



your power to choose

## Customer Service Charter for Small Use Customers

### About Perth Energy

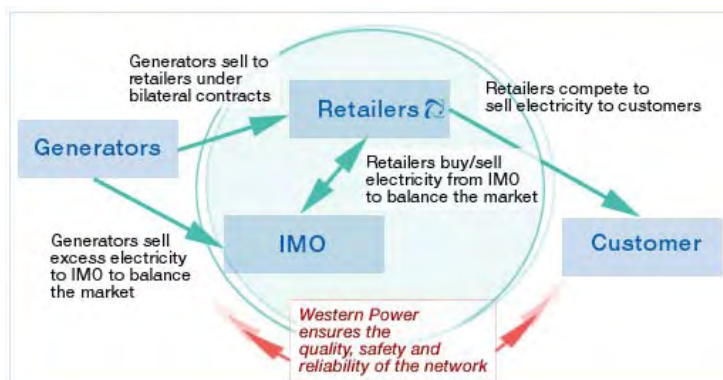
Perth Energy is Western Australia's leading independent electricity retailer. We have been retailing power to contestable customers since 1999. Our friendly, professional team has detailed knowledge of and hands-on experience in the WA energy markets enabling us to provide our Customers with a high quality service and assistance on a daily basis.

### Our Commitment

Perth Energy's mission is to deliver to our Customers the best value electricity supply in Western Australia. Our goal is to create a partnership with our Customers that results in a long term relationship that everyone will benefit from. This Customer Service Charter outlines our commitment to you and your rights and obligations as a Perth Energy Customer.

### Our Services

Perth Energy is a State Government licensed retailer. We purchase electricity from a variety of generators and sell to deregulated commercial and industrial users. The Network (the "poles and wires") Provider, Western Power, is responsible for the safe and reliable delivery of electricity regardless of the retailer a Customer chooses.



All of Perth Energy's Customers can expect prompt and friendly service. We bill our Customers monthly, offer flexible payment options and can customize our invoices and reporting to suit each Customer's specific needs.

All of Perth Energy's Customers are assigned a dedicated Account Manager.

Perth Energy has entered into an Access Arrangement with Western Power to use their “poles and wires” to supply electricity to our Customers. We pay a fee to Western Power for use of the networks. The Access Arrangement and fees are regulated by the Economic Regulation Authority and they are the same for all retailers. Western Power operates and maintains the networks and is responsible for fixing blackouts or interruptions. Perth Energy will liaise with Western Power on behalf of the Customer to help deal with any power supply quality issues. At all times the Customer has access to the regular fault reporting procedures that Western Power provides.

### Compliance

We are committed to complying with the requirements of our Retail Licence and the “Code of Conduct for the Supply of Electricity to Small Use Customers” (Code). If a Customer consumes less than 160 MWh of electricity (about \$28,000) per year, they are considered a “Small Use Customer”.

The Code regulates and controls the conduct of electricity marketing agents, retailers and distributors, defines the required standards of conduct in the supply and marketing of electricity to Customers and protects consumers from undesirable marketing conduct. For further information and to view the Code, please see Perth Energy’s website [www.perthenergy.com.au](http://www.perthenergy.com.au) or go to the Economic Regulation Authority’s website at [www.era.wa.gov.au](http://www.era.wa.gov.au).

Perth Energy has a standard form contract that has been approved by the Economic Regulation Authority for supply to Small Use Customers. All of our contractual agreements are written in simple everyday language and our pricing is framed in terms that enable ready comparison with other retailers’ products.

In order to accurately bill our Customers and to comply with the Metering Code, all of Perth Energy’s Customers require an electricity meter capable of measuring the Customer’s consumption every 30 minutes, and storing the data for 35 days.

### Our Customer’s Rights and Obligations

Customers’ rights are protected by the Code, which lays down the minimum standards for a wide array of issues such as marketing, connection, billing, payment, disconnection, reconnection, information provision, complaints & dispute resolution and record keeping.

Once a Customer has agreed to be supplied electricity by Perth Energy, we will make all the necessary arrangements to either transfer the Customer from their existing retailer or

**[www.perthenergy.com.au](http://www.perthenergy.com.au)**  
*Perth Energy’s website has further information on the services we provide and the electricity market in general to help you make an informed decision when choosing an electricity retailer. There are also useful links to our standard form contract and key industry documents like the Electricity Industry Act 2004, the Code of Conduct and the Metering Code.*

establish a new connection. In both cases, the Network Provider will complete the transaction within 3 to 5 business days.

Customers have an obligation to pay their bills on time or the retailer may disconnect their electricity. Disconnection can also occur if the Customer has obtained electricity illegally or denied access to the meter at the Customers' site for more than 12 consecutive months. However, the retailer must do everything reasonable to avoid disconnection and help a Customer suffering genuine financial hardship. If a disconnection becomes necessary, Perth Energy will first send a Customer a disconnection warning letter. As set out in the Code, Perth Energy will not disconnect a Customer's supply after 3pm Monday to Thursday, after 12 noon on a Friday, on a Saturday, Sunday or Public Holiday or on a business day prior to a Public Holiday. Perth Energy will not disconnect a Customer if the Customer has made a complaint directly related to the reason for the disconnection.

### Energy Ombudsman

*If you believe that we have been unable to resolve your complaint*

*satisfactorily, you may want to contact the Energy*

*Ombudsman. The Energy Ombudsman is a free, fair and independent dispute resolution service for energy consumers in Western Australia.*

*You can contact the Energy Ombudsman on freecall 1800 754 004 or go to their website:*

*[www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)*

Perth Energy will reconnect a Customer's electricity supply once the reason for disconnection has been remedied (for example, full payment of the outstanding bills has been received). This reconnection is subject to Perth Energy receiving a request from the Customer for reconnection and the Customer agreeing to pay a reconnection fee.

Perth Energy places the highest value on our customer service. We will continually try and improve the quality of all interactions with our Customers. Perth Energy endeavours to create with our Customers long term relationships that will benefit both parties. With this in mind we encourage our Customers to bring forward comments, suggestions or complaints on how we can enhance our relationships. Perth Energy aims to acknowledge written queries or complaints within 10 business days and provide a response addressing the query or complaint within 20 business days. For regulatory and reporting purposes, Perth Energy defines any communication from a Customer as a complaint if the Customer expresses dissatisfaction regarding our service and expects Perth Energy to provide a response or resolution.

Full details of our Complaint Handling Procedure can be found on our website. All complaints will be handled by an Account Manager, and if necessary the senior management of Perth Energy. We are a founding member of the Energy Industry Ombudsman (Western Australia) Limited and take our role of a high quality retailer of energy to our Customers very seriously. If the Customer is not satisfied with the outcome, the Customer can refer the complaint to the Energy Ombudsman WA for further action. The contact details for the Ombudsman are listed below and are also available on our website.

### Service Standards

If Perth Energy does not follow the required procedures in the Code regarding the disconnection, reconnection or written Customer complaints the Customer may be eligible for a service standard payment. A Customer can submit a request for a service standard payment from Perth Energy for up to 3 months after the incident.

### Key Documents

Key industry documents include the Code, Perth Energy's Standard Form Contract, the Electricity Industry Act 2004, the Energy Operators (Powers) Act 1979, the Energy Coordination Act 1994, the Electricity Act 1945, and associated regulations and relevant industry codes.

## Thank You for being a Perth Energy Customer

We encourage our Customers to give us feedback to help us improve, and we make every effort to operate better all the time.

### How to Contact Us

By Phone (During Business Hours)

**(08) 9420 0300**

Customers who have a hearing or speech impairment can call Perth Energy through the National Relay Service

TTY Users Phone

**133 677 then ask for 08 9240 0300**

Speak and Listen Users Phone

**1 300 555 727 then ask for 08 9420 0300**

Internet Relay Users connect to

**NRS ([www.relayservice.com.au](http://www.relayservice.com.au))**

**then ask for 08 9420 0300**

Interpreter Services

**Please call TIS National on 13 14 50 and ask to be connected to Perth Energy on 08 9420 0300**

By Mail

**Unit 3, 77 Mill Point Road, South Perth WA 6151**

By Email

**[info@perthenergy.com.au](mailto:info@perthenergy.com.au)**

By Fax

**(08) 9474 9900**

### Other Important Contacts

#### Economic Regulation Authority

Level 6, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 08 9213 1900

Facsimile: +61 8 9213 1999

Website: [www.era.wa.gov.au](http://www.era.wa.gov.au)

#### Office of Energy

Level 9, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 61 8 9420 5600, Facsimile:

61 8 9420 5700

Website: [www.energy.wa.gov.au](http://www.energy.wa.gov.au)

#### Energy Safety (Department of Commerce)

303 Sevenoaks Street, CANNINGTON WA 6107

Phone: freecall 1800 678 198

Facsimile: 61 8 9422 5244

Website: [www.energysafety.com.au](http://www.energysafety.com.au)

#### The Energy Ombudsman

Level 12, St Martins Tower, 44 St Georges Terrace, PERTH WA 6000

Phone: freecall 1800 754 004,

Facsimile: freefax 1800 611 279

Email:

[energy@ombudsman.wa.gov.au](mailto:energy@ombudsman.wa.gov.au)

Website:

[www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)