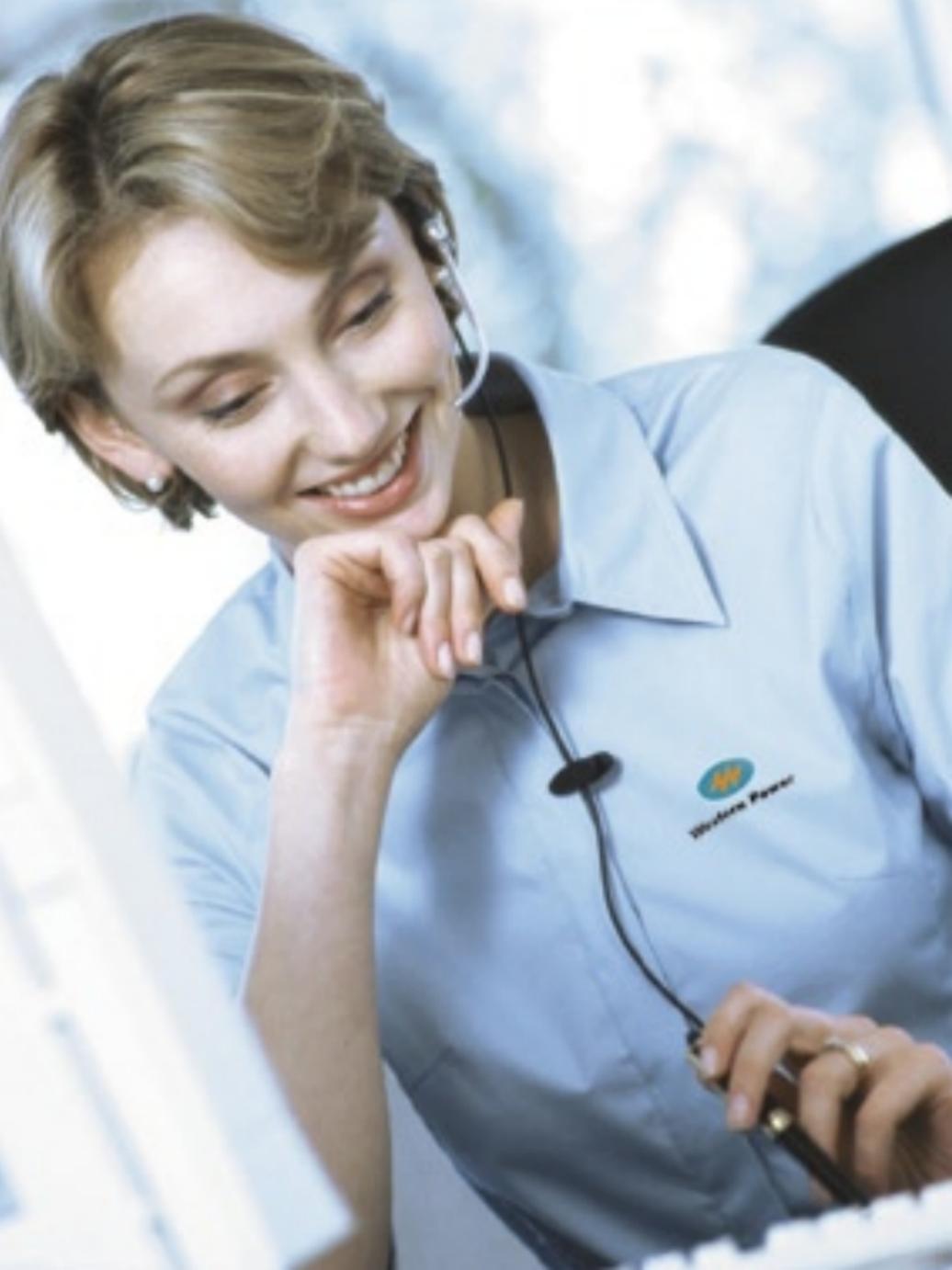


# Western Power Retail Customer Charter.



**Western Power**





## Our service commitment to you.

Western Power Retail is committed to providing you with courteous, professional and prompt service.

We take this promise to you seriously enough to put it in writing.

This Customer Charter outlines your rights, obligations and expectations as a valued Western Power Retail customer.

Further details on your rights and responsibilities are outlined in The Code of Conduct (for the Supply of Electricity to Small Use Customers). All electricity retailers in Western Australia must comply with The Code when conducting business with customers who consume less than 160MWh per year. The Code can be viewed on the Economic Regulation Authority website at [www.era.wa.gov.au](http://www.era.wa.gov.au)



We are committed to providing you with a courteous, professional and prompt service.

## Who this Charter applies to.

Our Customer Charter relates to residential and small-use business customers located in the Western Australian South West Interconnected System (SWIS), an area that extends from Kalbarri in the north to Albany in the south and east to Kalgoorlie.

Small-use business customers are those who consume less than 160 megawatt hours (MWh) of electricity per year, or an average of 440 units per day. (As a guide, consumption of 160MWh per year equates to an annual electricity bill of approximately \$28,000, depending on your tariff.)



## How to contact us.

We would like to assure you that you will receive our highest standard of service when we are responding to your enquiries.

There are a number of ways you can contact us:

### **BY PHONE**

- Residential customers 13 13 53
- Business customers 13 13 54
- For calls from outside Western Australia (08) 9326 4911
- TTY (for customers with hearing or speech difficulties) (08) 9326 6175.
- If you don't speak English call us on 13 13 53 and we will arrange an interpreter service for your convenience.

### **BY MAIL**

Western Power Retail, Western Power Corporation  
GPO Box L921, Perth WA 6842

### **BY EMAIL**

Our email address is [info@westernpower.com.au](mailto:info@westernpower.com.au)

### **BY FAX**

(08) 9326 4000

### **OVER THE COUNTER SERVICE**

363 Wellington St, Perth

### **INTERNET**

[www.westernpower.com.au](http://www.westernpower.com.au)

### **OTHER USEFUL NUMBERS**

For emergency or supply faults/interruptions (24 hours a day) call the Distributor on 13 13 51.

To report faulty streetlights call the Distributor on the 24-hour number 1800 622 008 (Freecall) or you can visit [www.westernpower.com.au/faultystreetlight](http://www.westernpower.com.au/faultystreetlight)

## Understanding the roles of generation, distribution and retail.

Within the energy market in Western Australia, the role of producing electricity, delivering it to your home or business, and selling it to you may not be the responsibility of a single organisation. These different roles include:

- The Electricity Generator - responsible for producing electricity. Western Power Generation is one of many generators of electricity in Western Australia.
- The Electricity Distributor - responsible for the delivery of electricity from generators to your premises. In Western Australia, Western Power Networks is responsible for managing and maintaining the electricity network within the SWIS area, which consists of powerlines, substations, metering equipment, control centres and meters. In this Customer Charter, Western Power Networks is referred to as the Distributor.
- The Electricity Retailer - responsible for the purchase of electricity on your behalf. Western Power Retail sells electricity to you, provides your bills, manages your account and answers your enquiries.

The Western Power Retail Customer Charter outlines the roles and responsibilities for you, our customer, and us as your retailer.

# What we do for you.

## New connections.

### **WHAT YOU NEED TO DO**

Established home or business premises: To get the electricity connected in an established home, simply call us on 13 13 53 or for business premises, call 13 13 54.

Alternatively, you can open your new account online by visiting our website:

- For residential customers

[www.westernpower.com.au/my\\_home\\_application](http://www.westernpower.com.au/my_home_application)

- For business customers

[www.westernpower.com.au/my\\_business\\_application](http://www.westernpower.com.au/my_business_application)

Newly built home or business premises: Once you have received advice from your building contractor or electrician that they have provided the Distributor with a final notice of completion, the Distributor will provide us with the details to establish your account.

### **WHAT WESTERN POWER RETAIL DOES**

We confirm your billing details and establish your new electricity account.

If you wish to change these details, please call us when you receive your first bill.

### **WHAT THE DISTRIBUTOR DOES**

The Distributor will connect power to your new premises once a final notice of completion from your electrical contractor has been received.

## Moving premises.

### **WHAT YOU NEED TO DO**

- Provide Western Power Retail with three (3) business days' notice before vacating or moving into an existing premises, and
- Provide a forwarding address for your final bill.

If you are moving into premises where electricity is already connected, please keep in mind that notifying us of your move is your responsibility and not the responsibility of your estate agent, landlord or settlement agent.

### **WHAT WESTERN POWER RETAIL DOES**

On your behalf, we organise for the Distributor to:

- Read the meter at the premises you are vacating, and
- Energise the meter at your new premises.

We also establish a new account for your new address and provide you with a final bill for the premises you are vacating.



Western Power Retail need 3 business days notice before vacating or moving.

# Disconnection.

## **WHAT YOU SHOULD KNOW**

Under any of the circumstances listed below, it may be necessary for us to disconnect the power supply to your property.

- If you receive a disconnection warning, and we have still not received payment of the amount owing on your account by the date specified in the warning, or
  - If you have obtained electricity illegally, or
  - If you have denied us access to the meter at your premises for more than 12 consecutive months.

## **WHAT WESTERN POWER RETAIL DOES**

In the event that disconnection of electricity may be necessary:

- We will send you a disconnection warning letter not less than 18 business days from the billing date;
- We can provide alternative payment arrangements and, where appropriate, concessions if you are experiencing difficulty paying your bill.

Please call us on 13 13 53 (or 13 13 54 for business customers) if you are experiencing payment difficulties.

We will not disconnect your supply:

- If a person residing at your premises relies on life support equipment (subject to us receiving verification about such equipment).
  - 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; or
  - When a customer has made a complaint directly related to the reason for the disconnection.

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 two months of the disconnection.

## Reconnection.

### **WHAT YOU NEED TO DO**

If your electricity supply has been disconnected and the reason for disconnection no longer exists (for example: if full payment has been received) please contact Western Power Retail on 13 13 53 (or 13 13 54 for business customers) to reconnect your supply. In this instance you are required to pay a reconnection fee and this will be itemised on your next bill.

### **WHAT WESTERN POWER RETAIL DOES**

When your reason for disconnection no longer exists, and you have contacted us to organise reconnection, we will organise for the Distributor to reconnect your electricity:

1. If your supply address is located in the Perth metropolitan area or the major centres of Bunbury, Albany, Kalgoorlie or Geraldton, we will arrange a standard reconnection:

- Within one business day of when the Distributor receives our reconnection request, or
- Within two business days of when the Distributor receives our reconnection request if it is received after 3pm on a business day, or on a Saturday, Sunday or Public Holiday.

2. If your electricity supply address is outside the above centres, we will arrange for reconnection within five business days of when the Distributor receives our reconnection request.

You may be eligible to apply for a service standard payment if we are unable to arrange reconnection of your supply within the above timeframes.

A payment of \$50 per day would apply for the period that your electricity remains disconnected beyond the standard number of service days stated above (up to a maximum of \$250).

Customers must submit their request for payment within two months of initially contacting us for reconnection.

## Your electricity bill.

### **WHAT YOU NEED TO DO**

Bills should be paid by the due date specified on your bill. If, at any stage, you are having difficulty paying your bill by the due date, please call us on 13 13 53 (or 13 13 54 for business customers) to discuss how we can help you.

### **WHAT WESTERN POWER RETAIL DOES**

We organise for your meter to be read at prescribed intervals so that we can produce your bill.

We offer a range of bill payment options for your convenience. These options are shown on your bill and can also be viewed on our website at [www.westernpower.com.au/billing](http://www.westernpower.com.au/billing)

If you are experiencing financial hardship, we will do all we can to assist you so please call us. One option may include establishing an instalment plan for you.

We also have a hardship policy for customers who need help meeting their financial obligations. To find out more, visit [www.westernpower.com.au/billing](http://www.westernpower.com.au/billing) or call us on 13 13 53 (or 13 13 54 for business customers).

## Special needs for life support.

### **WHAT YOU NEED TO DO**

If you or someone living at your premises relies on life support equipment that runs on electricity, you must provide us with a letter from a qualified medical practitioner.

Should you no longer have special supply needs, it is your responsibility to advise us that your situation has changed.

### **WHAT WESTERN POWER RETAIL DOES**

We register your nominated home or business premises as a life support equipment address.

This will be provided to the Distributor for their reference.

## Billing concessions.

### **WHAT YOU NEED TO DO**

If you hold a valid concession card you may be eligible for a rebate off your bill. Centrelink, the Department of Veterans' Affairs and the Western Australian Office of Seniors Interests and Volunteering issue eligible concession cards.

To apply for a rebate off your electricity bill, please complete an application form by visiting our website at [www.westernpower.com.au/billing](http://www.westernpower.com.au/billing) or calling us on 13 13 53. Please note: you will be required to provide a copy of your valid concession card.

If your circumstances have changed, and you are no longer the holder of a valid card, you are obliged to notify us.



If you have a valid concession card, you can apply for a rebate on your electricity bill.

## WHAT WESTERN POWER RETAIL DOES

If you are eligible for a rebate and send us your application, we will activate the rebate on your account.

## Different types of meters.

There are two different types of meters available:

### 1. Flat rate meters

A flat rate meter records your electricity use at the same rate regardless of the time of day at which it is consumed. This type of meter is the standard option for homes and business premises in SWIS.

### 2. Time of use meters.

A time of use meter records the amount of electricity usage at different times of the day.

If you would like more information, please call us on 13 13 53 (or 13 13 54 for business customers).

## Questions and answers.

### How often will you send me a bill?

Our residential customers and small-use business customers are sent a bill approximately once every two months. Some business customers receive a bill every month.

### Will you need to access my property?

There may be times when we need to enter your property. Should this be necessary, we will respect the use of your property and be there for the minimum time necessary.

In such situations, we need your assistance to have safe, convenient and unhindered access to your premises and electrical installation.

Our staff and representatives carry official identification and will show it to you on request. You can advise us of any special arrangements or requirements you may have concerning access to your premises or property (regarding

safety or security). We will endeavour to accommodate your needs wherever possible.

If something at your premises (for example: an unleashed dog) represents a potential danger to our staff and representatives, you are obliged to inform us and make alternative and appropriate arrangements.

## How is my electricity bill calculated?

The amount we bill you is based on a reading of the electricity meter at your premises. The meter records how much electricity you have used. Readings are taken every two months for most customers and monthly for some business customers.

If your premises are located outside a meter reading area, you may be sent a self-read card to record the amount of energy you have used. This consumption data is then shown on the bill you receive from us.

If a meter cannot be read, or if your self-read card has not been received, we will provide an estimate of your electricity consumption to determine the amount on your bill. We will notify you on your bill if this has occurred.

For information about different types of meters please call us on 13 13 53 (or 13 13 54 for business customers).

## Does Western Power Retail protect my privacy?

We respect your personal information and are committed to keeping your personal information confidential.

We only disclose your personal information to another person if you have given your valid consent, or if the disclosure is required by law for a legal investigation or for legal proceedings.

Our Privacy Policy can be viewed at [www.westernpower.com.au/privacy\\_policy](http://www.westernpower.com.au/privacy_policy)



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

## What if I have a complaint?

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. You can view our detailed policy and procedures at [www.westernpower.com.au/complaints](http://www.westernpower.com.au/complaints)

Our Customer Service Representatives are available to help you with any general questions or concerns that you may have and can be contacted on 13 13 53 (or 13 13 54 for business customers).

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 two months of your initial query or complaint.

If you believe that we have been unable to resolve your complaint satisfactorily, you may want to contact the West Australian State Ombudsman on:

- (08) 9220 7555, or 1800 117 000 Freecall for callers outside of the metropolitan area
- email [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au) or
- visit the Ombudsman website at [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

## Where can I get more information about my electricity supply?

Relevant information regarding the supply of electricity to your premises is contained in the following:

### **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](http://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 STANDARD FORM CONTRACT**

This will apply to tariff customers and small use customers, and contains the terms and conditions relating to the supply of electricity.

As part of continuing reform in the electricity industry, standard form contracts are currently being developed by Western Power and the Government and will be published upon completion on Western Power's website [www.westernpower.com.au/standard\\_contract](http://www.westernpower.com.au/standard_contract)

### **THE ECONOMIC REGULATION AUTHORITY**

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

### **THE DIRECTOR OF ENERGY SAFETY**

Visit their website [www.energysafety.wa.gov.au](http://www.energysafety.wa.gov.au) or call (08) 9422 5200

As your electricity Retailer, we have a range of information regarding your electricity supply and our products and services. One of the best sources of information about Western Power Retail is our website where you can find advice and information about the following:

- Electricity connection  
[www.westernpower.com.au/your\\_account](http://www.westernpower.com.au/your_account)
- Billing information  
[www.westernpower.com.au/billing](http://www.westernpower.com.au/billing)
- Tariffs, charges and fees  
[www.westernpower.com.au/prices](http://www.westernpower.com.au/prices)
- Energy efficiency advice  
[www.westernpower.com.au/smartways](http://www.westernpower.com.au/smartways)
- Electricity safety information  
[www.westernpower.com.au/safety](http://www.westernpower.com.au/safety)
- Helping the environment  
[www.westernpower.com.au/environment](http://www.westernpower.com.au/environment)
- Making an enquiry or complaint  
[www.westernpower.com.au/complaints](http://www.westernpower.com.au/complaints)

Our Customer Service Representatives are happy to answer your questions and can be contacted on 13 13 53 (or 13 13 54 for business customers).

One of the best sources of information about Western Power Retail is our website.



## Who do I call if there is an electrical emergency?

Please call 13 13 51 if there is an emergency involving your electricity supply. This is the Distributor's 24-hour emergency help line.

If there are fallen power lines in your area, or you have any concerns regarding safety in relation to your power supply, please ring immediately. Remember: it is important to ensure that people are kept a safe distance from any live wires.

## What do I do if I have a faulty appliance?

Sometimes a faulty connection or a faulty appliance can result in the loss of power to premises. Two of the more common indicators that there is a faulty connection or faulty appliances at your premises are:

- A fuse at your premises is failing repeatedly, or
- A circuit breaker or safety switch is 'tripping off'

the power.

If you receive an electrical shock from your taps, including "tingles", this may indicate a faulty connection and you should telephone the Distributor immediately on 13 13 51.

## Thank you

Thank you for reading through the Western Power Retail Customer Charter. We trust it provides you with all the information you need with regard to your rights, obligations and expectations as a valued Retail customer. In keeping with the spirit of our Charter, please be assured of our commitment to provide you with the highest standard of customer service at all times.





***Western Power***