Evoenergy Customer Charter covers customers who are connected to the electricity network of Evoenergy. Evoenergy is the electricity distributor that owns, operates and maintains the electricity distribution network infrastructure (i.e. substations, poles, cables and wires) servicing your area. Evoenergy supplies electricity to both residential and commercial customers within the Australian Capital Territory and some immediately adjacent areas of New South Wales.

Evoenergy does not provide electricity bills to customers, so you will need to talk to your retailer if you have a billing enquiry.

This Charter aims to be a guide for customers to our services and responsibilities. You will find important information on:

- the roles of the electricity distributor and the electricity retailer
- your rights and obligations as an electricity distributor's customer
- when you should contact us and how to make an enquiry or complaint
- the arrangements for connection of your electricity supply
- the arrangements for the disconnection and reconnection of your electricity supply
- the arrangements for planned and unplanned interruption of the electricity supply to your area, and
- the service standards and rebates applicable to your electricity supply.

This Charter also refers to relevant electricity laws which may affect your rights and obligations as an electricity distributor's customer, including:

- *National Energy Retail Law Act 2011 (NERL)*
- National Energy Retail Rules (NERR)
- the *Utilities Act 2000 (ACT)*
- the Consumer Protection Code, and
- the *Privacy and Personal Information Protection Act 1998*.

This Evoenergy Customer Charter for Evoenergy is produced for information purposes only and is not a legally binding document.

What is the difference between your electricity distributor and your electricity retailer?

Your distributor:

- organises and provides electricity connection to premises
- performs disconnection and reconnection of electricity supply
- provides emergency response to electricity distribution network related issues
- is responsible for maintaining quality and reliability of supply
- investigates electricity supply issues, and
- reads and maintains meters (where these meters are owned by Evoenergy).

Your retailer:

- can organise disconnection and reconnection of electricity supply
- can organise the provision of metering to premises
- investigates billing issues, and
- prepares and dispatches bills based on the amount of electricity you use, in addition to a network charge which represents the cost of supplying electricity to your premises.

Our customers

What are your rights as an Evoenergy customer?

As your electricity distributor we must provide:

- safe and reliable electricity supply in accordance with relevant electricity laws
- installation and maintenance of the electricity distribution network infrastructure up to the connection point of your premises in accordance with relevant electricity laws
- you with notice of planned interruptions of the electricity supply to your area
- you with notice of the need for us to enter your premises in the event of planned maintenance of our electricity assets
- official photo identification on request if we access your premises
- at your request, an explanation for any change in the quality of your electricity supply outside the allowable limits set by the relevant electricity laws
- at the request of the retailer, and subject to a fee in certain circumstances, information about your meter readings, load profiles and power factors, to the extent that this information is readily available to us
- you or your electrician with reasonable information on our requirements in relation to the network connection for a proposed new installation, or alteration to your existing connection
- advice on what is required to protect our equipment
- you with access to a copy of our and Complaints and Dispute Resolution Procedure, and
- our commitment that information provided by you will be treated as confidential and in accordance with the *Privacy Act 1998 (Cth)*.

What are your obligations as an Evoenergy customer?

To assist us in maintaining a safe electricity distribution network infrastructure, there are several customer responsibilities you need to be aware of when using our network.

It is your responsibility to:

- comply with any contract between you and us
- ensure that contractors or other persons undertaking connection works for you comply with relevant legislation, regulations and Evoenergy requirements
- ensure that we have an up-to-date address to issue notices to you about electricity supply
- advise us of problems with your electricity supply when you become aware of any problems
- ensure your electrical installation and any electrical equipment within your premises is maintained in a safe condition and complies with relevant legislation and regulations
- provide reasonable protection against interference with our electricity assets (e.g. meter, poles, overhead and underground services, etc) located at your premises
- ensure that your actions or equipment do not adversely affect the quality and reliability of electricity supply to other customers
- ensure that your actions or equipment do not compromise the integrity of our electricity assets if they are located on or adjacent to your premises
- keep all vegetation, structures and vehicles at your premises well clear of overhead and underground services, and
- allow safe and unhindered access to your premises for us to read the meter or inspect and maintain our electricity assets (e.g. meter, poles, overhead and underground services, etc) and if needed, to disconnect and reconnect your electricity supply.

You must not:

- interfere with our electricity assets installed on your premises or let unqualified personnel work on your electricity installation
- allow electricity to bypass the meter
- use electricity supplied to another address or supply electricity to another person, and
- allow electricity supplied under a specific purpose tariff to be used for another purpose.

If you are a Life Support Customer

We are not allowed to disconnect your existing electricity supply if your premises is registered as having electrically powered life support equipment.

You should contact us directly when:

- a person living at your premises relies on life support equipment (only if you have not already contacted your retailer)
- a person who relies on life support equipment is no longer located at your premises.

Contacting us

When should customers contact Evoenergy?

You should contact us directly when:

- a person living at your premises relies on life support equipment (only if you have not already contacted your retailer)
- when a person who relies on life support equipment is no longer located at your premises
- there is likely to be a major change to the amount of electricity used at your premises
- there are changes affecting access to our meter or any other of our electricity assets
- you are planning a new development or an extension or renovation to an existing premises that could interfere with our electricity assets, and
- you are planning to change the wiring

or electrical equipment at your premises in a way that may compromise the safety of the electricity distribution network or affect the quality of supply of electricity to other customers.

For further information on new connections of electricity supply, new connections of solar PVs, alterations to your existing connection, temporary connections, and building and renovating near our electricity assets please call our general enquiries number on 13 23 86, or visit our website at evoenergy.com.au.

To find out the location of our electricity assets on your premises please call Dial Before You Dig on 1100.

What are the arrangements for customer enquiries and complaints handling?

If you have an enquiry or complaint, please call our general enquiries number on 13 23 86 so that we can resolve the issue as quickly as possible. Where possible, we will endeavour to formally resolve your enquiry or complaint immediately. Otherwise, we will advise you of the outcome of your complaint within 20 business days.

If you are not satisfied with the response received from your initial enquiry or complaint, you have the right to have your complaint reviewed at a higher level in Evoenergy. If you are still dissatisfied with the result, you have the right to refer the complaint to the ACT Civil and Administrative Tribunal (ACAT) on 02 6207 7740.

Connection of your electricity supply

Connection of your electricity supply

To establish a new connection or an alteration to an existing connection you must provide us with the following.

- **New connection.** You must provide us with an application for electricity network connection or alteration that specifies your location and the type of connection

works required. Depending on the size and complexity of the connection, you may be required to submit a site plan, single line diagram and maximum demand calculation.

- **Alteration to an existing connection.** You must still provide us with an application for electricity network connection or alteration.

For Basic Network Connection applications or technical enquiries please call Evoenergy 7.30am – 5.00pm Monday to Friday.

A copy of our application process is on our website at Evoenergy.com.au.

A completed application for electricity network connection or alteration can be emailed to networkservicing@evoenergy.com.au

Disconnection and reconnection of your electricity supply

On some occasions, Evoenergy will need to disconnect and/or reconnect the existing electricity supply to your premises.

Disconnection of your electricity supply

Our number one priority is the safety of the community, our employees and our contractors. We may need to disconnect your existing electricity supply for the following reasons:

- where you or your retailer have requested a disconnection
- where it has been identified that your premises is in breach of safety compliance
- where there is an emergency warranting disconnection
- electricity is being used illegally at your premises or you have interfered with the electricity supply or associated metering and electrical equipment
- you have failed to comply with the terms of your contract, or failed to pay applicable charges under that contract, and
- you have not provided us with safe access to your premises.

We are not allowed to disconnect your existing electricity supply in the circumstances where:

- the premises are registered as having life support equipment
- you have made a complaint, directly related to the reason for the proposed disconnection, to us under our standard complaints and dispute resolution procedure and the complaint remains unresolved
- you have made a complaint, directly related to the reason for the proposed disconnection, to ACAT and the complaint remains unresolved
- disconnection is requested by the retailer during an extreme weather event, and
- the period of disconnection falls within a 'protected period':
 - on Mondays to Thursdays before 8.00am or after 3.00pm
 - on a Friday, weekend, public holiday or day before a public holiday
 - in the period 20 December to 31 December (both inclusive in any year).

Reconnection of your electricity supply

Once the reason for a disconnection to your premises has been resolved, we will reconnect your electricity supply on the same day where a request is received by us by 2.00pm on a business day, otherwise it will be by the end of the next business day or by a mutually agreed date.

Planned and unplanned interruptions of the electricity supply to your area

Occasionally, planned and unplanned interruptions occur on the electricity distribution network infrastructure to your area and impact the existing electricity supply to your premises.

Planned interruptions

We will sometimes need to program a planned interruption of the electricity supply to your area so that we can conduct inspections and/

or maintenance of our electricity distribution network infrastructure (e.g. removing vegetation or repairing overhead service lines).

We will always provide you with at least 4 business day's notice of a planned interruption of the electricity supply to your area that impacts the supply to your premises, so that you can make appropriate contingency plans.

This notification will:

- specify the expected date, time and duration of the interruption, and
- include a 24 hour telephone number for enquiries.

Unplanned interruptions

The quality and reliability of electricity supply is subject to a variety of factors that may be beyond our control, including accidents, emergencies, weather conditions, vandalism, system demand, the technical limitations of the distribution system and the acts of other persons, including at the direction of a relevant authority.

These factors can sometimes lead to an unplanned interruption of the electricity

supply to your area that impacts the supply to your premises. In the case of an unplanned interruption or an emergency we will:

- make information available to you by telephone as soon as practical on the nature of the interruption, and an estimate of the time when supply will be restored, and
- use our best endeavours to restore your electricity supply as quickly as possible.

Your electricity supply

If you have any questions on your electricity supply, you can contact us between 7,30am and 5,00pm Monday to Friday on 13 23 86, or for all other periods on our 24 hour faults and emergencies line on 13 10 93. Alternatively, you can go to our go to our website at Evoenergy.com.au.

Minimum service standards and rebates

We are required to comply with the minimum service standards and rebates set out in the *Consumer Protection Code* for the ACT, unless otherwise agreed with you.

Our minimum service standards and rebates are provided below.

Subject of the standard	Service standard required	Rebate payable for failure to meet the standard
Keeping your appointment	We will not be more than 30 minutes late for your appointment, unless we have given you at least one hours' notice that we will be late, or 24 hours' notice to cancel an appointment.	No rebate applicable.
Reconnection of your electricity supply	If you are entitled to reconnection of your existing electricity supply, we will reconnect your electricity supply on the same day where a request is received by us by 2.00pm on a business day, otherwise by the end of the next business day, or by a mutually agreed date.	If we fail to reconnect your electricity supply by the agreed date, you may apply for a rebate of \$60 for each day after the agreed date, up to a maximum of \$300.

Subject of the standard	Service standard required	Rebate payable for failure to meet the standard
Responding to your complaint	We will try to resolve your complaint as quickly as possible. Otherwise, we will acknowledge receipt of your complaint within 3 business days, and formally respond to it within 20 business days.	If we fail to respond within 20 business days you may apply for a rebate of \$20.
Notification of planned interruption to the electricity supply in your area that impacts the supply to your premises	Where your electricity supply will be directly affected, we will give you at least four business day's notice of a planned interruption to the electricity supply in your area.	If we fail to meet this service standard, you may apply for a rebate of \$50.
Restoring your electricity supply after a planned interruption in your area	We will restore your electricity supply within the time specified in the original notice, or within a period not exceeding 12 hours.	If we fail to meet this service standard, you may apply for a rebate of \$50.
Restoring your electricity supply after an unplanned interruption in your area	We will take all steps that are reasonable and practicable to restore your electricity supply within a period not exceeding 12 hours.	If we fail to meet this service standard, you may apply for a rebate of \$20.

These minimum service standards and rebates change from time to time. The applicable requirements will be published in the *Consumer Protection Code* by the Independent Competition and Regulatory Commission at icrc.act.gov.au

Applying for a rebate

If we fail to comply with a minimum service standard in relation to your premises, you can apply to us for a rebate within three months from when the non-compliance occurred. These rebates do not apply if we fail to meet a minimum service standard due to an event outside of our control, such as an emergency or a third party action.

You can apply to us for a rebate via email to network complaints and investigations at network.complaints@evoenergy.com.au.

Making a claim for loss or damage

If you have experienced loss or damage as a result of Evoenergy's business activities, you may be eligible to make a claim for compensation. We will endeavour to respond to all claims promptly and fairly.

Evoenergy will pay claims for all genuine out-of-pocket expenses incurred as a direct consequence of negligence on our behalf. All claims are investigated and assessed on a case-by-case basis. Evoenergy does not pay claims for damage caused by third parties or events outside its control, such as accidents, weather, vandalism, or interference from vegetation or animals.

Any reimbursement offered will reflect the fair and reasonable cost to repair the damage.

You make a claim for loss or damage via email to Claims Department. Email claims@evoenergy.com.au.

evoenergy.com.au

General enquiries

13 23 86

Emergencies and faults

13 10 93 – Electricity

13 19 09 – Natural gas

Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50