



Customer Service Charter

for Small Use Customers

Perth Energy's mission is to deliver to our Customers the best value electricity supply in Western Australia. This charter outlines your rights and obligations as a Perth Energy Customer.

Our Customers receive industry-standard quality of supply backed by exceptional account management services.

Perth Energy is a retailer, purchasing electricity from a variety of generators in WA to sell to deregulated commercial and industrial users. The (transmission and distribution) Network Provider, Western Power, is responsible for the safe and reliable delivery of electricity regardless of the generator or retailer Customers choose.

We offer our Customers the following service standards:

- Switchover to supply by Perth Energy as soon as the Network Provider can implement it (subject to Regulations)
- Liaison with the Network Provider on the Customer's behalf
- Where applicable, invoices are issued within 5 business days of receipt of meter data
- Direct telephone contact with responsible staff during normal office hours for account enquiries
- The Network Provider's normal fault reporting procedures
- Same day response to routine enquiries
- Same day access to a senior manager on request
- Account and consumption advice on request
- Complaint resolution procedure

We are committed to complying with the requirements of our Retail Licence and the "Code of Conduct for the Supply of Electricity to Small Use Customers".

The Code regulates and controls the conduct of electricity marketing agents, retailers and distributors, defines the required standards of conduct in the supply and marketing of electricity to Customers and protects Customers from undesirable marketing conduct. For further information and to view the Code, please go to the Economic Regulation Authority website at [.era.wa.gov.au/electricity](http://era.wa.gov.au/electricity).

Our contractual agreements are written in simple everyday language and our pricing is framed in terms that enable ready comparison with other suppliers' products.

We encourage our Customers to give us feedback to help us improve, and we make all effort to operate better all the time.

We are a founding member of the Energy Industry Ombudsman (Western Australia) Limited and take our role of a high quality supplier of energy to our Customers very seriously.

The Code requires us to include in our Customer Service Charter the following information:

- The Customers' rights are protected by the Code, which lays down the required standards for a wide array of issues such as marketing, connection, billing, payment, disconnection, reconnection, information provision, complaints & dispute resolution and record keeping.
- The Customers' obligation to pay their bills on time or the supplier may disconnect their electricity supply by following the procedures contained in the Code. However, the supplier must do everything reasonable to avoid disconnection and help a Customer suffering genuine financial hardship.
- The Code details a Dispute Resolution Procedure for resolving Customer complaints that cannot be resolved informally by contacting our office.
- The Code requires us to maintain guidelines as to whether a Customer issue is a Complaint or an enquiry. Our guideline is that a Complaint is in writing and headed by the word "Complaint". All other issues are Enquiries. We consider a Complaint to be an opportunity to improve our service and will assist a Customer make a Complaint if they wish to do so.
- Perth Energy is required to utilize electricity meters capable of measuring the Customer's consumption every 30 minutes, and storing the data for 35 days.
- Perth Energy supplies electricity to our Customers by way of the electricity networks owned and operated by Western Power (the Network Provider). We pay a fee to the Network Provider for use of their "poles and wires". That fee is the same for all electricity suppliers and is set by the Government. The Network Provider operates and maintains the networks and is responsible for fixing blackouts or interruptions.
- Key industry documents include the Code, Perth Energy's Standard Form Contract, the Electricity Industry Act 2004, the Energy Operators (Powers) Act 1979, the Energy Coordination Act 1994, the Electricity Act 1945, and associated regulations and relevant industry codes.

- Important contact details are:

Economic Regulation Authority

Level 6, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 08 9213 1900, Facsimile: +61 8 9213 1999

Email: records@era.wa.gov.au

Website: www.era.wa.gov.au

Office of Energy

Level 9, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 61 8 9420 5600, Facsimile: 61 8 9420 5700

Email: @energy.wa.gov.au

Website: www.energy.wa.gov.au

Energy Safety (Department of Consumer & Employment Protection)

303 Sevenoaks Street, CANNINGTON WA 6107

Phone: 61 8 9422 5200, Facsimile: 61 8 9422 5244

Email: energysafety@docep.wa.gov.au

The Energy Ombudsman

Level 12, St Martins Tower, 44 St Georges Terrace, PERTH WA 6000

Phone: freecall 1800 754 004, Facsimile: freefax 1800 611 279

Email: @ombudsman.wa.gov.au

Website: www.ombudsman.wa.gov.au/energy