

ROTTNEST ISLAND AUTHORITY



OPERATION OF ELECTRICAL SERVICES CUSTOMER SERVICE CHARTER 2009

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1. Introduction

1.1 Rottnest Island Mission Statement

Rottnest Island is conserved and enhanced as a unique island destination rich in environment, culture, and heritage, offering a relaxed holiday experience for Western Australian families and other local, interstate and overseas visitors.'

1.2 The Role of the Customer Service Charter

This Customer Service Charter sets out the principles terms and conditions upon which the Rottnest Island Authority (RIA) intends to provide electrical services to its customers in accordance with the Licence issued to Rottnest Island by the Economic Regulation Authority (ERA) under the *Electricity Industry Act 2004*.

The Customer Service Charter informs the customers of Rottnest Island of their rights in accordance with the provision of the licence, including service interruptions, levels of service, and complaint procedures. A copy of the operating licence is available on request from the RIA or from the ERA.

Further details of your rights and responsibilities are outlined in the *Code of Conduct for the Supply of Electricity to Small Use Customers 2008* (Code of Conduct). All electricity retailers must comply with the Code of Conduct when conducting business with customers who consume less than 160 MWh per year. The Code of Conduct can be viewed at the ERA website at www.era.wa.gov.au.

1.3 References

The Customer Service Charter has been compiled with reference to the following key documents:

- the *Code of Conduct for the Supply of Electricity to Small Use Customers 2008* (Code of Conduct);
- the Standard Form Contract;
- the *Electricity Industry Act 2004*;
- the *Energy Operators (Powers) Act 1979*;
- the *Electricity Act 1945*;
- the *Electricity (Supply Standards and System Safety) Regulations 2001*; and
- associated regulations and relevant industry codes.

References in this document to clauses relate to the Code of Conduct unless otherwise specified.

1.4 Customers

RIA customers can be divided into three main groups:

- Visitors that receive electricity services but are not charged a direct electricity fee.
- Residents that are employees of the RIA, and contractors on the Island that receive electricity services and are charged a fee for electricity services.

- Lessees that are commercial operators on the Island who are provided with electrical services and are charged a separate electricity fee.

Both resident and lessee customers are party to the Electricity Standard Form Contract for the supply of electricity services by the RIA..

1.5 Commitment to service and safe use of electricity

The RIA will provide its service in a manner that is professional, courteous, and prompt with a focus on consultation with the customer, respecting your rights, and meeting your reasonable expectations.

In today's world, we use electricity every day and as a result can often take it for granted. The RIA urges you to always take care when using electric appliances or equipment that supplies electricity.

Signs that you may have a faulty connection, appliance or wiring include:

- receiving a slight shock from appliances;
- fuse continually blowing;
- circuit breaker or safety switch operating repeatedly; and
- sparking appliances.

For your safety, and the safety of others, have these incidents reported to our 24 hour fault line number 0437 417 083 as soon as they are detected.

If you get a tingle from taps or water pipes, you should switch off the power at the main switch and call our 24-hour faults line immediately on 0437 417 083. It is possible the earth wire at your premises is faulty and this can be extremely dangerous.

If you have any concerns about electrical safety please call (08) 9292 5233 or visit the Energy Safety website www.energysafety.wa.gov.au

1.6 Services provided

The RIA has an integrated regional licence. That means we are responsible for the 'poles and wires' that form the electricity network and we distribute electricity power from the generator to homes and businesses.

We are also an electricity retailer. That is you buy your electricity from the RIA.

1.7 How to contact us

Address: Reception, Level 1, E Shed Victoria Quay Fremantle 6160

Office Hours: 8.30 am to 5.00 pm Monday to Friday

Telephone Number: (08) 9432 9300

Fax Number: (08) 9432 9301

Email Address: enquiries@rotnnestisland.com

Customers who are deaf or have a hearing or speech impairment can call through the National Relay Service:

- TTY users phone 133 677 then ask for 08 9432 9300

- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 08 9432 9300
- Internet relay users connect to the NRS (see www.relayservice.com.au for details) and then ask for 08 9432 9300.

To use an interpreter over the telephone (multi lingual services):

- Telephone: 131 450 and quote telephone number 9432 9300 (client code 769477)

1.8 Emergency assistance

Due to the different types of customers using the electrical services provided, two procedures are required for emergency response to best serve customers on the Island, one for visitors to the Island and one for lessees and residents on the Island.

1.8.1 Visitors

All incidents can be reported to the accommodation office either in person or by telephone on (08) 9372 9730 during office hours.

After hours emergencies can be reported to the RIA Accommodation Office accommodation office on (08) 9372 9728.

The Accommodation Office will notify the facilities management contractor of the incident. The facilities management contractor will, within one hour, advise the accommodation office of the nature and timing of the action to be undertaken.

Accommodation Office	During office hours	(08) 9372 9730
	After hours emergencies	(08) 9372 9728

1.8.2 Lessees / Residents

All incidents should be reported to the facilities management contractor by telephone on (08) 9292 5233.

Emergencies can be reported to the Facilities Manager by telephone on 0437 417 083.

The Facilities Manager will, within one hour, advise the caller of the nature and timing of the action to be undertaken.

Rottnest Island facilities management contractor	During office hours	(08) 9292 5233
	After hours emergencies	0437 417 083

2. Billing and Payment Information

2.1 Billing cycles

Statements of account for outstanding charges are issued on a regular basis. In addition, the

RIA will supply additional statements of account on request. In certain circumstances, a fee may apply for this service.

The RIA will, on request from a customer, provide billing data at no charge:

For a period of less than the previous two years and no more than twice a year; or
In relation to a dispute with the provider.

An account will be regarded as having been delivered when it is transmitted to a lessee at the address notified to the RIA by the property holder. It is the property holder's responsibility to notify the RIA of any change of address.

The RIA requests that you provide three business days notice of your intention to change address, to ensure you will not be charged for electricity costs incurred after you have left. Where changes in tenancy or property ownership occur, a special electricity meter reading can be requested to determine the amount of electricity used. A fee applies for this service.

2.2 Contents of a bill

Unless you request otherwise, your bill will include the following information:

- (a) the customer's name and account number;
- (b) the supply address 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 you may be eligible to receive and the amount of concessions provided to you;
- (i) advice that an additional late payment fee may be imposed and an explanation as to how you 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 Ombudsman;
- (p) the RIA'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) our telephone number for the hearing impaired (TTY) services; and
- (t) to the extent that the data is available, a graph or bar chart illustrating the amount due or consumption for the period covered by the bill, the previous bill and the bill for the same period last year.
- (u) Information in relation to the provision of multi lingual services available

2.3 Pricing and consumption charges

Prices for the RIA's electrical services are provided in the Schedule of Electricity Fees and Charges. A copy of the schedule can be obtained by contacting the RIA on (08) 9432 9300. Your consumption will be determined by a reading of the meter placed at your supply address.

2.4 Estimations

The RIA will calculate electricity consumption charges based on an estimate of your 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 you used during the same period in the previous year;
- (b) if you do not have a prior billing history, the average usage of comparable customers;
- (c) your reading of the meter; or
- (d) a test of the meter.

2.5 Review of a bill

You may at all times request the RIA to review a bill.

If an error is made resulting in you paying more than the correct amount, the excess amount will be refunded to you, or credited to your account within 12 business days.

If an error is made in the charges, which results in you paying less than the correct amount, you may be required to pay the correct amount upon request. However only charges relating to the last twelve months will be recovered.

2.6 Payment date and methods

You will be given at least twelve business days to pay a bill. The payment methods offered are in accordance with the provisions of Part 5 of the Code of Conduct, and include:

- (a) in person;
- (b) by mail;
- (c) by Centrepay;
- (d) electronically by means of BPay or credit card;
- (e) by telephone by means of a credit card; or

2.7 Late Payment Fee and other charges

The RIA may charge you a late payment fee if you do not pay your bill before the due date.

In addition, if your cheque is not honoured for any reason, the RIA may pass on any costs

incurred.

2.8 Payment difficulties and financial hardship

The RIA can make special financial arrangements to assist you if you are experiencing hardship in the payment of your accounts. Information on these options is available by calling the telephone number shown on your account.

2.9 Final Bill and Estimated Bill

If a customer requests the issue of a final bill at the customers supply address, the RIA must use reasonable endeavours to arrange for that bill in accordance with the customers request;

If a customer's account is in credit at the time a customer requests a final bill, the RIA will repay the amount to the customer within 12 working days.

If the RIA gives the customer an estimated bill and the meter is subsequently read, the RIA will include an adjustment on the next bill to take account of the actual meter reading

3. Your Rights

3.1 Your rights to electricity services

The RIA will provide:

- Electricity to meet the criteria for quality and safety in accordance with the *Electricity (Supply Standards and System Safety) Regulations 2001*.
- Response to reports of poor electricity quality by investigating the matter and advising the customer of the outcome within a reasonable time period or such time period as is agreed with the customer.

If you experience a significant change in the usual electricity supply voltage (e.g. dimming lights) advise the Facilities Manager immediately. The facilities management contractor will investigate and advise any action it has taken, within a time agreed with you.

3.2 Your rights to consultation and information

The RIA is committed to involving its customers on issues relating to its programmes and services. Community involvement in Rottnest Island service planning and decision-making processes will be sought through the Rottnest Island Business Community (RIBC which hold regular meetings.. The RIA will use local media bulletins to advise customers of any system change that may result in significant variation to service levels.

The RIA will publish and make available at its premises information on matters relating to its electrical services and other aspects such as charging and complaints handling. Information regarding these matters can be obtained from the RIA's business office.

The RIA's representatives will provide identification, their name and section when engaged in business discussions with customers.

Copies of the following documents can be obtained from the RIA by telephoning 9432 9300

or can be downloaded from the RIA website* (www.rotnnestisland.com):

Customer service Charter*
Code of Conduct 2008

The Code of conduct details the rights of customers and responsibilities of the supplier in relation to marketing, connection, billing, payments, financial hardship, disconnections, reconnections, pre-payment meters, information and communication, Customer service charter requirements, record keeping, and service standard payments.

3.3 Your rights to assistance, redress and compensation

If the RIA's activities have caused damage to your property or disruption to you, the RIA will deal with the matter in a fair and business-like manner, whether or not a complaint is received. The RIA may rectify damage and, as necessary and reasonable, compensate you in accordance with the *Electricity Industry Act 2004*

3.4 Enquiries, suggestions, complaints and disputes

The RIA values your enquiries and suggestions on ways that it can improve its services. If you have an enquiry, you can telephone the RIA on (08) 9432 9300 during business hours. You will receive a prompt, courteous and helpful reply and will be informed and directed as to who is handling your enquiry.

3.4.1 Enquiries Procedure

Telephone calls to the emergency numbers will be answered promptly and advise of action to be taken and timing given within one hour of your call. General written correspondence will be replied to within ten business days. Over the counter and telephone enquiries will be responded to within one hour.

3.4.2 Complaints Procedure

We are committed to handling your complaints and enquiries in a courteous and efficient manner.

We have a detailed complaints handling process, which includes guidelines to ensure that all complaints are handled professionally.

Complaints and copies of compliant handling procedures can be can be lodged by telephoning (08) 9292 5233 during normal office hours (Monday – Friday 8.30 to 4.15pm) or 0437 417 083 after hours. Alternatively written complaints can be mailed to Rottnest Island Authority, PO Box 693 Fremantle WA 6160.

You may be eligible to apply for a service standard payment of \$20, on request, if we fail to acknowledge your written query or complaint within 10 business days or fail to respond to a written query or complaint within 20 business days.

Request for payment must be submitted within six months of your initial query or complaint.

We will resolve your written complaint within 20 business days of receipt. If you are not satisfied with the response, or if you disagree with our decision you can:

- request that your complaint be reviewed by a senior employee; or
• contact the Energy Ombudsman.

Energy Ombudsman

Phone 08 9220 7588

Freecall 1800 754 004

Email energy@ombudsman.wa.gov.au

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

Free fax 1800 611 279

4. RIA's Rights and Obligations

4.1 Entry to your residence

The circumstances in which the RIA representatives may enter your residence to carry out investigations and/or work on the electrical system are set out in the Energy Operators (Powers) Act 1979. Any such entry will normally occur during business hours, except in cases of emergency. For planned work within a residence or commercial property, the RIA will provide written notice to the occupier not less than 5 days in advance.

In cases of emergency, notice of entry to attend to the situation is not required and may not be given. Should this be necessary we will respect your property and will be present for the minimum time required. The occupier, if present, will be informed of the repairs to be undertaken and the anticipated length of time for the work to be completed. As soon as practicable after the event, notice in writing of the entry, the works carried out and any further relevant intention of the RIA will be given to the occupier.

4.2 Rectifying defective work

If the RIA becomes aware of the presence of any defective or improper work forming part of your electrical services and fittings which may impair the effective operation of the RIA's system, it may serve a notice requiring you to remedy any such defect or improper work within a specified time.

If the terms of the notice are not followed, the RIA may enter your property to remedy the defective or improper work. This action, if taken, will be in accordance with the Energy Operators (Powers) Act 1979 and the full cost of any remedial work will be charged to you.

Any electrical work undertaken must be completed by a licensed electrical contractor or electrician.

4.3 Service interruptions

The Rottneest Island's electrical supply service is designed to be available 24 hours per day. During conditions that necessitate restrictions on electricity use, the RIA will ensure that sufficient electricity will be available to meet essential in-house demand.

Except in emergencies, the RIA will give specific notice to customers of its intention to interrupt, postpone or limit the supply of services for the purpose of regular maintenance or works programs. Notification will be given to both domestic customers and commercial/industrial customers at least three days prior to the interruption or by agreement.

We will endeavour to limit any disruption to electricity supply caused by service operations and maintenance activities to less than two hours. In certain circumstances, you may be eligible for a compensation payment if the interruption lasts for 12 hours or more. For information on eligibility and how to make a claim contact (08) 9292 5233.

If you remain dissatisfied with the outcome, you may submit the matter to the Energy Ombudsman in accordance with the Complaints Procedure in Section 3.5.2 above.

4.4 Maintenance

Standard electrical service connections, the reticulation wiring up to and including the electricity meter remains the property of the RIA. Maintenance will be the responsibility of the Rottneest Island Authority.

Faults with the electricity service connection (meter, fuse-switch and the wiring) involving significant electricity outage or possible damage to property should be reported immediately to the RIA. The RIA will be on site to repair the connection within one hour of receiving the fault report. Less urgent repairs will be carried out by a date arranged and agreed by the customer and the RIA..

4.5 Electricity meters

An electricity meter will be installed as part of an electricity service connection and will remain the property of the RIA.

If you suspect an electricity meter is faulty, the RIA will test it on request. A fee applies for this service, which is refundable if test results fall outside an accuracy of plus or minus two per cent, whereupon consumption charges will be adjusted

You are requested to ensure the electricity meter is accessible to the RIA or to make suitable alternative arrangements with the RIA.

You are responsible for any damage you cause to the meter.

4.6 Disconnection

The RIA may disconnect your electricity supply services in the following circumstances:

- if you do not pay, or meet and make arrangements to pay, overdue charges for the services. A reminder notice and a disconnection warning will be sent to you prior to disconnection. You will be given at least 5 business days warning before the disconnection occurs. The supply will not be disconnected if arrangements for financial hardship are implemented in accordance with Section 2.8 above;
- if you deny access to the meter for 12 consecutive months. A disconnection warning will be supplied to you at least 5 business days prior to disconnection of the service;
- in the case of emergency, the RIA will discontinue service immediately. However a 24 hour emergency telephone line will be provided on which you will be given information regarding the nature of the emergency and an estimate of when your supply will be restored;
- if you have obtained electricity illegally.

In the event that disconnection of electricity may be necessary, we will firstly send you a disconnection-warning letter.

We may be able to provide alternative payment arrangements and, where appropriate, concessions if you are experiencing difficulty paying your bill.

We will not disconnect your supply:

- after 3pm Monday to Thursday, after 12 noon on a Friday, and on a Saturday, Sunday or Public Holiday or on a business day prior to a public holiday;
- when a customer has made a complaint directly related to the reason for the disconnection; or
- if a person residing at the supply address is on life support.

If we do not follow required procedures (prescribed in The Code) prior to disconnecting you for failure to pay your bill, you may be eligible to apply for a service standard payment.

A payment of \$50 per day would apply for the period that your electricity remains disconnected (up to a maximum of \$250). Customers must submit their request for payment within six months of the disconnection.

4.7 Connection

In the case of new electrical services, the RIA will connect electrical services on your request and in compliance with the terms and conditions of this Charter.

Where an existing electrical supply service is available for connection to the premises, electrical services will be connected within five (5) business days of the request being received by the RIA.

Where electrical services are not available within the reasonable vicinity of the premises the RIA will make the connection as immediately as practicable after receiving your request, taking into consideration such issues as heritage, environmental and aboriginal approvals.

A fee will apply for the connection of electrical services.

4.8 Where you can get more information

Electricity Industry (Customer Contract) Regulations 2005

The minimum standards that must be applied to customer contracts within the electricity industry are outlined within these regulations. A copy is available at www.energy.wa.gov.au.

The Code of Conduct for the Supply of Electricity to Small Use Customers

This is available on the Economic Regulation Authority website at www.era.wa.gov.au. The Code regulates the conduct of people who market, sell or transport electricity. It specifies what is acceptable behaviour when dealing with customers.

The Economic Regulation Authority

Write to GPO Box 8469, Perth Business Centre,
Western Australia 6849, or telephone (08) 9213 1900.

The Director of Energy Safety

Visit their website www.energy.safety.wa.gov.au or call (08) 9422 5200.

