



Rottnest Island Authority Standard Form Contract For the Supply of Electricity

1 January 2026



Rottnest Island Authority

Electricity Integrated Regional Licence EIRL3

If you have any general questions regarding your electricity supply, please contact:

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<http://www.rotnnestisland.com>

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1. Scope

1.1 The Code of Conduct

The Code of Conduct regulates the conduct of electricity retailers, network operators and electricity marketing agents. The Code of Conduct is designed to protect the interests of residential and small business users.

Matters covered by the Code of Conduct include electricity marketing, billing, connection, payment difficulties and financial hardship, disconnection, reconnection, pre-payment meters in remote communities, information and communication, dispute resolution, record keeping and compensation payments to customers for breaches of the Code of Conduct.

If the Customer consumes not more than 160 megawatt hours of electricity per annum, the Rottnest Island Authority will supply electricity under this contract in compliance with the Code of Conduct. Accordingly, where these terms and conditions deal with a subject matter that is covered by the Code of Conduct, then the Rottnest Island Authority will act consistently with the relevant provisions of the Code the Conduct.

The Customer can obtain more information about the Code of Conduct from the Rottnest Island Authority or the Economic Regulation Authority (ERA).

1.2 The Contract

This contract is the Rottnest Island Authority's Standard Form Contract for the supply of electricity for the purposes of the Electricity Industry Act 2004. This contract complies with the Electricity Industry Act 2004, the Electricity Industry (Customer Contracts) Regulations 2005 and other relevant instruments made under that Act.

It sets out the standard terms and conditions upon which the Rottnest Island Authority agrees to supply the Customer with electricity where the Rottnest Island Authority currently sells electricity or where an application to become a new customer is received.

1.3 Definitions

In these terms and conditions, unless the context otherwise requires:

Australian Consumer Law means schedule 2 to the [Competition and Consumer Act 2010 \(Cth\)](#) as in force as a law of the Commonwealth under that Act, and as in force as a law of Western Australia under the [Fair Trading Act 2010 \(WA\)](#).

Business day has the meaning given in the Code of Conduct – “a day other than a Saturday, a Sunday or a public holiday throughout the State”

Code of Conduct means the [Code of Conduct for the Supply of Electricity to Small Use Customers](#) as amended from time to time under section 79 of the [Electricity Industry Act 2004 \(WA\)](#).

Terms used in the Standard Form Contract have the same meaning as defined in the 'Code of

Conduct’.

Complaint means an expression of dissatisfaction made to or about a person, related to their products, services, staff or the handling of a complaint, for which a response or resolution is explicitly or implicitly expected or legally required;

Consumer has the meaning given to that term in the [Australian Consumer Law](#).

Customer in this contract refers to the customer as identified in the Code of Conduct.

Family Violence has the meaning given in the Restraining Orders Act 1997 section 5A;

Network Equipment means the meter and any wires, apparatus or other equipment used for or in connection with the supply of electricity and located upstream from the meter.

Non-contestable customer means a customer other than a contestable customer;

Rottnest Island Authority in this contract refers to the Rottnest Island Authority as constituted under the [Rottnest Island Authority Act 1987 \(WA\)](#), including the Board of Directors and employees, its agents and subcontractors, where applicable.

Vulnerable customer means a designated person —

- (a) who has advised the retailer that they are affected by family violence; or
- (b) who the retailer has reason to believe is affected by family violence.

Note for this clause:

A term used in this code has the same meaning as it has in the Electricity Industry Act 2004. See the Electricity Industry Act 2004 sections 3 and 78 in particular, and the Interpretation Act 1984 section 44.

2. Term

2.1 Date of effect

The Standard Form Contract terms and conditions will take effect from the date at which the electrical supply Customer enters into a contract with the Rottnest Island Authority under the Standard Form Contract.

2.2 Duration of Contract

The contract shall continue until it is terminated in accordance with the terms in Clause 9 or the circumstances of Clause 10.

3. Description of Goods and Services

The service is to be provided under the terms of this contract is the supply of electricity to the Customer's property.

The service is provided by the Rottnest Island Authority and its sub-contractors.

Due to the nature of service, and the plant and equipment used to generate and distribute the electricity supplied, the electricity supplied to you:

- a) may not be free from interruptions, fluctuations and surges;
- b) may fluctuate in quality from time to time; and
- c) may not suit the Customer's particular needs if (for example, the service may not be suitable for a Customer with goods or equipment that require a continuous electricity supply free from interruptions, fluctuations or surges in supply or fluctuations in quality).

The Rottnest Island Authority recommends that the Customer protect and insure its property against unexpected fluctuations, interruptions or surges to the electricity supply.

4. Obligation of the Customer in relation to supply

The Customer is prohibited from tampering with or bypassing network equipment or allowing any other person to do so.

The Customer must not attempt to connect the electricity supply if the Rottnest Island Authority has disconnected the supply for any reason.

The Customer must pay the agreed fees and charges for all electricity supplied by the Rottnest Island Authority to the supply address(es) stated in this contract.

5. Disconnection and Reconnection

5.1 Where disconnection may occur

The Rottnest Island Authority may disconnect electricity supply services to the Customer in the following circumstances:

1. **Non-payment of a bill** - If the Customer does not pay, or meet and make arrangements to pay overdue charges for the service the supply may be disconnected. A reminder notice will be sent to the Customer not less than 15 business days from the date of dispatch of the bill requesting payment of the bill on a date specified.

If the bill remains unpaid a disconnection warning will be sent to the Customer not less than 20 business days from the date of dispatch of the bill and the Customer will be given at least 5 business days' notice before the disconnection occurs. The Rottnest

Island Authority will not disconnect a residential customer for non-payment unless the unpaid amount exceeds the minimum debt threshold prescribed in the Code of Conduct.

2. **Denial of access to meter** - If the Customer denies access to the meter, the Rottnest Island Authority may disconnect the electrical supply, where:
 - The Customer has denied access for 12 consecutive months; and
 - The Rottnest Island Authority has given the Customer the opportunity to provide reasonable alternative arrangements without a response from the Customer; and
 - The Rottnest Island Authority has used its best endeavors to contact the Customer of its intention to disconnect, without a response from the Customer.

Where disconnection of electricity supply is imminent due to the Rottnest Island Authority being denied access, the Rottnest Island Authority will give to the Customer in writing; five (5) business days' notice requesting access to the supply address(es) meter and advising of the Rottnest Island Authority's ability to disconnect if access is denied in this period.

3. **Emergency** - In the case of emergency, or because of health and safety risks, the Rottnest Island Authority shall discontinue service immediately.
4. **Maintenance** - If supply is to be disconnected for planned maintenance to infrastructure or equipment, the Rottnest Island Authority will provide at least 5 business days notice to the Customer/s affected and will limit the interruption as much as possible. Planned maintenance will occur during the hours of 9.00 am to 5.00 pm on business days. A disconnection warning will include information about the Rottnest Island Authority's complaints handling process and the [Energy and Water Ombudsman's](#) contact details.

5.2 Where disconnection will not occur

The Rottnest Island Authority will not disconnect supply to an address in the following circumstances:

1. if a complaint has been made to the Rottnest Island Authority directly related to the reason for the proposed disconnection, or the Rottnest Island Authority is notified by the Energy and Water Ombudsman or an external dispute resolution body that there is a complaint directly related to the reason for the proposed disconnection, and the complaint is not resolved by the Rottnest Island Authority or determined by the Energy and Water Ombudsman or external dispute resolution body; and
2. if the Customer has entered into an approved payment arrangement in accordance with Clause 15.

Persons dependent on life support equipment

The Customer must advise the Rottnest Island Authority as soon as possible if the person residing at the Customer's premises who is dependent on life support equipment vacates the premises or no longer requires life support equipment.

If the Customer has advised the Rottnest Island Authority (or the Rottnest Island Authority is otherwise aware) that a person residing at the Customer's premises is dependent on life support equipment, then:

- the Customer will receive at least 3 business days' written notice of any planned interruption before disconnection or interruption of electricity supply at the premises occurs. However, in an emergency, the Rottnest Island Authority can interrupt the electricity supply without giving prior notice;
- the Rottnest Island Authority cannot disconnect the electricity supply because the Customer failed to pay an electricity bill by the due date;
- the Rottnest Island Authority must accept confirmation from a medical practitioner that a resident requires life support equipment;
- the Rottnest Island Authority must require a new practitioner confirmation every third anniversary of registration, and an annual confirmation in between;
- the Rottnest Island Authority and the distributor must use best endeavours to contact the customer, someone at the premises, or a nominated person before planned interruptions; and
- the Rottnest Island Authority must not deregister an address if another resident still requires life support equipment.
- the Rottnest Island Authority will accept simplified confirmation from the Customer in between full medical practitioner confirmations, to reduce the burden on households where life support equipment is required.

5.3 Limitations on Disconnection

The Rottnest Island Authority will not disconnect supply to an address during any of the following times

1. after 3.00 pm Monday to Thursday;
2. after 12.00 noon on a Friday; or
3. on a Saturday, Sunday, public holiday or on the business day before a public holiday.

Exception – business customers

T +61 8 9432 9300 **E** enquiries@rotnnestisland.com **W** ria.wa.gov.au PO Box 693, Fremantle WA 6959

These limitations do not apply if the customer is a business customer and the business customer's normal trading hours:

- a) occur wholly within one of the periods described in subclauses 5.3(1)–(3); and
- b) do not extend outside those periods; and
- c) it is not practicable for the Rottnest Island Authority to disconnect at another time.

5.4 Reconnection

The Rottnest Island Authority will reinstate supply at the Customer's request if the Customer complies with the terms and conditions of this contract. Reconnection will occur within 5 business days of the request.

If the disconnection occurred under Clause 5.1(1) (non-payment of a bill) or Clause 5.1(2) (denial of access to the meter), a reconnection fee will apply.

If the disconnection occurred due to an emergency, the Rottnest Island Authority will reconnect supply as soon as practicable after the emergency has been resolved.

6. Tariffs, Fees and Charges

The Customer's charge for the supply of electricity will consist of two components:

1. A daily fixed fee for the supply of the electricity; and
2. A consumption fee based on the amount of electricity used at the Customer's supply address(es). The amount of consumption will be determined by regular meter readings, which will be conducted by the Rottnest Island Authority's contractors.

All tariffs, fees and charges applicable to both the commercial and residential properties are provided and updated annually to the Customer, and are available from the Rottnest Island Authority or the Property Management offices (see contacts page 2).

The Rottnest Island Authority will give a Customer on request, at no charge, reasonable information on the tariffs within 8 business days of the date of receipt. If requested by the Customer, this information will be given in writing.

Rottnest Island Authority must provide non-contestable customers, at least once per year and at no charge, with information about tariffs, fees, charges, and any other products available.

7. Billing

7.1 Billing Cycles

Bills are issued on a monthly basis and are required to be paid by the due date specified on the bill. The Rottnest Island Authority can also supply additional statements of account on request..

7.2 Contents of a bill

Unless the Customer agrees otherwise, the bill will include the following information:

- a) the Customer's name and account number/invoice number;
- b) the supply address(es) and any relevant mailing address;
- c) a meter identification number;
- d) the date and result of the current meter reading or estimate;
- e) total consumption, or estimated consumption;
- f) the dates on which the account period begins and ends and the number of days covered by the bill;
- g) the relevant tariffs and the amount of any other fees or charges and details of the service provided;
- h) a reference to any concessions that the Customer may be eligible to receive and the amount of concessions provided to the Customer;
- i) advice that an additional late payment fee may be imposed and an explanation as to how Customers can avoid this fee;
- j) average daily consumption and cost;
- k) the amount due and due date;
- l) a summary of the payment methods;
- m) advice regarding the procedure to follow in case of payment difficulties;
- n) a telephone number for billing and payment enquiries and complaints;
- o) contact details for the [Energy and Water Ombudsman](#);
- p) the Rottnest Island Authority's 24 hour telephone number for faults and emergencies;
- q) the amount of arrears or credit;

- r) payments made and the amount outstanding under an instalment plan;
- s) the Rottnest Island Authority telephone number for TTY services; and
- t) to the extent that the data is available, a graph or bar chart illustrating the Customer amount due or consumption for the period covered by the bill, the previous bill and the bill for the same period last year.

7.3 Pricing and consumption charges

Prices for the Rottnest Island Authority electrical services to both the commercial and residential properties are provided and updated annually to the customer, and are available from the Rottnest Island Authority's Contracts & Planning Department.

The Customer's consumption will be determined by a reading of the meter placed at the supply address(es).

7.4 Estimations

The Rottnest Island Authority will calculate electricity consumption charges based on an estimate of the Customer's usage where:

- a) An electricity meter is shown by test to be recording inaccurately;
- b) An electricity meter ceases to register; or
- c) Access to the electricity meter is prevented.

This estimate will be based on:

- a) The amount of electricity used during the same period in the previous year;
- b) If the Customer does not have a prior billing history, the average usage of comparable customers;
- c) The Customer's reading of the meter; or
- d) A test of the meter.

Where a customer's meter is replaced from an accumulation meter to an interval meter, RIA must estimate consumption for the changeover period in accordance with the Code of Conduct.

7.5 Payment date and methods

The Customer will be given at least twelve business days to pay a bill. The payment methods offered include:

- a) in person at the Property Management office, (see contacts page 2)

- b) by mail;
- c) by telephone by means of credit card; or
- d) by electronic funds transfer (EFT).

7.6 Review of Bill

The Customer may at any time request the Rottnest Island Authority to review its bill.

A representative of the Rottnest Island Authority will acknowledge the request for a review of the bill within 10 business days and shall address the request for a review of the bill within 15 business days.

The Rottnest Island Authority will review the Customer's bill only if the Customer pays the lesser of:

- that part of the bill that is not subject to review; or
- an amount equal to the Customer's average bill, taken from an average of the last 12 bills.

If the Customer has overpaid an account, the Rottnest Island Authority will refund the money to the Customer or place a bill credit on the account at the discretion of the Customer.

If the Customer has underpaid an account, the Rottnest Island Authority will request the Customer to pay the difference.

If the Customer either did not pay an account, or has underpaid an account, as a result of an error made by the Rottnest Island Authority, then the Rottnest Island Authority will only claim the difference for the previous 12 month period.

The Customer will be given sufficient time by the Rottnest Island Authority to repay any difference.

7.7 New Customers

The Customer will be charged for electricity services from the day and time that the electricity is connected to the supply address(es). If a final meter reading was not carried out on the final day of the previous Customer at the supply address(es), an estimate of the new Customer's consumption, in accordance with Clause 7.4, will be used to calculate the first bill.

7.8 Paper Billing

Rottnest Island Authority will not charge a customer who is a concession recipient, a hardship customer, or a vulnerable customer for the provision of a paper bill.

8. Security Deposits

8.1 Security for payment of bills

The Rottnest Island Authority does not require the Customer to provide a security deposit or a bank guarantee.

9. Termination

9.1 Termination by Rottnest Island Authority

The Customer's contract may be terminated by the Rottnest Island Authority if the Customer:

- a) Becomes insolvent; or
- b) Goes into liquidation; or
- c) Becomes bankrupt.
- d) Consumes more than 160 MWh of electricity in any period of 12 months; or
- e) Commits a breach of the contract for which the Rottnest Island Authority has the right under the contract or written law to disconnect electricity supply.

In the case of termination following disconnection, the Customer will no longer have any right to reconnection under this contract.

9.2 Termination by customer

The Customer may terminate this contract at any time by providing written notice to the Rottnest Island Authority, not less than 5 days before the day on which the Customer wants the contract to end.

9.3 Termination due to inability to supply electricity

The Rottnest Island Authority may terminate this contract at any time by providing at least 20 business days written notice to the Customer if:

- a) the Rottnest Island Authority transfers the electricity assets required to supply electricity to the Customer under this contract to Horizon Power; and/or
- b) the Rottnest Island Authority no longer holds a licence under the Electricity Industry Act 2004 (WA) to sell electricity to customers.

9.4 Termination procedure

Once a contract has been terminated, the following provisions apply:

- a) The Rottnest Island Authority will arrange for a final meter reading and for

disconnection on the day on which the contract ends;

- b) A final bill will be issued to the Customer;
- c) The Rottnest Island Authority may charge a fee for the final meter reading, disconnection and the final bill;
- d) Any network equipment may be removed at any time after the day on which the contract ends;
- e) The Customer must allow the Rottnest Island Authority and its subcontractors safe and unrestricted access to the supply address(es) for the purpose of removing network equipment; and
- f) If the Customer wishes to be supplied with electricity again, the Customer must enter into a new contract with the Rottnest Island Authority.

A Customer who provides notice of their intention to vacate a supply address is only liable to pay for supply until the date the supply address was vacated if the customer gave at least 5 days' notice, or in any other case 5 days after the Customer gave notice.

(See also Clause 10 of this contract.)

10. Customer vacating a Supply Address

Where the Customer has a cause to leave or vacate the supply address(es), other than reasons described in Clause 11:

- the Customer must provide the Rottnest Island Authority 5 business days notice of its intent to leave or vacate the premises; and
- the Rottnest Island Authority will arrange for a final meter reading on the date of departure in order to determine the final charge, payable by the Customer.

The Rottnest Island Authority will determine, and notify the Customer as part of the final bill, the fee chargeable to the Customer in respect to the determination.

The Customer will be provided with a final bill that provides for all fees and charges applicable to the supply of electricity to the supply address(es).

(See also Clause 9 of this contract.)

11. Force Majeure (Matters Beyond the Control of the Customer or Retailer)

Where an event occurs where:

- Electricity supply is disrupted;
- Electricity supply ceases;
- Damage is caused to electrical infrastructure, equipment or appliances; or
- Loss or damage is caused to property or stock,

and the cause:

- is not attributable to any fault of the Rottnest Island Authority or the Customer; and
- is not caused by, and does not result in, a breach of a consumer guarantee that applies to the supply of electricity under the Australian Consumer Law,

then the Customer and Rottnest Island Authority will:

- a) undertake an agreed method for determining costs associated with recovery;
- b) work together to immediately restore the supply and/or maintenance and/or replacement of equipment, appliances or stock; and
- c) pursue all avenues to recover and/or recompense costs from other sources, including insurance, disaster recovery programs etc.

If an event occurs which is beyond the Customer's control and that event affects the ability to perform any of the Customer's obligations under this contract:

- the Customer must tell the Rottnest Island Authority immediately, and
- will not be required to perform that obligation for as long as the event continues.
- The Customer must pay the bill by the due date shown on the bill, even if an event occurs which is beyond the Customer's control.

If an event occurs which is beyond the Rottnest Island Authority's control and that event affects the RIA's ability to perform its obligations under this contract:

- The RIA is not required to perform that obligation for as long as the event continues.
- If such an event occurs and the RIA considers it appropriate to do so, the Customer may be notified of the event by a public announcement (for example on television, radio or in a newspaper).

RIA must use best endeavours to restore the supply of electricity as soon as possible and, where appropriate, notify affected Customers of the nature of the event, the expected duration of the interruption and the steps being taken to restore supply, including by public

announcement (e.g., radio, website or other reasonable channels).

The initial principle applied to funding responsibility will be:

- a) For electricity supply to the supply address boundary – The Rottnest Island Authority will fund (directly or indirectly) and arrange for this work to be undertaken to restore electricity to the supply address(es).
- b) For electrical work within the supply address(es) – the Customer will fund (directly or indirectly) the work required to recover full operation of the premises. The Rottnest Island Authority will on a case by case basis determine with the Customer opportunities for funding assistance from the Rottnest Island Authority.

12. Amendment of contract

The provisions of this contract may be amended without the Customer's consent. The Rottnest Island Authority will provide written notice of any such changes and the date on which they come into effect.

Any amendments to this contract must be approved by the Economic Regulation Authority. The approved amended Standard Form Contract is publicly available on the Rottnest Island Authority's website.

Any variations to fees or charges will be advised by written notice, including the date they are to take effect, before the amendments occur. A variation of charges will not occur retrospectively.

If the Customer does not agree with an amendment to the contract the Customer may terminate the contract in accordance with the terms and conditions of the contract.

13. Assignment

The Customer cannot assign its rights or obligations under this contract to another party without the Rottnest Island Authority's written consent.

The Rottnest Island Authority may assign its rights and/or obligations under this contract to another party, without the Customer's consent and will advise the Customer in writing of the transfer.

13.1 Amendment of Contract on Assignment to another supplier/retailer

In addition to clauses 12 and 13, the Rottnest Island Authority may assign its rights and obligations under this contract another West Australian electricity supplier or retailer without the Customer's consent.

If the Rottnest Island Authority assigns its rights and obligations under this contract to another West Australian electricity supplier/retailer the Rottnest Island Authority will advise the Customer in writing of the transfer, including the date of transfer, and with effect on and from

the date of transfer:

- a) The Assignee replaces the Rottnest Island Authority as the supplier of electricity under this contract; and
- b) this contract is amended by replacing the terms and conditions of this contract with the terms and conditions set out in the Assignee's Standard Form Contract, as approved by the Economic Regulation Authority and published on the Economic Regulation Authority website at the date of transfer.

14. Customer information

The following will be made available to the Customer upon request:

1. A copy of the Code of Conduct (For the Supply of Electricity to Small Use Customers) – hardcopy charge to cover the cost of providing the copy from the State Law Publisher. Also available on the Rottnest Island website free of charge;
2. A copy of the Electricity Industry (Customer Contracts) Regulations 2005 available for inspection from the Rottnest Island Authority, Rottnest Island - free of charge;

or

A personal copy can be provided – subject to a charge to cover the cost of providing the copy from the State Law Publisher;

1. A copy of the Electricity Tariffs, Fees and Charges Schedule – available from the Rottnest Island Authority Rottnest Island, or the Property Management offices (see contacts page 2) – free of charge;
2. Information about the safe use of electricity and energy efficiency;
3. Billing data – see Clause 7; and
4. Contact details for obtaining information about government assistance programs or financial counselling services.

15. Payment difficulties and debt recovery

15.1 Hardship assistance

The Rottnest Island Authority may make special financial arrangements to assist a Customer who experiences hardship in the payment of its accounts. Information on available options is accessible by calling the telephone number shown on the Customer's invoice or on page 2 of this contract.

15.2 Debt recovery suspension

Legal proceedings for the recovery of an outstanding amount will not be commenced if the Customer enters an approved payment arrangement with the Rottnest Island Authority.

15.3 Payment plans

By agreement with the Customer, a payment plan may include amounts payable under bills that will be issued within six (6) months after the commencement of the plan.

15.4 Family violence protections

1. The Rottnest Island Authority must use reasonable endeavours to confirm a Customer's status as a vulnerable customer if it becomes aware of circumstances indicating family violence, even if the Customer has not directly advised the Rottnest Island Authority of those circumstances. A copy of the Rottnest Island Authority's Utility Services (Family Violence) Policy can be found [here](#).
2. A vulnerable customer affected by family violence may, with verifiable consent, opt out of the non-payment disconnection moratorium, and may later opt back in.

16. Dispute Resolution

16.1 Complaints procedure

Customers wishing to raise a complaint concerning performance of their electricity supply are encouraged to use the [Utilities Customer Complaints Procedure](#) available on the Rottnest Island Authority website, and may:

- Complete the [Customer Complaint Form](#) and email it to: Utilities.Complaints@rotnnestisland.com
- discuss the issue on the phone; as per the telephone number as specified on page 2 of this contract.
- attend in person at the Rottnest Island Visitor Centre located on Rottnest Island [here](#);
- send an email to Utilities.Complaints@rotnnestisland.com; or
- write a letter to the Rottnest Island Authority or its representatives as specified on page 2 of this contract.

Complaints will be addressed by the Rottnest Island Authority in a prompt and professional manner. A representative of the Rottnest Island Authority will:

- a) acknowledge the complaint within ten (10) business days;
- b) address and, where possible, resolve the complaint within fifteen (15) business days;

- c) keep the Customer informed of the progress of the complaint, including any reasons for delay; and
- d) provide a written response if requested by the Customer.

RIA's complaints procedures must comply with [AS/NZS 10002:2022](#).

16.2 Referral to Chief Executive Officer

If the Customer is not satisfied with a solution offered or action taken on a complaint, the Customer may seek referral to the Rottnest Island Authority's Chief Executive Officer, who shall investigate the complaint, assess the appropriateness of the Rottnest Island Authority's response and either confirm or amend the Rottnest Island Authority's proposed solution or action.

16.3 Referral to Energy and Water Ombudsman

Where the Customer has made a complaint to the Rottnest Island Authority and the Customer is not satisfied with:

- the way the complaint is being handled by the Rottnest Island Authority; or
- the complaint is considered to be unresolved; or
- a matter with the Rottnest Island Authority has not been resolved to the Customer's satisfaction;

the Customer may refer the complaint or matter to the [Energy and Water Ombudsman – “Make your complaint”](#).

16.4 Service Standard Payments

Rottnest Island Authority will make service standard payments to customers as required under the Code of Conduct for the Supply of Electricity to Small Use Customers, as amended and indexed from time to time.

RIA will also, on request, provide Customers with details of the current service standard payment amounts and the circumstances in which they apply.

17. Confidentiality

The Standard Form Contract is publicly available on the Rottnest Island Authority's website, however individual Customer details of this contract are confidential between the Rottnest Island Authority and the Customer and information about the Customer will not be disclosed to any third parties except:

- a) where required by law;

- b) to comply with the Rottnest Island Authority obligations under this contract;
- c) to Rottnest Island Authority advisors, auditors or consultants who are also bound not to disclose any information under a confidentiality agreement; or
- d) with approval by the Customer.

The Rottnest Island Authority maintains a records management system whereby confidential documents, including this contract and applications related to this contract, are secure and applied with restricted access to authorised personnel only.

18. Service of Notices

Notices and/or documents will be served to the Customer by:

- Hand delivery;
- Email; or
- Mail.

A notice (and other documents) shall be deemed to have been given and received:

- a) If addressed or delivered to the relevant address or number in the contract or last communicated in writing to the person giving the notice; and
- b) On:
 - i the date and time delivered, in the case of hand delivery;
 - ii the date on which the sender's machine or device records that the communication was successfully transmitted, in the case of email; or
 - iii the date three (3) business days after posting, in the case of mail.

19. Governing Law

This Standard Form Contract is subject to the laws of Western Australia including but not limited to the following legislation:

- [Electricity Industry Act 2004](#);
- [Electricity Industry \(Customer Contracts\) Regulations 2005](#); and
- [Code of Conduct \(For the supply of Electricity to Small Use Customers\)](#)

20. Equipment ownership and responsibility

20.1 Rottnest Island Authority Ownership and Responsibility

Standard electrical service connections, the reticulation wiring up to and including the electricity meter at the boundary of the land remains the property of the Rottnest Island Authority. All maintenance, servicing and repairs on this network equipment is the responsibility of the Rottnest Island Authority.

Faults with the network equipment involving significant electricity outage or possible damage to property should be reported immediately to the Rottnest Island Authority. The Rottnest Island Authority will repair the connection as soon as practicable.

Other repairs will be done by the arranged date.

All network equipment within the supply address premises which are fixed to the premises shall become the property of the Rottnest Island Authority in the case of termination of the Customer's supply.

20.2 The Customer Ownership and Responsibility

The Customer is responsible for maintaining all connections and fittings in good working order and condition from the electricity meter at the boundary of the supply address.

It is a legal requirement for all repairs and modifications to connections and fittings to be carried out by a licensed electrician.

21. Meter Testing

If the Customer suspects an electricity meter is faulty, the Customer may request the Rottnest Island Authority to arrange for the meter to be tested.

The Rottnest Island Authority will arrange for a test to be conducted on the meter, only if the Customer pays the fee applicable for the test to be conducted.

The Rottnest Island Authority will refund the fee if the test results fall outside an accuracy of plus or minus one point five percent (1.5%), whereupon consumption charges will be adjusted.

If the meter is found to be faulty and a meter test fee was paid, the customer may choose to receive either a refund of the fee or a bill credit.

22. Access to supply address

22.1 Access

The Customer must provide safe and unrestricted access to the electricity meter and electrical connections at the supply address for the Rottnest Island Authority and its agents.

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For planned work within a residence or commercial property, the Rottnest Island Authority will provide written notice to the Customer not less than five (5) business days in advance.

22.2 Identification

The Rottnest Island Authority will take all reasonable steps to ensure that any person who enters the supply premises on behalf of the Rottnest Island Authority:

- a) clearly displays a form of identification; and
- b) shows to the Customer a form of identification if requested to do so.

A form of identification includes a card or other written information that identifies the person as an employee or agent of the Rottnest Island Authority.

23. Liability

23.1 Events outside the Rottnest Island Authority's control

The Rottnest Island Authority will not be liable to the Customer for any failure to fulfill the terms of this contract where that failure results from an event that is outside our control.

23.2 Limitation on Liability in Certain Circumstances

Under the Australian Consumer Law, consumer guarantees may apply to the supply of electricity to the Customer under this contract. These guarantees cannot be excluded or modified by any provision of this contract.

Except where the Customer is a consumer and to the extent that a consumer guarantee applies:

- a) the Rottnest Island Authority does not guarantee that the electricity supplied will be of any particular quality or that it will be free from surges or that the Customer will obtain a continuous supply of electricity without interruptions;

and

- b) the Rottnest Island Authority will not be liable to the Customer for:
 - i any loss or damage; or
 - ii business interruption loss; or
 - iii lost profits; or
 - iv loss of an opportunity; or
 - v the Customer's liability to other people under contracts or otherwise,

arising from or in connection with any interruption in the electricity supply any surge in electricity supply or the Rottnest Island Authority failing to supply electricity meeting any particular quality.

Without limiting this clause 24.2:

- c) subject to 24.2(d) below, the Rottnest Island Authority will not be liable to the Customer for:
 - i any loss or damage; or
 - ii business interruption loss; or
 - iii lost profits; or
 - iv loss of an opportunity; or
 - v the Customer's liability to other people under contracts or otherwise,

arising from or in connection the Rottnest Island Authority's breach of contract, breach of statutory duty, negligence or otherwise; and

- d) if the Customer is an individual who has acquired electricity under this contract wholly or predominantly for the purpose of personal, domestic or household use or consumption, then the Rottnest Island Authority will be liable to the Customer for loss or damage directly arising from the Rottnest Island Authority's breach of contract, breach of statutory duty or negligence, but excluding any loss or damage to the extent that the loss or damage is:
 - i business interruption loss; or
 - ii lost profits; or
 - iii loss of an opportunity; or
 - iv the Customer's liability to other people under contracts or otherwise.

23.3 Limitation in Relation to Consumer Guarantees

Nothing in this contract is to be taken to exclude, restrict or modify:

- a) any rights or recovery or to compensation you may have under the Australian Consumer Law; or
- b) any condition, warranty or guarantee that we are prohibited by law from excluding, restricting or modifying.

All other conditions, warranties and guarantees, whether or not implied by law are excluded.

Where any electricity supplied under this contract is not a good of a kind ordinarily purchased

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for personal, domestic or household use, the Rottnest Island Authority's liability for breach of any consumer guarantees applicable to the supply of electricity under the Australian Consumer Law to the extent that is permitted by law is limited to any one of the following determined by the Rottnest Island Authority:

- a) the supply of equivalent electricity; or
- b) the payment of the cost of acquiring equivalent electricity.

24. Effect of invalid provisions

The effect of any invalid or unenforceable provision shall not have any effect on the other provisions within this contract.

25. References

Available on the RIA website

<http://www.ria.wa.gov.au/policy-and-reports/utility-reports/electrical-reports>

or in hard copy from the RIA on request.

- Code of Conduct for the Supply of Electricity to Small Use Customers
- Rottnest Island Electrical Distribution Manual 2016
- Rottnest Island Electrical Safety Manual 2016
- Utilities Customer Complaints Procedure
- Utilities Customer Complaints Form
- Application Form: Commercial Connections and Power Upgrades (Rottnest Island) - *If there is a requirement for more power for commercial and residential properties.*
- Application Form: Relocation of Electrical Supply Equipment (Rottnest Island) - *To relocate an existing Rottnest Island network asset; from a mini pillar to a transmission line and everything in between.*
- Application Form: Connection of Embedded Generation (Rottnest Island) When an embedded generation system, the most common of the embedded generation, converts solar energy into electricity.
- Rottnest Island Authority Family & Domestic Violence Procedure