



# Customer Charter



Western Power is your electricity distributor in the south west of Western Australia. We are responsible for planning, building, operating and maintaining the powerlines and cables needed to deliver electricity to your home or business.

This brochure is a summary of our full Customer Charter. It outlines our service commitments to you and how you can help us deliver the best possible service, every time. You can download our Customer Charter from our website ([www.westernpower.com.au](http://www.westernpower.com.au)) or request it in an alternative format (for example large print, a language other than English, audio format or Braille) from our Customer Service Centre on **13 10 87**.

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 **13 10 87**.

ဤလက်ကမ်းစာစောင်ကို အင်္ဂလိပ်ဘာသာအပြင် အခြားဘာသာများဖြင့်လည်း 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.

## Your safety

Western Power urges you to always respect electricity. Do not attempt to solve electrical faults by yourself - if not treated with care electricity 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 your:

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

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

## Our commitment to you

### Information

- You are able to access information about your electricity supply on our website ([www.westernpower.com.au](http://www.westernpower.com.au)) and through our Customer Service Centre (**13 10 87**).
- 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 your enquiry to us, we will respond within 10 business days.
- We value your feedback on our performance and service. If you would like to make a complaint, we will provide you with information to help you use our complaints process.
- We will acknowledge any written complaints within 10 working days and respond within 20. If we fail to do so, you can 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 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](mailto:energy@ombudsman.wa.gov.au)  
Free fax: **1800 611 279**

## Your power supply

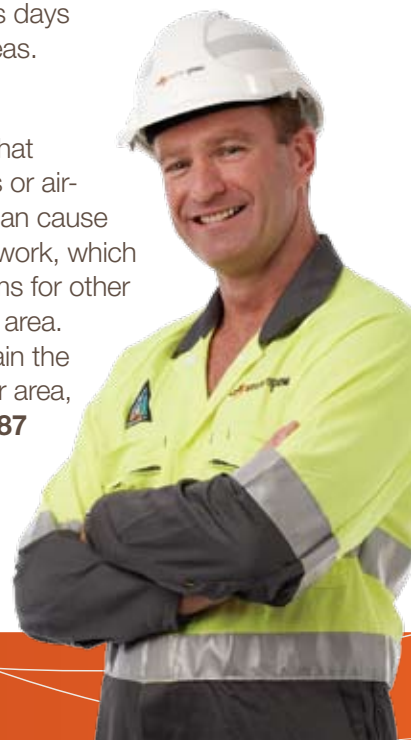
- We aim to provide a reliable supply of electricity to your premises. However there are many situations beyond our control that can interrupt your supply without warning, such as storms and damage to our equipment from wildlife, trees or vehicle accidents.
- We will restore your power following an unplanned 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.
- Occasionally, we may need to interrupt your power supply to maintain or upgrade our network. When we do, we will notify you at least three business days in advance, either in person, by telephone, or by placing a notification card in your letterbox. If we fail to do so, 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.
- If you use 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, we will do our best to provide you with a continuous supply of

electricity. When we plan to do work in your area that will require an interruption to your power supply, we will notify you in writing at least three business days in advance.

- Generally, we 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, or on a weekend, public holiday or business day before a public holiday, except in the case of a planned interruption. However, in certain situations, such as emergencies, or if we believe your power supply is unsafe, we may disconnect your power supply at any time. For more information on disconnections, please contact your electricity retailer.
- We will replace faulty lamps on streetlights that we are responsible for maintaining, within five business days of receiving the fault notice in metropolitan and major regional centres and within nine business days outside of these areas.

### What we ask of you

It is important to note that the use of large 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 calling us on **13 10 87** if you are planning a large change to the wiring or equipment at your premises.



## Access to your property

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

- When we do, our representatives will wear or carry official Western Power identification, and show that identification to you on request.
- We will respect your property, and where safe to do so, any cultural traditions you tell us about. We will only stay for the minimum time required to complete the work.
- If you have major powerlines running through your property, and we need to carry out work on them, we will contact you beforehand to arrange a suitable time.

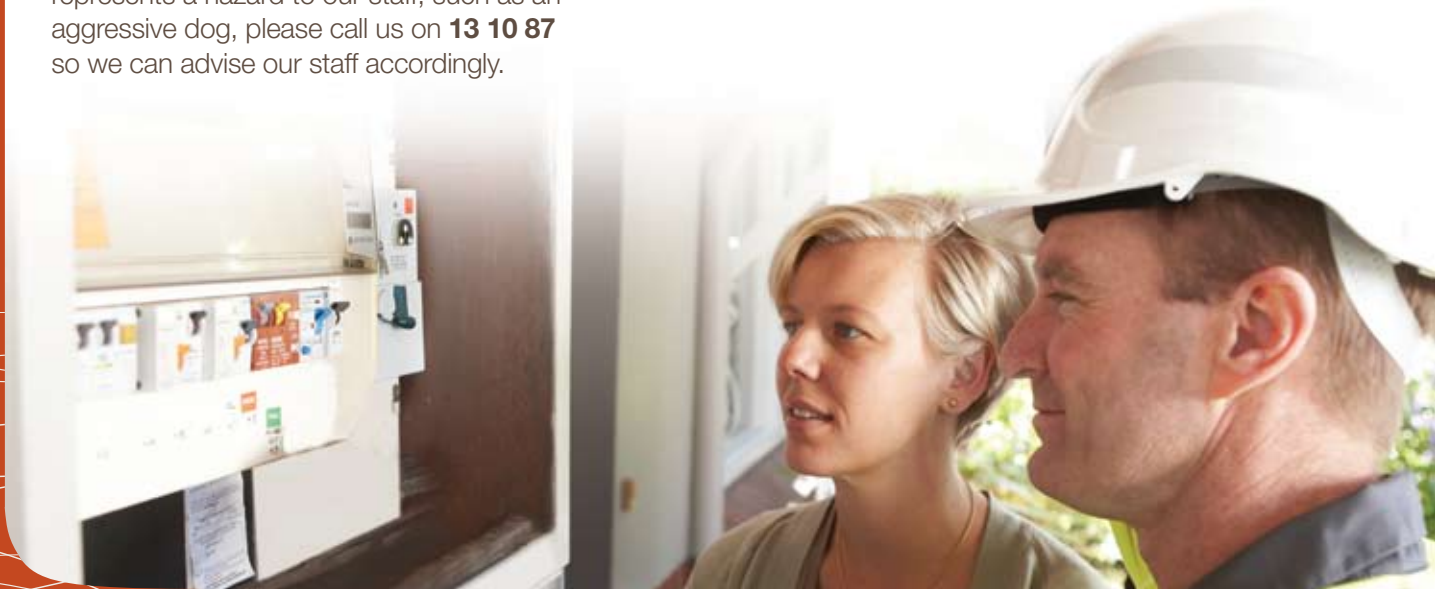
## What we ask of you

It is important that you provide our staff with safe, convenient and unhindered access to carry out our 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.

## Protecting your equipment

Sometimes the lights don't just go out - they flicker or dim. These problems are caused by variations in your power supply. Electronic equipment such as computers, TVs or sound systems can be very sensitive to these variations and we recommend you consider the following precautions to protect your equipment:

- Surge protectors (installed in your switchboard or built into power boards).
- Regular backups of your computer data.
- An uninterrupted power supply (UPS).
- Unplug sensitive equipment during electrical storms (lightning strikes).
- If you are expecting a power interruption, unplug sensitive equipment beforehand and wait several minutes after the power has been restored to plug them in again.



## 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**.

## 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.
- You have made changes that may affect our access to your electricity meter, such as installing a new fence.

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



# How to contact us

Report a dangerous or life-threatening situation, such as wires down OR Enquire about loss of power supply, electricity supply problems or to hear estimated restoration times.	<b>13 13 51</b>  (24 hours a day, seven days a week)
General enquiries (7am – 5pm Monday to Friday) Email: <a href="mailto:enquiry@westernpower.com.au">enquiry@westernpower.com.au</a> Web: <a href="http://www.westernpower.com.au">www.westernpower.com.au</a>	<b>13 10 87</b>
Trees that are close to powerlines	<b>1300 368 733</b>
Streetlight faults	<b>1800 622 008</b>
Graffiti (24 hours)	<b>1800 442 255</b>

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: GPO Box L921, Perth WA 6842



This information is available in alternative formats on request.