

Customer Service Standards

Customer Service Standards for EnergyAustralia Customers

EnergyAustralia is committed to providing the best possible service to our customers across Sydney, the Central Coast and the Hunter.

That's why we are investing \$8.6 billion across our electricity network to 2014 to help keep pace with the growing demand for power and provide a safe and reliable electricity supply.

It's also why our frontline staff are on call 24 hours a day to respond to emergencies or blackouts if they occur.

Customer Service Standards detailing the level of service that EnergyAustralia and other electricity businesses are expected to meet have been established by the NSW Government.

Making a claim

EnergyAustralia customers can claim an \$80 payment from us if the service we provide drops below this standard.

You may be entitled to this payment if you experience too many supply interruptions in one year or an interruption that lasts too long. A maximum of \$320 can be claimed per premises in any one financial year.

Any electricity account holder who is connected to EnergyAustralia's electricity distribution network in Sydney, the Central Coast and the Hunter Region, may apply for a payment under the Customer Service Standards, regardless of their choice of energy retailer.

Follow the steps below to find out if you should make a claim for payment under the Customer Service Standards.

Step One

Determine whether you are in the metropolitan or non-metropolitan location category.

The two separate categories have been determined by the NSW Department of Water and Energy because some towns and suburbs are in more remote locations so it can take longer to respond when a blackout occurs. Check our website for the location categories or call us on 1800 069 952.

Step Two

Check the duration and frequency standards to determine if you are eligible to claim a payment. Make sure you check both sets of Standards that are relevant to your location category. Read this brochure for more details on the Standards.

Step Three

Check the section in this brochure headed Interruptions not included in the Standards. There are some factors that affect our ability to supply electricity and are outside our control. This means that you may not be entitled to claim a payment for some blackouts.

Step Four

Make sure that the date by which you must claim a payment has not passed.



EnergyAustralia[®]

Categories and Standards

You can claim a payment if you experience too many interruptions in one year or an interruption that lasts too long. Use this table as a guide to when you should make a claim:

Location Category	Duration of Interruption	Interruption Frequency
metropolitan	12 hours	4 interruptions each lasting 4 hours or longer
non metropolitan	18 hours	4 interruptions each lasting 5 hours or longer

All EnergyAustralia customers in Sydney, on the Central Coast and in the more densely-populated areas of the Lower Hunter region fall into the metropolitan category. Visit our website www.energy.com.au to determine which category you are in or call us on 1800 069 952.

Interruptions not included in Customer Service Standards

- a planned interruption
- interruptions that are caused by a severe thunderstorm or severe weather or a natural disaster
- an interruption caused by third parties other than animals or vegetation, such as a vehicle hitting a pole, vandalism, industrial action, or when we are unable to gain access to a property to restore supply, except when the interruption is a result of our failure to comply with relevant plans, codes, guides or standards
- an interruption resulting from a shortfall in generation, a failure or instability of the shared transmission system, a request or direction from an emergency service organisation, or a failure of another licence holder's distribution system.

When can I make a claim for payment?

Under the regulations set by the Department of Water and Energy, if you are making a claim for the duration of an interruption, you must apply within three months of the date of the interruption.

If you are making a claim for too many interruptions, you must apply within three months of the end of the financial year (by 30 September each year). You may only make one claim a year under this category.

How do I make a claim?

Complete the Claim Form and send it to us at the address noted on the form.

If you require more information, visit our website on www.energy.com.au or call us on 1800 069 952 from 8.30am to 5pm Monday to Friday.