



Customer Charter



The Western Power Customer Charter

This Customer Charter outlines our relationship with you. It summarises our customer service standards and responsibilities under the [Code of Conduct for the Supply of Electricity to Small Use Customers](#) (the Code) and the [Electricity Industry Act 2004](#) – what we as the electricity distributor will do for you and how you can be of assistance to us.

This Charter applies to you if you use up to 160 megawatt hours (MWh) of electricity per year – equal to an annual bill of about \$30,520.

If you use more than 160 MWh of electricity per year, please refer to Western Power's Access Arrangement available on our website (www.westernpower.com.au) or from our Customer Service Centre on **13 10 87**.

Copies of this Charter

You can download a copy of this Charter from our website (www.westernpower.com.au) or you can call us on 13 10 87 to request it in an alternative format such as large print, a language other than English, audio format or Braille.

Cette brochure est disponible en plusieurs langues. Composez le **13 10 87** pour demander votre copie gratuite en français.

Hili kijitabu inapatikana hata Kwa lunga inghine kuliko kiingereza. Ku hitaji nakala bure Kwa lunga yako, piga simu hili **1310 87**.

ဤလက်ကမ်းစာစောင်ကို အင်္ဂလိပ်ဘာသာအပြင် အခြား ဘာသာများဖြင့်လည်း ရရှိနိုင်ပါသည်။ သင့်ဘာသာစကားဖြင့် စာစောင်အခမဲ့ရယူလိုပါက ဖုန်း ၁၃ ၁၀ ၈၇ ကို ဆက်သွယ်ပါ။

هذه النشرة متاحة بلغات غير الإنجليزية. للحصول على نسخة مجانية بلغتك الرجاء الاتصال على الرقم ١٣ ١٠ ٨٧.

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Introduction

Western Power is committed to operating the electricity network safely, reliably and efficiently. We recognise how important our service is to the community and the impact it has on our stakeholders.

We are committed to actively engaging with our customers and listening to their needs. By doing this we are able to provide energy solutions that are tailored to our customers' energy needs, both current and future.

To ensure Western Power provides the highest level of service, we are always looking for ways to improve our customers' experiences. We appreciate your feedback to find out where we do things well, and where we can improve.

This Charter is a guide to the services we provide and our commitment to you in respect of those services, as well as a benchmark for all Western Power people to meet and exceed our customers' expectations.



Mark de Laeter
General Manager
Customer Services

Our vision

To be an energy
solutions business
for a sustainable future.



Western Power is your electricity distributor

Western Power is your electricity distributor in the South West Interconnected System (SWIS). We own the electricity network, which consists of nearly 88,000 kilometres of powerlines stretching from Kalbarri in the north, to Kalgoorlie in the east and south to Albany. Our services include the planning, construction, operation and maintenance of the powerlines and cables needed to deliver electricity to your home or business.



Your electricity retailer is the company from which you buy your electricity. They will send your electricity bill and respond to general enquiries about your account. They will also arrange the supply of energy services such

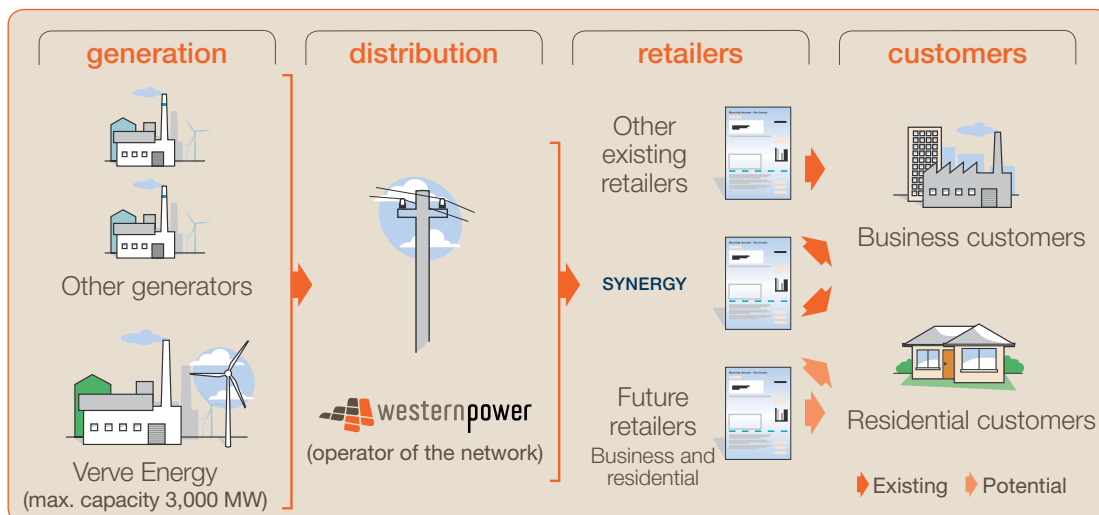
as green energy, and arrange changes to your electricity account, if for example, you are moving house. You may receive a separate Customer Charter from your electricity retailer, which will refer to your contractual arrangement with them.

More information on the Code that underpins this Charter and the role of energy distributors and retailers, is available from the Economic Regulation Authority's website www.era.wa.gov.au

Currently in Western Australia, if you consume up to 50 MWh of electricity per year (an annual electricity bill of approximately \$8,720 or less) your electricity retailer is Synergy, or Horizon Power if you are in an area outside the SWIS.

If you consume more than 50 MWh of electricity per year, you are able to choose your electricity retailer.

Regardless of which retailer you buy your electricity from, Western Power will continue to service the electricity network in your area and remain responsible for the safe, reliable supply of electricity in the State's south west.



Your safety

Western Power urges you to always respect electricity. Do not attempt to solve electrical faults by yourself. We cannot see, hear or smell electricity and if not treated with care it can cause harm or even death.

Call Western Power immediately on **13 13 51** (24 hours) if:

- You get an electric shock, no matter how small, from taps, water pipes, power tools or electrical appliances.
- Lights are glowing dimly.
- You witness an electrical accident.

Call a licensed electrical contractor without delay if you have problems with the electrical wiring at your premises. For example, if your:

- Fuses constantly blow.
- Power points or appliances spark.
- Circuit breakers or safety switches operate repeatedly.
- Power points or light fittings are damaged.

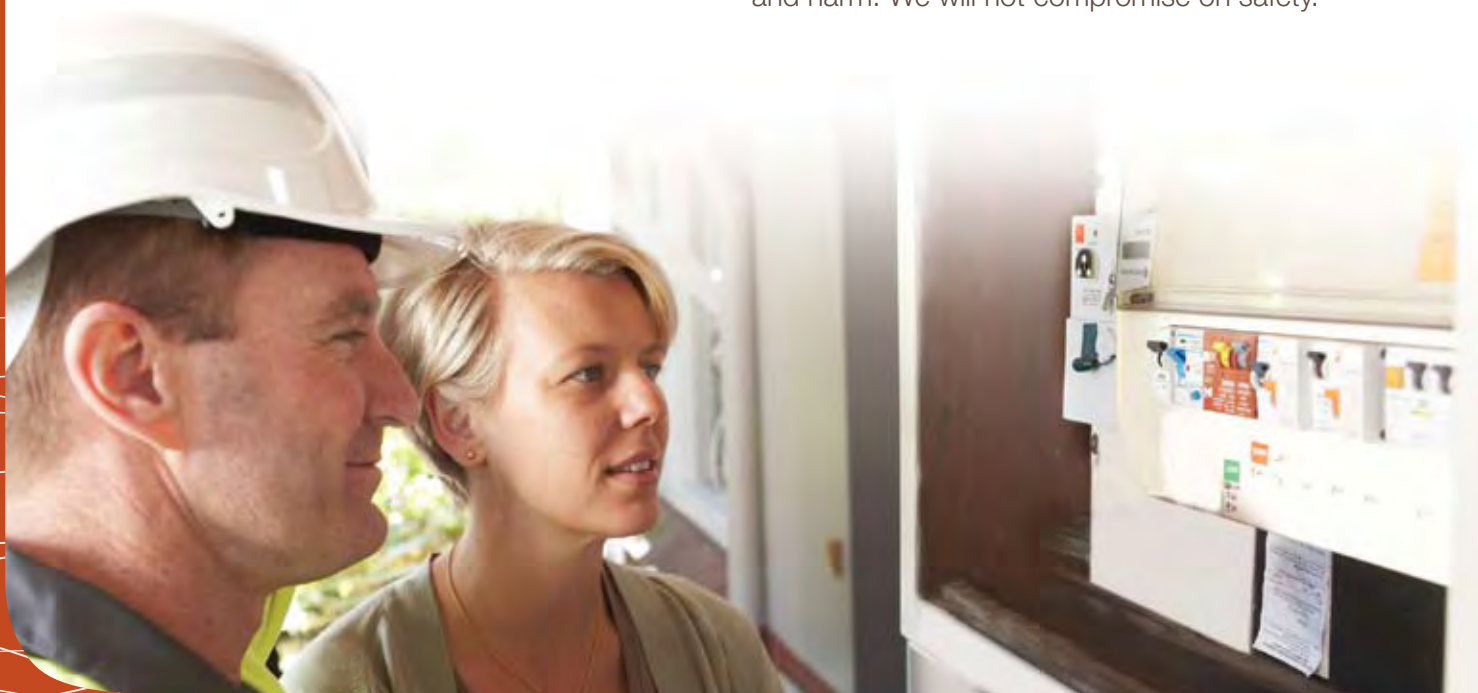
Safety switches (Residual Current Devices)

Safety switches monitor the flow of electricity through a circuit. If a problem is detected, the safety switch shuts off the flow of power – often fast enough to save a life or prevent damage to your appliances. We strongly recommend you install safety switches at your premises. They are now compulsory in all new homes and home extensions in Western Australia.

However, while safety switches are designed to save lives, they do not provide complete protection against electrocution. You must always take extreme care with electricity and use only licensed electrical contractors to perform electrical work on your home or business premises.

For more information on safety switches please refer to the 'Safety' section of our website or call us on **13 10 87**.

Our Guarantee: We will conduct all work in a manner where the community and our employees and contractors are free from injury and harm. We will not compromise on safety.



Insist on an Electrical Safety Certificate

Whenever a licensed electrical contractor completes electrical work at your premises, they are required to provide you with an Electrical Safety Certificate. This certificate is your guarantee that work has been carried out by a licensed electrical contractor, in accordance with the Western Australian Electrical Requirements and AS/NZS 3000 (Wiring Rules).

Stay clear of powerlines, underground cables and substations

If you come across fallen or broken powerlines, always assume they are live – do not approach them. Please call us on **13 13 51**. If you are in a vehicle that has hit a pole, you should phone emergency services on **000** and Western Power on **13 13 51** immediately.

In addition to poles and wires, our network includes a number of substations and switchyards that are clearly signed and fenced to prevent unauthorised access.

Contact with equipment inside these facilities can be life-threatening, so it is critical that you never attempt to enter these places. If you do see a dangerous situation, such as substation gates open, please call us on **13 13 51**.

We also have a large network of underground power cables near roads and footpaths. It is important that you call [Dial-Before-You-Dig](#) on **1100** before you start work to confirm the location of any power cables you could come into contact with during your work.

Department of Consumer and Employment Protection
EnergySafety

Approved Form - Issued July 2006

ELECTRICAL SAFETY CERTIFICATE

Electricity (Licensing) Regulations 1991, Regulation 52B

This certificate overrules that the electrical installing work described below is safe and complies with the Electricity (Licensing) Regulations 1991. This Electrical Safety Certificate is the certificate of compliance referred to in Regulation 52B of the Electricity (Licensing) Regulations 1991. This regulation requires that the electrical contractor/subcontractor/ electrician completing electrical installing work must, within 21 days of completing the work, provide a certificate of compliance in respect of the work to the person for whom the work was carried out.

Installation details

Owner/Occupier Name: Meter No.:

Address:

New installation (Y/N): Alternative Address (Y/N):

Other:

Details of work completed (Indicate a numbering where relevant)

General description of the work:

The following detailed information **MUST ALSO** be provided – Indicate the number or rating in each category

Lights	<input type="text"/>	Water Heaters	<input type="text"/>
Socket Outlets	<input type="text"/>	Motors	<input type="text"/>
Cooking Appliances	<input type="text"/>	Air Conditioners	<input type="text"/>

Details of any defects observed (operations and conditions only)

Certification by authorised electrician who completed the work

I certify that the electrical installing work that is subject of this certificate has been completed, checked and tested and, at the time of testing, met the requirements of the Electricity (Licensing) Regulations 1991 and is safe.

Name (please print)	<input type="text"/>
Signature	<input type="text"/>
License No.	<input type="text"/>

Details of electrical contractor

License No.	<input type="text"/>
Business Name	<input type="text"/>
Business Address	<input type="text"/>
Phone No.	<input type="text"/>
Facsimile No.	<input type="text"/>

* Authorised pursuant to Regulation 52B(1) of the Electricity (Licensing) Regulations 1991

CUSTOMER COPY

Picture courtesy of EnergySafety

Your electricity supply

Access to information

You are able to access information about your electricity supply on our website (www.westernpower.com.au) or you can request it from us by calling our Customer Service Centre on **13 10 87**.

This information includes:

1. [This Customer Charter](#)
2. General information about your electricity installation
3. Electrical safety
 - [How to report an electrical hazard or emergency](#)
 - [Electrical accidents](#)
 - [Safety at home](#)
 - [Safety switches](#)
 - [Safety near powerlines](#)
 - [Trees and powerlines](#)
4. Our [supply reliability targets](#)
5. Our [approved network charges](#)
6. An explanation for any unplanned interruption to your power supply
7. Your historical consumption data (Also available from your electricity retailer)
8. Where to obtain copies of the various codes and regulations that govern the Western Australian electricity industry
9. How to [make an enquiry or a complaint](#)

More information on your electricity supply is available from:

The Economic Regulation Authority

(WA electricity market regulator)

GPO Box 8469

Perth Business Centre WA 6849

T: 08 9213 1900

Web: www.era.wa.gov.au

EnergySafety

(Technical and safety regulation of the electrical industry)

303 Sevenoaks Street

Cannington WA 6107

T: 08 9422 5200

E: energysafety@docep.wa.gov.au

Web: www.energysafety.wa.gov.au

Office of Energy

(Develops and implements Government energy policies)

Level 9, Governor Stirling Tower

197 St Georges Terrace

Perth WA 6000

T: 08 9420 5600

E: enquiries@energy.wa.gov.au

Web: www.energy.wa.gov.au

We work together with our community to develop appropriate energy solutions through open and ongoing consultation.

Reliability of supply

We are committed to providing a reliable supply of electricity to your premises. Information on reliability is available in the [Electricity Industry \(Network Quality and Reliability of Supply\) Code 2005](#).

Unfortunately, there are many circumstances beyond our control that can interrupt your power supply without warning, such as storms, lightning strikes, wildlife coming into contact with powerlines, build up of pollution, and damage to our equipment caused by trees, vandalism, or vehicle accidents. You can report electricity supply problems or life-threatening

emergencies, such as wires down, by calling us on **13 13 51** (24 hours a day).

We will restore your power following an unplanned interruption as quickly as possible and will keep our Customer Service Centre staff and recorded voice announcements updated with the latest information. If you experience a power interruption of 12 hours or more, you may be eligible for an \$80 payment under the Extended Outage Payment Scheme. For more information or an application form, please call us on **13 10 87** or refer to the 'Your power supply' section of our website.

Delivering your electricity supply safely, reliably and efficiently.



Planned interruptions

Sometimes it may be necessary for us to interrupt your power supply so we can safely carry out maintenance work or improve the network.

Our guarantee: We will notify you of the interruption at least three business days in advance, either in person, by telephone or by placing a notification card in your letterbox. If you do not receive this, you may be eligible for a \$50 payment as compensation. To apply, please call us on **13 10 87** or visit the 'Your power supply' section of our website. You will need to contact us within 60 days of the power interruption to register your claim.

Life support sensitive customers

If you rely on a continuous supply of electricity to run critical medical equipment such as a life support, dialysis or heart/lung machine, it is important that you register as a life support sensitive customer. You can do this through your doctor, with your electricity retailer, who will pass that information on to us.

Once your electricity retailer advises us that you have registered as a [life support sensitive customer](#), we will:

- Do our best to provide you with a continuous supply of electricity. However, in an emergency situation, such as a major disaster or incident, we cannot guarantee that you won't experience long interruptions. We recommend that you discuss an action plan with your doctor or medical service provider to help you deal with an interruption to your power supply.
- Notify you in writing at least three business days in advance when we plan to do work in your area that will require an interruption to your power supply.

It is important that you keep your electricity retailer informed of your current contact details and if circumstances change regarding life support equipment at your home.

Commercial or industrial sensitive customers

Commercial or industrial customers can apply to become a sensitive customer if there is a high risk that an extended power interruption will result in adverse economic, health, environmental or public safety consequences.

For more information or an [application form](#), please refer to the 'Your power supply' section of our website or call us on **13 10 87**.

Quality of supply

It is important that your power supply is not only available, but also meets certain quality requirements. If it does not, your electrical equipment and appliances may not work reliably and could suffer damage.

Our guarantee: We will supply your electricity at the following voltage levels prescribed by the [Electricity Industry \(Network Quality and Reliability of Supply\) Code 2005](#):

- 240V single phase with a range of plus or minus 6%, averaged over five minutes.
- 415V three phase with a range of plus or minus 6%, averaged over five minutes.

Sometimes faults, or other customers connected to the network can trigger a power surge (increased voltage) or brown out (decreased voltage). There are a number of things you can do to protect your appliances and equipment against damage from voltage variation:

- Use surge arrestors (often installed in a switchboard or plug-in adaptor).
- Backup data in your computer on a regular basis.
- Install an uninterruptible power supply (UPS).
- Unplug sensitive appliances during electrical storms (lightning strikes).
- Turn off equipment at the power point when it is not in use for a period of time.

- If you are expecting an interruption to your power supply, unplug all sensitive appliances and equipment beforehand and wait until several minutes after the power has been restored to plug them in again.

For more information about protecting your equipment please refer to the 'Your power supply' section of our website or call us on **13 10 87**.

In most cases, voltage fluctuations are caused by factors beyond our control. However, if you believe we are responsible for damage to your appliances you can call us on **13 10 87** to request a [Customer Damage Report](#). Alternately, you can download this form and relevant information about the claims process from our website in the 'Your power supply' section.

It is important to note that the use of large welders, motors or air-conditioning systems can cause interference on the network, which in turn, creates problems for other electricity users in your area. You can help us maintain the quality of supply in your area by telling us if you are planning a large change to the wiring or equipment at your premises.

Streetlights

Western Power shares the responsibility for streetlight maintenance with local governments and Main Roads. If you see a faulty streetlight (off during the night or on all day), you can report it to us by calling **1800 622 008** or completing the [online form](#) on the 'Report a problem' section of our website. If the streetlight is maintained by local government or Main Roads, we will pass your information on to them, so that they can arrange for it to be repaired.

Our guarantee: We will replace faulty lamps on streetlights that we maintain, within five business days of receiving the fault notice in metro and major regional centres² and within nine business days outside of these areas.

² Albany, Bunbury, Geraldton, Kalgoorlie, Mandurah.



Your property

Access to your premises

At times we need to access your property to read the electricity meter, inspect new electrical work, carry out maintenance on our electrical equipment, connect or disconnect the electricity supply and prune vegetation away from powerlines.

It is important that you provide our staff with safe, convenient and unhindered access to undertake this work. If something at your premises represents a hazard to our staff, such as an aggressive dog, please call us on **13 10 87** so we can advise our staff accordingly.

If our staff or contractors need to access your house and you have cultural traditions you would like them to follow, please let them know. Provided it does not create a safety risk, they will make every effort to follow your request.

Our guarantees:

- We or our representatives will wear or carry official Western Power identification, and show that identification to you on request.
- If you have powerlines (transmission or distribution) running through your property, and we need to carry out work on them, we will contact you beforehand to arrange a suitable time.
- We will respect your property and only remain there for the time it takes us to perform our role of supplying electricity safely to you and others.



Connections

Prior to connecting power to your premises, we must make sure that an electricity supply exists at the boundary of your property and is able to supply adequate power to meet your needs. If we need to upgrade our network infrastructure to connect electricity to your premises, we will work with you to set a date for the connection to be completed. In some instances it may be necessary to pass the cost of these upgrades on to you. For more information about network infrastructure upgrades, please call us on **13 10 87**.

Our guarantee: Once your new connection is safe and ready, we will energise it within the times shown below:

Location	Application received before 3pm on a business day	Application received after 3pm on a business day, Saturday, Sunday or public holiday
Perth metro and major regional centres ³	Within one business day	Within two business days
Other areas	Within five business days	Within six business days

³ Albany, Bunbury, Geraldton, Kalgoorlie, Mandurah.

Disconnections

Generally, Western Power will only disconnect the power supply to your premises when your electricity retailer advises us to do so, under their contract with you.

We will not disconnect your premises:

- After 3pm Monday to Thursday.
- After 12 noon on a Friday.
- On a weekend, public holiday or business day before a public holiday, except in the case of a planned interruption.

However, we may disconnect the power supply to your premises at any time under the following circumstances:

- If your power supply represents a safety risk.
- In cases of emergency.
- If the supply is not in accordance with statutory requirements.
- When instructed to do so by another authority, such as FESA or the state police.
- If we reasonably believe that our meter or supply equipment has been interfered with.

Your electricity meter

An electricity meter is a device that measures and records the consumption of electricity. It is usually enclosed in a meter box on an external wall of your house or building.

There are two basic types of meters:

1. **Flat rate meters** that record your total electricity usage, regardless of the time of day or night at which it is consumed.
2. **Time-of-use meters** that record the amount of electricity used during different times of the day and night.

In most cases, Western Power will read your meter and pass on this information to your electricity retailer for billing purposes. In some rural and remote areas, customers '[self-read](#)' their meter and forward this information to Western Power.

It is important for us to have easy and safe access to your meter. Your meter should be:

- Accessible without the need to enter neighbouring properties.
- Accessible from the front of your property without having to pass through side gates.
- Located on the principal frontage, if the building is a corner property.
- Not inside a carport.

You may enclose and lock your meter box provided the enclosure door is fitted with a viewing window and you use an approved lock, available through locksmiths, for which Western Power has a master key.



Trees and powerlines

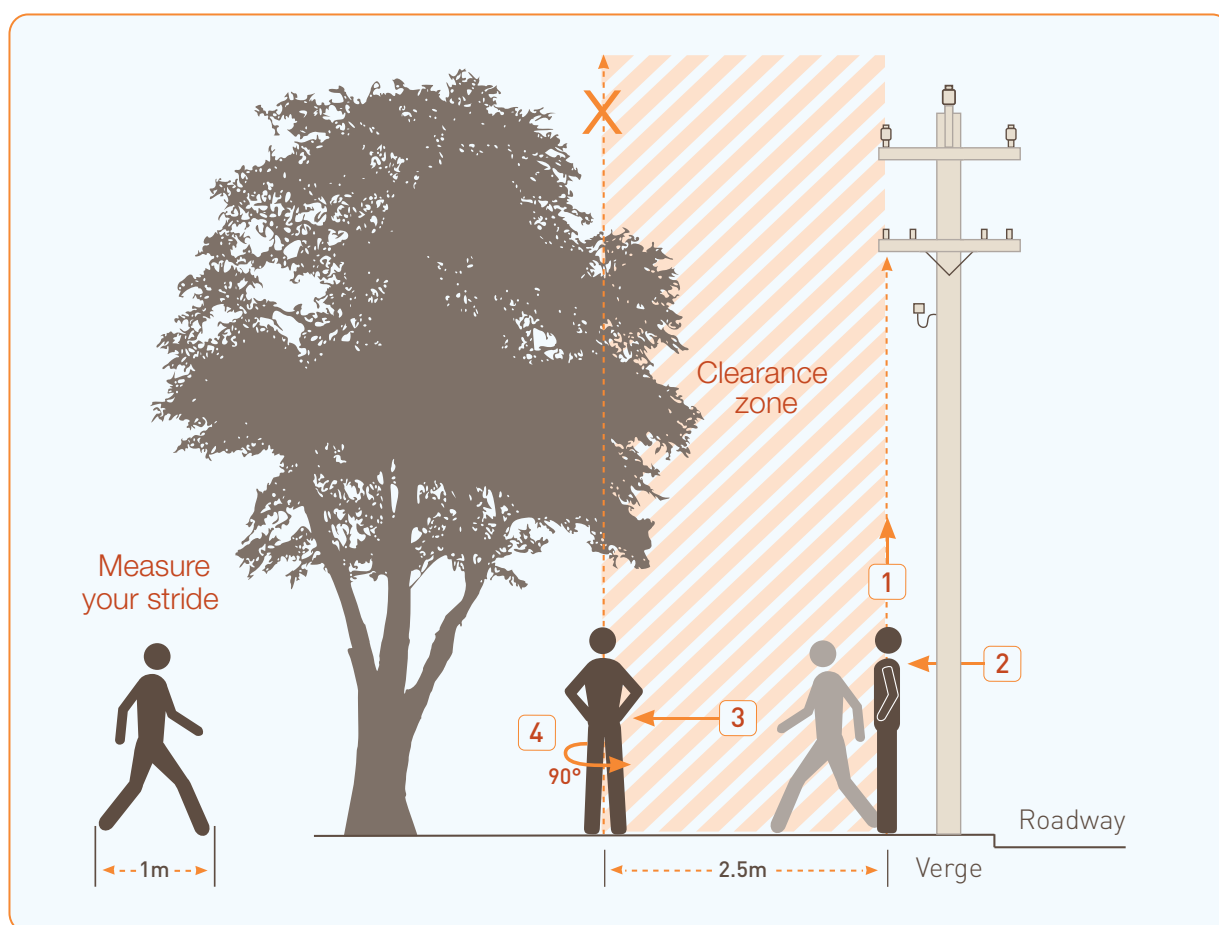
Trees or branches that come into contact with powerlines are a major cause of power failure and can also result in bushfires and serious accidents.

You need to ensure there is a safe distance of at least 2.5 metres between trees on your property and powerlines. If not, you should arrange for the trees to be trimmed by a

professional as soon as possible. If we have to trim your tree because it is too close to powerlines, you will be charged for the service.

Local councils are usually responsible for trimming trees on street verges. If you see a tree on the street verge growing too close to powerlines, please inform your local council or Western Power immediately on **1300 368 733**.

How to check if your tree needs cutting



Start by measuring your stride. One large stride should equal approximately 1 metre.

Step 1. Facing the tree, position yourself directly under the powerlines closest to the tree that you're checking.

Step 2. Make sure your shoulders are parallel and directly under the powerline.

Step 3. Take two and a half large strides towards the tree.

Step 4. Stop. Turn 90 degrees and look straight up. Is there any vegetation between where you are looking and the powerline?

Step 5. If yes, hire a qualified tree cutter who is trained to work near powerlines and insured to do this work.

What can you expect from Western Power?

Our values

The following values form the basis of our relationship with each other and with you:

Put safety first

We are committed to putting safety first in everything we do.

Respect our customers

We engage with our customers to achieve the best energy solutions.

Work together

We work collaboratively to achieve consistent results that are in Western Power's and the customer's collective interests.

Make a positive difference

We are focused on being innovative and creative and accept accountability for delivering results.

Earn trust

We work to earn the trust of others and deliver on commitments.

Western Power is our own business

We take pride in our work and operate in a professional manner at all times.

Our customers

We are dedicated to excellence in customer service and strive to ensure that your experience with Western Power is a positive one.


We engage with our customers to ensure we understand their requirements and deliver a range of services and solutions to meet them.

Our community

We work together with our community to develop appropriate energy solutions through open and ongoing consultation. We are committed to reducing the social impact of our infrastructure and services through a range of initiatives that remove high risk community hazards and by increasing the provision of underground power.

Our environment

We plan and conduct our business activities in a way that minimises and where possible avoids adverse effects on our natural environment and social surroundings, for the benefit of current and future generations. We work to support communities with sustainable energy solutions.

A photograph showing two people in a field of yellow flowers. One person is wearing a red jacket and a brown hat, and the other is wearing a blue jacket and a white hat. They appear to be working together in the field.

We plan and conduct our business activities in a way that minimises and where possible avoids adverse effects on our natural environment.

Enquiries

We strive for excellence in the delivery of electricity and in the service we provide you.

Our guarantee: We aim to answer at least 85 per cent of calls received by our Customer Service Centre within 30 seconds. If you post or email a written enquiry to us, we will respond within 10 business days

Please note, if your enquiry relates to opening or closing your electricity account, bill payments, a connection or a disconnection, you will need to contact your electricity retailer. You will find their contact information on your last electricity bill.

Complaints

Western Power welcomes feedback about our performance and service. If you are unhappy with anything we have done, we would like you to tell us by calling **13 10 87**, submitting the [online form](#) available in the 'Contact us' section of our website, or writing to:

Western Power Customer Service
Locked Bag 2504
Perth WA 6001

If you make a complaint, we will:

- Provide you with information and assistance, on request and at no charge, to help you use our complaints process.
- Use information you provide, together with customer records, to help resolve your complaint.
- Provide a detailed explanation of the reasons behind our decision, in relation to your complaint.
- Refer your complaint to the appropriate organisation if it does not relate to our activity, and advise you of the referral.

Our guarantee: We will acknowledge all written complaints within 10 working days and respond within 20 working days. If we fail to do so, you may apply for a \$50 payment by calling us on **13 10 87** within three months of your initial complaint.

If you are not satisfied with our response or decision, you can:

- Call us on **13 10 87** to arrange for your complaint to be reviewed by a senior Western Power employee, or
- Contact the Energy Ombudsman, who receives, investigates and resolves complaints against energy companies. It is a free and independent service that is easy to access by emailing energy@ombudsman.wa.gov.au, calling **08 9220 7588** or **1800 754 004** (free for callers outside the metropolitan area) or faxing **1800 611 279**.

We'll make every effort...

Occasionally, exceptional circumstances may prevent us from meeting your service request. These include: where safety is at risk, emergencies, storms, action by third parties (such as vandalism) or when we are unable to access your premises. Although we cannot offer guarantees in these cases, we will make every effort to give you the best possible service. Any payments made in relation to our customer service standards are made without any admission of legal liability. Any fees normally payable by you (for example, connection fees) will still be payable.

General information

Our contractors

Our contractors uphold our values and are required to work within the customer service standards outlined in this Charter. They will wear or carry official Western Power identification when working on the network or at your premises, and will show that identification to you on request.

Illegal use and interference

You must not use or obtain electricity illegally. This applies to:

- Using electricity in a way that interferes with or damages the network.
- Using electricity supplied to another address at your premises.
- Supplying electricity to another premises or person unless you have the authority to do so.
- Interfering with any connection services or equipment that we have provided.

If you fail to meet these obligations, we may undertake any rectification work at your cost and arrange for immediate disconnection of your premises.

We are dedicated to customer service excellence and strive to ensure that your experience with Western Power is a positive one.

Keeping your retailer and us informed of changes

It is important to inform your electricity retailer as soon as possible if:

- You change your contact details, including your postal address or phone number.
- There are changes at your premises that may affect our access to your electricity meter, such as a new fence.

Your electricity retailer will then pass this information on to us so that we can update our records.

Your right to privacy

We will keep your details private and confidential. We will not provide information or details of your electricity usage to a retailer, other than your present retailer, without your consent.



FAQs

Q: What should I do if I lose supply?

A: Firstly, check your meter box to see if a circuit breaker or safety switch has tripped or if a fuse has blown. If this is the case, you can [reset the switches](#) or [replace the fuse wire](#). If the meter box is okay, look outside to see if any neighbours or streetlights are also affected. If so, please call us on **13 13 51** to report the interruption. If we are already aware of the fault, you will hear an estimated restoration time via a recorded voice announcement. If available, you may also hear information regarding the nature of the situation or event that caused the power interruption. If you have power, but your lights are only glowing dimly, turn off all appliances at the power point then call us on **13 13 51**.

Q: What should I do if my vehicle hits a power pole*?

A: Phone emergency services on **000** and Western Power on **13 13 51** immediately. If possible remain in your vehicle until the power is switched off. If you need to evacuate your vehicle because of fire or if nobody is aware of your situation, the following steps should be taken:

- Don't touch the vehicle and the ground at the same time as this may create a path for the electricity to flow to earth through your body, resulting in electrocution.
- Jump clear of the vehicle.
- Calmly move at least six metres away from the vehicle using short shuffle steps.
- Do not return to the vehicle until after the authorities have declared the area safe.

Q: How close can I get to a fallen power line before it is dangerous*?

A: Always assume fallen powerlines are live – do not approach them. Electricity from powerlines can jump or 'arc' through the air and travel to earth through your body, resulting in electrocution, so it is critical that you keep a distance of at least six metres between you and the powerline until the proper authorities have declared the area safe.

Q: Who is responsible for repairing my faulty streetlight and how do I report it?

A: Western Power shares the responsibility for streetlight maintenance with local governments and Main Roads. If you see a faulty streetlight (off during the night or on all day), you can report it to us by calling **1800 622 008** or completing the [online form](#) on the 'Report a problem' section of our website.

Q: Who do I contact to change my electricity account details if I am moving house?

A: Please contact your electricity retailer to arrange the necessary changes to your electricity account when you move house. Your electricity retailer is the company from which you buy your electricity - their contact details will be on your last electricity bill.

* While care is taken in the preparation of this material, it is not comprehensive. Western Power cannot foresee every issue that may arise or guarantee that every factor arising in your personal circumstances is addressed.

Q: Will Western Power require access to my property?

A: We will need to access your property at times to read the electricity meter, inspect new electrical work, carry out maintenance on our electrical equipment and prune vegetation away from powerlines. When we do, we or our representatives will wear or carry official Western Power identification, and show that identification to you on request. It is important that you provide us with safe, convenient and unhindered access, so if something at your premises represents a hazard to our staff, such as an aggressive dog, please call us on **13 10 87** to let us know.

Q: What is a planned power interruption and why do they occur?

A: Sometimes it is necessary for us to interrupt power so we can safely carry out maintenance work or upgrade the network. We do this only when it is absolutely necessary and try to time interruptions to cause as little disruption as possible. We will notify you of the interruption at least three business days in advance, either in person, by telephone or in writing. If you do not receive this, you may be eligible for a \$50 payment as compensation. To find out if you are eligible, please call us on **13 10 87** or visit the 'Your power supply' section of our website.

Q: Can I use my telephone during a power interruption?

A: Cordless phones do not operate without mains power. You may want to have a corded landline phone or mobile on hand so you can call us on **13 13 51** to report the outage and keep informed of any updates.

Q: Can Western Power guarantee me a constant supply of electricity if I have special medical needs?

A: If you rely on a continuous supply of electricity to run a life support, dialysis or heart/lung machine, it is important that you register as a life support sensitive customer. You can do this through your doctor, with your electricity retailer, who will pass that information on to us. Once we receive notification from your retailer, we will do our best to provide you with a continuous supply of electricity. However, in some emergency situations it may not be possible to provide you with faster restoration. If we need to interrupt your power supply to carry out work in your area, we will notify you in writing at least three business days in advance.

Q: Who is responsible for pruning trees near powerlines?

A: Home occupiers, including people renting, are responsible for making sure trees on a property are kept clear of powerlines. However, we strongly recommend you hire a professional to trim these trees. If we have to trim a tree because it is too close to powerlines, the occupier will be charged for the service. Local councils are usually responsible for trimming trees on street verges. If you see a tree on the street verge growing too close to powerlines, you should inform your local council or Western Power immediately on **1300 368 733**.

Q: What can I do if my Extended Outage Payment Scheme claim is rejected?

A: If you experienced a power outage of twelve consecutive hours or more and believe you are eligible for this payment, you can call us on **13 10 87** and request that your claim be reviewed.

Q: How do I make a claim for damaged property when I believe Western Power is responsible?

A: You can call us on **13 10 87** to request a [Customer Damage Report](#) claim form. Alternately, you can download this form and relevant information about the claims process from our website in the 'Your power supply' section.

Q: What can I do if my Customer Damage claim is rejected?

A: You can call us on **13 10 87** to request a review of your claim. If your claim is then declined on review, you may wish to pursue compensation through your insurance company.

Q: What can I do if I am unhappy with the response I have received from Western Power?

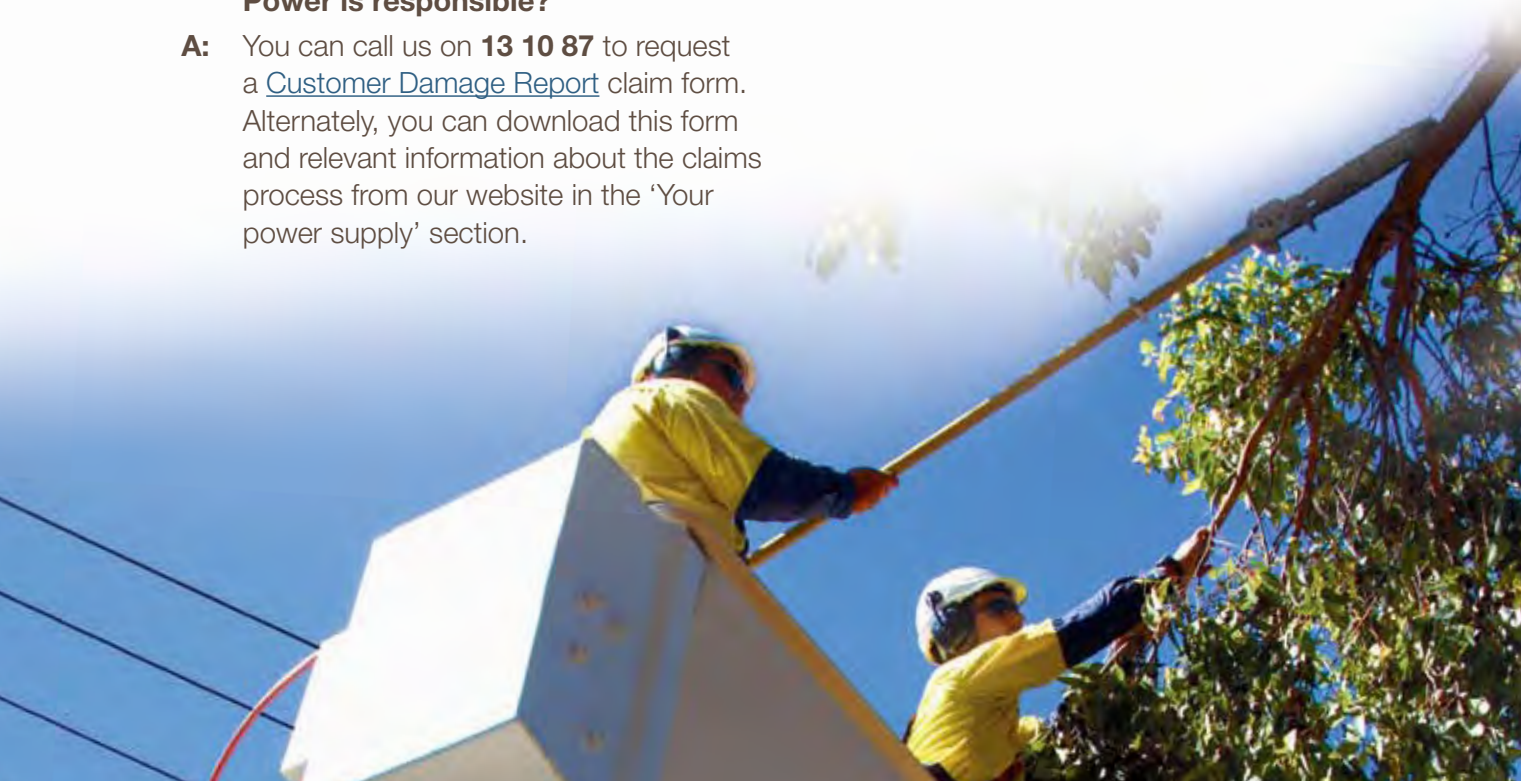
A: You can call our Customer Service Centre on **13 10 87** to request a review of your complaint by a senior employee, or contact the Energy Ombudsman on:

Phone: **08 9220 7588**

Freecall: **1800 754 004**

Email: energy@ombudsman.wa.gov.au

Free fax: **1800 611 279**



How to contact us

<p>You can contact Western Power 24 hours a day, seven days a week to:</p> <ul style="list-style-type: none">• report dangerous or life-threatening situations, such as wires down• report loss of power supply or electricity supply problems and hear estimated restoration times	13 13 51
<p>Our General Enquiries telephone service is available from 7am – 5pm Monday to Friday.</p> <p>Fax: 08 9225 2660</p> <p>Email: enquiry@westernpower.com.au</p> <p>Web: www.westernpower.com.au</p>	13 10 87
Trees that are close to powerlines	1300 368 733
Streetlight faults	1800 622 008
Graffiti	1800 442 255

Customers with speech or hearing difficulties please phone TTY **1800 13 13 51**.

If you require a telephone interpreter service, please phone **13 14 50** and ask to be connected to Western Power on the numbers listed above.

By mail to: GPO Box L921, Perth WA 6842

Western Power welcomes feedback on the Customer Charter.
To provide feedback, please email: customercharter@westernpower.com.au





Electricity Networks Corporation ABN 18 540 492 861



This information is available in alternative formats on request