



# At your service

Electricity Customer Charter  
Alinta Sales Pty Ltd



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www.alinta.net.au	

## **WELCOME TO ALINTA SALES**

Welcome to Alinta Sales Pty Ltd [“**Alinta Sales**”]. Our focus is on delivering the best possible customer service at all times, including serving you efficiently and politely. This Electricity Customer Charter [“**Customer Charter**”] is one of the ways we aim to provide you with excellence in customer service.

### ***Background to the Customer Charter***

Alinta Sales must comply with the *Code of Conduct for the Supply of Electricity to Small Use Customers* [“**Code of Conduct**”] when supplying electricity to small use customers in Western Australia. The *Code of Conduct* describes some of your key rights and obligations as a small use customer and some of our obligations as an electricity retailer. A copy of the *Code of Conduct* is available at [www.era.wa.gov.au](http://www.era.wa.gov.au) or we will give you a copy on request.

This Customer Charter summarises the key rights and obligations of small use customers and electricity retailers under the *Code of Conduct*, and also our service commitment to you as a valued electricity customer.

### ***Your electricity supply contract***

Our respective rights and obligations under the *Code of Conduct* are also reflected in Alinta Sales’ “Standard Terms and Conditions” for electricity customers [“**Standard Contract**”], which has been approved by the Economic Regulation Authority. A copy of Alinta Sales’ Standard Contract is available at [www.alinta.net.au](http://www.alinta.net.au).

If the parties to an electricity supply contract agree, some of the rights and obligations in the *Code of Conduct* and other laws can be varied. So, in addition to the Standard Contract, Alinta Sales also offers the “Commercial Electricity Supply Small Use Commercial Customer Standard Terms and Conditions” [“**Non-Standard Contract**”] under which some of the rights and obligations described in the *Code of Conduct* and other laws are varied by agreement of the parties.

The Non-Standard Contract is a fixed term contract, and contains different tariff charges to the Standard Contract. It is usually more suitable for commercial small use customers, although we offer the Standard Contract to those customers as well. If you would like a copy of the Non-Standard Contract, please contact one of the Alinta Sales team members on 13 13 58.

The *Electricity Industry [Customer Contracts] Regulations 2005* also specify terms and conditions which must be included in our Standard Contract and Non-Standard Contract.

This Customer Charter does not attempt to summarise the terms and conditions of our Standard Contract and Non-Standard Contract. You should always read your contract carefully, and seek independent legal advice where appropriate, to make sure that you fully understand your rights and obligations under a Standard Contract or Non-Standard Contract.

## **Who does the Customer Charter apply to?**

As noted above, this Customer Charter applies to Alinta Sales' **small use customers** only. Small use customers consume less than 160MWh of electricity per year. As a rough guide, 160MWh of electricity per year amounts to an annual electricity account of approximately \$28,000 [although that depends on the price you pay for electricity].

In addition, Alinta Sales can only sell electricity to small use customers within its licence area. In general terms, this is currently the area of Western Australia that is served by the South West Interconnected System [“**SWIS**”]. The SWIS area extends from Kalbarri in the north to Albany in the south, and also eastwards to Kalgoorlie. The SWIS is made up of a wide range of equipment such as powerlines, substations and metering facilities.

At this time, Alinta Sales cannot supply electricity to customers who are connected to the SWIS and consume less than 50MWh of electricity per year. However, this may change with further deregulation of the West Australian electricity industry.

## **Changes to the Customer Charter**

We may vary this Customer Charter from time to time but will notify you if any variation indicates a change to your rights or obligations as an Alinta Sales customer. We will send you a copy of the latest version of the Customer Charter at no charge if you request us to.

## **THE ROLES OF ELECTRICITY RETAILERS AND DISTRIBUTORS?**

Alinta Sales is an electricity retailer. This means that we are responsible for purchasing electricity and then selling electricity to you, providing and managing your account and dealing with any enquiries. We also keep you informed on issues relating to your electricity supply. However, the electricity distributor [referred to in this document as the “**Network Operator**”] also plays an important role in delivering electricity to your premises.

The Network Operator is responsible for operating and maintaining the equipment that delivers power to you. In Western Australia, Western Power is the Network Operator, and manages and maintains the SWIS.

## **INFORMATION AND COMMUNICATION**

When you contact Alinta Sales, our experienced customer service representatives are available to answer all your enquiries. If you don't get straight through to a customer service representative, your call will be placed in a queue to ensure it is answered as soon as possible. You can expect our customer service representatives to be polite, friendly and efficient.

### *Our service commitment to you*

Service	Standard
When you call our customer service numbers...	...we aim to answer 75 per cent of all calls within 20 seconds.

## ***Enquiries***

The Alinta Sales Customer Contact Centre is open Monday to Friday during business hours and can assist you with:

- Account enquiries
- New accounts
- Final accounts
- Transfers of accounts
- Payment of accounts
- New connections
- Reconnections
- Other products and services
- Suggestions and concerns

Call **13 13 58** for enquiries

*[Local call free from anywhere in the State excluding mobiles]*

If you are away interstate and you need to contact us, please call **1800 677 945** during business hours [WST]. If you are overseas, you will need to contact us on **+61 8 6213 7000**.

E-mail: **customer.services@alinta.net.au**

Facsimile: **1800 651 161**

Mail to: **Customer Enquiries, Alinta, Locked Bag 55, PERTH WA 6849**

Internet: **www.alinta.net.au**

## ***Customers with special needs***

We offer services to customers who require special assistance in interpreting the information we provide. Call **13 13 58** or visit **www.alinta.net.au** for details.

### **TTY Phone 1300 306 006**

For customers with hearing or speech difficulties who have access to a TTY [telephone typewriter] phone.

### **Telephone Interpreter Service 13 14 50**

For customers who have difficulty communicating in English.

## ***Marketing communications***

We have specific obligations under the Code of Conduct when marketing our products and services to you. These obligations govern how, where and when we can make contact with you and are designed to protect you from undesirable marketing conduct.

Further, we are required to give you certain information before, at the time that or shortly after you enter into an electricity supply contract with us.

The Code of Conduct also outlines specific service standards that we must follow when selling electricity products and services to you over the telephone, at your premises or electronically, and when collecting or using personal information from you for marketing purposes.

At Alinta Sales, we are committed to ensuring the highest standards of behaviour in the way in which we deal with and market to our customers.

If you would like more information about those service standards, call us on 13 13 58.

## ***Tariffs and charges***

The Code of Conduct describes how we must notify you of any changes in our tariffs from time to time. You can request information about the tariffs and charges payable by you, and any concessions, rebates or subsidies that may be available to you, by calling our customer service representatives.

## ***Saving you money***

If you ask us, we can also provide you with information on the most cost-effective and efficient ways to utilise electricity, including typical running costs of major appliances and how to arrange an energy efficiency audit of your premises.

## **FAULTS AND EMERGENCIES**

### ***Electrical emergency Line 13 13 51***

In the case of a fault, supply interruption or emergency involving your electricity supply, you can call the Network Operator's 24 hour emergency line [13 13 51] for:

- information about the nature of the fault or emergency; and
- an estimate of how long it will take for your electricity supply to be restored.

[If you are calling from a fixed line anywhere in Western Australia, you will be charged the cost of a local call. Higher costs apply for mobiles.]

### ***Powers in the event of an emergency***

We want to ensure your safety and the safety of the community. This is of paramount importance to us, and we are committed to working with the Network Operator to fulfil that responsibility.

The Network Operator has various powers under the *Energy Operators [Powers] Act 1979* [WA] and the *Electricity Act 1945* [WA] in relation to:

- the supply of electricity;
- access to premises in the event of an emergency; and
- removal or repair of network equipment.

In particular, if an emergency situation exists [or is likely to exist], we can arrange for the Network Operator to disconnect your electricity supply. In order to ensure your safety, you must also allow us and/or the Network Operator to enter your premises in emergency situations to rectify any damage. This will ensure your electricity supply is restored as soon as possible.

## AT YOUR SERVICE

### ***Connecting to electricity***

To purchase electricity from Alinta Sales, simply call **13 13 58** or visit [www.alinta.net.au](http://www.alinta.net.au). Once your contract is signed, your Alinta Sales representative will liaise with you to organise all aspects of the connection. We will organise for the Network Operator to connect and energise your premises within the times required under the Code of Conduct.

### ***Moving premises***

If you are on a Standard Contract, the Code of Conduct and the Standard Contract specify what your obligations are when you move or vacate premises and how we calculate your final account. We need at least three [3] business days prior notice to organise for your meter to be read and to prepare your final account. This ensures that you only pay for electricity up to the day you leave.

If you request us to do so, we will arrange for the Network Operator to connect [if required] and energise your new premises, and establish a new account for your new address. Your electricity supply contract explains in more detail your obligations if you choose to terminate your contract with us.

### ***Your obligations using electricity***

You have certain obligations as a customer of Alinta Sales to use your electricity in a safe and approved manner. In particular, you must not do any of the following:

- allow the electricity we supply to your premises to be used at another address, or use electricity at your premises that we have provided to another address;
- supply electricity to any other person unless agreed with us;
- tamper with or bypass the meter at your property, or allow anyone else to do so; or
- prevent or hinder access to your premises by Alinta Sales or the Network Operator for the purpose of reading your meter.

Please see your contract for more details about these and other obligations.

## ***Disconnections***

We may direct the Network Operator to disconnect the power supply to your premises for a number of reasons, including [but not limited to]:

- if you fail to pay your account;
- if you have denied us or the Network Operator access to the meter on your premises for at least 12 consecutive months;
- if it is required for health and safety reasons, or by law;
- if you have obtained electricity illegally; or
- for any other reason listed in your electricity supply contract.

## ***When we can't disconnect you***

However, except in the case of an emergency, there are some situations where we cannot disconnect your electricity. These include [but are not limited to]:

- where you have made a complaint to the Energy Ombudsman that is directly related to the reason why your electricity is to be disconnected, and the complaint hasn't been resolved yet;
- after 3.00pm on Monday to Thursday;
- after 12.00pm on Friday;
- on a Saturday, Sunday, public holiday or the business day before a public holiday [except where we plan to only temporarily interrupt your electricity supply];
- where you fail to pay a bill by the due date but you have provided us with a written statement from a medical practitioner that the continued supply of electricity is necessary to protect the health of a person living at your premises [even in an emergency]; or
- any other reason listed in your electricity supply contract.

## ***Disconnection for failing to pay your account***

Before we can ask the Network Operator to disconnect your electricity for failing to pay your account, we must first:

- send you a reminder notice;
- try to contact you personally by letter, facsimile or telephone; and
- if you still haven't paid the account, send you a disconnection warning giving you at least five [5] business days notice in writing that we intend to disconnect your electricity.

You cannot be disconnected for at least 24 business days from the date of dispatch of an account. The Code of Conduct specifies other circumstances where we cannot arrange for your electricity to be disconnected for failure to pay an account.

## ***Disconnection for failing to provide access to your meter***

Before we can ask the Network Operator to disconnect your electricity for failing to give access to your electricity meter for more than 12 months, we must first:

- give you at least five [5] business days written notice requesting access to the meter, and telling you that we are able to disconnect your supply;
- give you an opportunity to provide reasonable alternative access arrangements;
- inform you of any alternative meters that are suitable for your premises; and
- try to contact you and send you a disconnection warning giving you at least five [5] business days notice in writing that we intend to disconnect your electricity.

## ***Reconnections***

The Code of Conduct deals with reconnecting the supply of electricity to small use customers in certain circumstances.

If your electricity supply is disconnected due to:

- a failure to pay your account;
- a failure to provide access to your meter; or
- an illegal use of electricity,

but you then remedy the situation that leads to disconnection and request us to reconnect your electricity supply, then we will make a request to the Network Operator to reconnect your electricity on:

- the same day, if your request is made before 3.00pm on a business day; or
- the next business day, if your request is received after 3.00pm or on a Saturday, Sunday or public holiday.

When we request the Network Operator to reconnect your electricity supply, if your supply address is in the metropolitan area [which includes Perth, the Mandurah district, the Murray district and the townships of Albany, Bunbury, Geraldton, Kalgoorlie, Karratha, Port Hedland and South Hedland], the Network Operator must reconnect your electricity:

- within one [1] business day of receiving our request, if the request is received prior to 3.00pm on a business day; or
- within two [2] business days of receiving our request, if the request is received after 3.00pm on a business day, or on a Saturday, Sunday or public holiday.

If your supply address is in a regional area, the Network Operator must reconnect your electricity:

- within five [5] business days of receiving our request, if the request is received prior to 3.00pm on a business day; or
- within six [6] business days of receiving our request, if the request is received prior to 3.00pm on a business day, or on a Saturday, Sunday or public holiday.

## **YOUR ALINTA ACCOUNT**

### ***Paying your account***

The Code of Conduct describes what information we must include with your account and how frequently we can issue accounts. Unless we agree otherwise, you will receive an account from us approximately once every month. You must pay your account by the due date specified in your account. Please note that interest and other charges on overdue accounts will apply in most cases, and these will be detailed in your account.

If at any stage you are having difficulty paying your account by the due date, please call us on 13 13 58 to discuss how we can help you. For example, we may be able to agree alternative payment arrangements with you or redirect your accounts to a third party.

For your convenience, we offer a range of methods by which you can pay your account, including the following:

- Electronic Funds Transfer;
- BPay; and
- Credit Card payment [Visa, Mastercard, Bankcard] online or over the telephone.

If you have a Standard Contract, we will offer you additional payment methods [eg by post, in person or payment in advance].

If you are a residential customer or a customer on a Standard Customer Contract, you should also refer to your electricity supply contract and the Code of Conduct for details of what happens when you move out of your premises [including what you must pay us] and our obligations in relation to debt collection.

### ***Hardship***

We may offer special assistance to residential customers who are experiencing financial hardship by making alternative payment arrangements with them. More details are set out in our “Hardship Policy”. You can obtain a copy of that policy free-of-charge by calling 13 13 58.

### ***How is my electricity account calculated?***

The amount we bill you is based on a reading of the electricity meter at your premises. The meter measures how much electricity you have used, and gives us an accurate, up-to-date record of your electricity consumption. Readings are taken every month for most customers and every two months for others.

There are various different types of meters that can be used to measure electricity consumption. The Network Operator currently uses “interval meters” for our customers, but you have the right to request information on the different types of meters that are available, and the way in which they measure electricity.

The Network Operator is obliged to provide you with historical consumption data if you request it. You can also request us to arrange a reading of your meter as outlined on the next page.

## *Our service commitment to you*

Service	Standard
If you want a final reading and give us 3 business days notice...	...your meter will be read on the day you nominate [week days only].
If you want your meter re-read because you believe the meter reading was incorrect...	...we will organise your meter to be re-read and advise you of the result within 7 business days of your request.

If you request that we arrange for your meter to be re-read, and there was no error in the original meter reading, a fee will be payable by you. If an error is discovered, no fee is payable for the reading and we will make an adjustment in your account for any undercharging or overcharging of you that results from the error.

### ***Meter testing***

Further, you can request us to arrange a test of your meter. You must pay us a fee for arranging the test, but we will refund it to you if the meter is found to be defective. Again, we will make any necessary adjustment in your account for any undercharging or overcharging of you that results from a defective meter.

### ***Estimated accounts***

If for some reason we don't have an actual meter reading available at the time we prepare your account, we will provide you with an estimate of your electricity consumption in order to calculate your account.

The Code of Conduct contains guidelines that we must follow when estimating your electricity usage. We will notify you on your account if we have estimated the amount of electricity used by you, and we are happy to provide you with the basis of our estimation if you request it.

If we have provided you with an estimated account, but we subsequently receive actual metering data, we will adjust your account to reflect any differences in the charges. This is to stop you being disadvantaged as a result of receiving an estimated account.

### ***Tariffs***

The price you pay for the electricity you use will be specified in your contract, and will vary depending on whether you have a Standard Contract or a Non-Standard Contract. If circumstances change that affect the price we charge you [eg if your electricity use changes], we will notify you in writing of the change in price.

The Code of Conduct also outlines the procedures we must follow if we undercharge or overcharge you for your electricity, and limits our rights to recover undercharged amounts from you. If you would like further information about this, please contact us on 13 13 58.

## **PRIVACY AND CONFIDENTIALITY**

We will:

- keep your personal information confidential;
- only use your personal information for our business purposes [eg for debt collection purposes or to fully investigate complaints]; and
- not pass your personal information to anyone else unless we are required to do so by law or you give us permission to do so [including where we are allowed to under your electricity supply contract].

We will ensure that our marketing representatives also try to keep personal information private and confidential. Please see the Code of Conduct for more details about our obligations in this regard.

We may provide you with joint promotional offers in conjunction with other third parties. These promotional offers are developed in line with your needs, but if you do not wish to receive this information, call 13 13 58.

## **SUGGESTIONS AND CONCERNS**

At Alinta Sales, we are committed to offering the highest levels of service to our customers. However, we recognise that sometimes our efforts may fall short of your expectations. If this has happened, we'd like to know so we can prevent it happening again. Likewise, we'd appreciate any positive feedback from you so we know we're on the right track.

You can have your say by:

- Calling us on **13 13 58**
- Mailing your comments to the  
**Customer Services, Alinta Sales,  
Locked Bag 55, PERTH WA 6849**
- Faxing your comments to **1800 651 161**
- E-mailing your comments to **customer.services@alinta.net.au**

*Our service commitment to you*

<b>Service</b>	<b>Standard</b>
If you have a complaint about us or one of our alliance partners or service providers...	...we guarantee that it will be taken seriously and fully investigated.
If you write to us...	... we will respond within 7 business days of receipt of your correspondence.
If you call us...	...we will attempt to solve your problem on the spot. If we're unable to, we'll call you back at an agreed time with an answer. Otherwise we'll give you the name and phone number of a person who will help you.

## **If you have a complaint**

We have established a “Complaints Handling Process” in accordance with the Code of Conduct. This addresses how we will deal with complaints, the separation of general queries from complaints, and how and when we will respond to you. You can obtain further information about our Complaints Handling Process [free-of-charge] by calling us on 13 13 58. We will involve the relevant people within Alinta, including senior management, to help resolve your problem.

## **Energy Ombudsman**

If you are not satisfied with the resolution of your complaint, you may contact the Energy Ombudsman, an independent external dispute resolution body which provides mediation, conciliation and arbitration services to resolve customer disputes. There is no charge to you for this service.

The Energy Ombudsman for Western Australia can be contacted on:

- Telephone: 08 9220 7588, or  
Freecall: 1800 754 004\*  
[\*mobiles charged at applicable rates]
- E-mail: **energy@ombudsman.wa.gov.au** or
- Online at: **www.ombudsman.wa.gov/energy**

## **Further information**

Further information on your electricity supply is available from the following sources:

- The Economic Regulation Authority  
Post: PO Box 8469, PERTH BUSINESS CENTRE WA 6849  
Telephone: 08 9213 1900
- The Director of Energy Safety  
**www.energysafety.wa.gov.au**
- The *Electricity Industry [Customer Contract] Regulations 2005* [WA], a copy of which is available at **www.slp.wa.gov.au**.  
The regulations set out the matters that must be addressed in customer contracts within the electricity industry.

There is also a wide range of legislation in place to govern the electricity industry in Western Australia. This includes the:

- *Electricity Industry Act 2004* [WA];
- *Energy Operators [Powers] Act 1979* [WA];
- *Electricity Corporations Act 2005* [WA]; and
- *Electricity Act 1945* [WA].

If you would like information about those or other relevant documents [or copies of them], you should visit the Office of Energy website [**www.energy.wa.gov.au**], or go to the State Law Publisher website [**www.slp.wa.gov.au**].

## **NEED TO KNOW MORE?**

Business enquiries **13 13 58**

[Monday to Friday during business hours]

customer.services@alinta.net.au

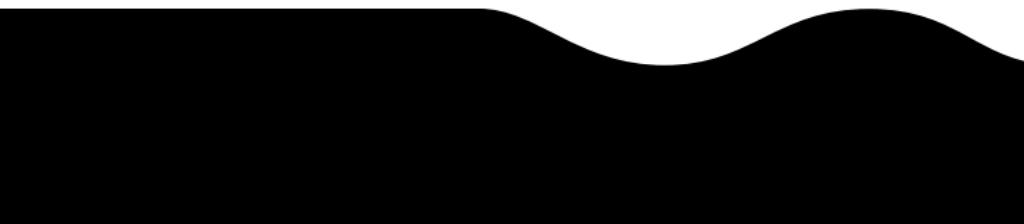
[www.alinta.net.au](http://www.alinta.net.au)

Electrical Emergencies **13 13 51**

[7 days a week, 24 hours a day]

Alinta Sales Pty Ltd

ABN 92 089 531 984





**Alinta Sales Pty Ltd**  
ABN 92 089 531 984

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