

A sunset over a field with power lines and utility poles. The sky is a mix of orange, yellow, and purple, with the sun low on the horizon. Several utility poles with power lines stretch across the field. The foreground is a dark, grassy field.

evoenergy

# Customer charter for electricity networks.

June 2020

## Who does this Customer Charter cover?

This Evoenergy Customer Charter covers customers who are connected to Evoenergy's electricity network. 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 (ACT) and some immediately adjacent areas of New South Wales (NSW).

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 and/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 customer registered as requiring life support equipment (or a device)**

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 (or a device) (only if you have not already contacted your retailer)
- The person for whom the life support equipment (or a device) is required is no longer located at the premises or no longer requires the life support equipment

**Contacting us**

**When should customers contact Evoenergy?**

You should contact us directly when:

- A person living at your premises relies on life support equipment (or a device) (only if

you have not already contacted your retailer)

- A person registered as requiring life support equipment (or a device) is no longer located at the premises and/or 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 visit our website at [evoenergy.com.au](http://evoenergy.com.au) or call our general enquiries number on 13 23 86.

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 unresolved matter,



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 resolve the matter immediately. Otherwise, we will escalate the matter to our Customer Resolutions team as per our Complaints and Dispute Handling Procedure which is available on our website. The Customer Resolutions Officer will make acknowledgement within 2 business days and provide an 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 visit our website at **[www.evoenergy.com.au](http://www.evoenergy.com.au)**.

You can also call call Evoenergy on 13 23 86 between 7.30am and 5.00pm Monday to Friday.

A completed application for electricity network connection or alteration

can be emailed to [networkservicing@evoenergy.com.au](mailto: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

(or a device)

- 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 schedule 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 days' 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**

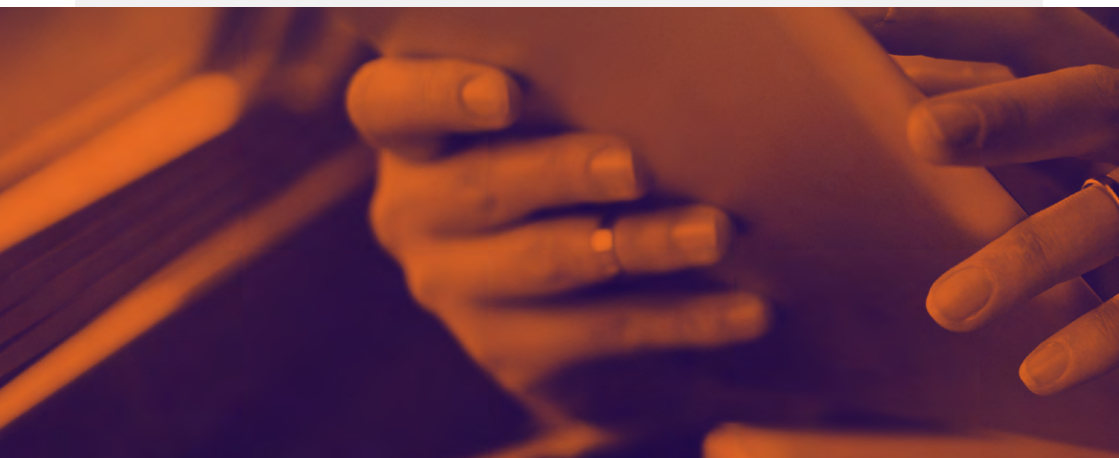
If you have any questions about your electricity supply, you can contact us between 7.30am and 5.00pm Monday to Friday on 13 23 86, or at other times on our 24-hour faults and emergencies line on

13 10 93. Alternatively, you can visit our website at **[www.evoenergy.com.au](http://www.evoenergy.com.au)**.

### **Guaranteed service levels and rebates**

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

Guaranteed service levels and rebates are provided below. These change from time to time and the applicable requirements will be published in the *Consumer Protection Code* by the Independent Competition and Regulatory Commission at **[www.icrc.act.gov.au](http://www.icrc.act.gov.au)**



Subject of the standard	Guaranteed service level	Rebate payable for unmet service levels
<b>Customer connection times</b>	<p>We will connect you by your nominated, required date.</p> <p>For same day connection a request must be received from your retailer by 2pm on a business day</p>	<p>\$60 per day (maximum \$300)</p>
<b>Wrongful disconnection</b>	<p>We will not disconnect your supply in error.</p>	<p>\$100</p>



Subject of the standard	Guaranteed service level	Rebate payable for unmet service levels
<b>Responding to complaints</b>	We will try to resolve your complaint as quickly as possible. We will acknowledge receipt of your complaint within 2 business days. We will provide a response within 20 business days.	\$20
<b>Notification of planned interruption to your electricity supply (single event)</b>	Where your premises will be directly affected, we will give you at least four (4) business days' notice of a planned interruption to the electricity supply in your area.	\$50



Subject of the standard	Guaranteed service level	Rebate payable for unmet service levels
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**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 of unplanned sustained interruption.

\$80

**Total duration of interruptions (cumulative)**

We will take all steps that are reasonable and practicable to minimise the cumulative hours for all unplanned, sustained interruptions impacting your premises in a financial year.

\$100 (>20 to <30 hours)  
 \$150 (>30 to <60 hours)  
 \$300 (>60 hours)

<b>Subject of the standard</b>	<b>Guaranteed service level</b>	<b>Rebate payable for unmet service levels</b>
<b>Frequency of unplanned interruptions</b>	We will take all reasonable and practicable steps to ensure unplanned sustained interruptions impacting your premises do not exceed nine per financial year.	\$80
<b>Response time to notification of a network fault</b>	We will respond to notification of a fault, problem or concern with the network which could affect public health or harm the public or property within 6 hours, and in all other cases 48 hours. We aim to resolve at time of attendance. Where this is not possible you will be advised a timeframe for resolution.	\$60 per day (maximum \$300)

## **Applying for a rebate**

If we fail to meet a guaranteed service level the rebate outlined in the Consumer Protection Code for the ACT will apply and will be automatically applied to your retail electricity bill.

These rebates do not apply if our failure to meet a guaranteed service level is due to an event beyond our control, such as an emergency or a third party action.

## **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 can submit a claim via our website **[www.evoenergy.com.au/legal/making-a-claim](http://www.evoenergy.com.au/legal/making-a-claim)** or email [claims@evoenergy.com.au](mailto:claims@evoenergy.com.au)

# evoenergy

## Useful Contacts

**Access Canberra** 13 22 81

Street light outages

Stormwater faults

**Icon Water** 02 6248 3111

Faults, emergencies and general enquiries.

**Dial Before you Dig** 1100

## 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，請打以下電話號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu cần sự trợ giúp, xin quý vị gọi số điện thoại dưới đây.

Se avete bisogno di un interprete, chiamate il seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στον παρακάτω αριθμό.

**13 14 50** [evoenergy.com.au](http://evoenergy.com.au)

Jemena Networks (ACT) Pty Ltd (ABN 24 008 552 663) and  
Icon Distribution Investments Limited  
(ABN 83 073 025 224) t/as Evoenergy (ABN 76 670 568 688).