

# *Customer summary*

Your rights and obligations



**ActewAGL**  
Always.

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## 1. About ActewAGL

ActewAGL is an electricity, natural gas, water and wastewater services utility that is based in the Australian Capital Territory. Outside its home base, ActewAGL sells electricity in the Capital Region and natural gas in the Capital Region and Nowra areas, as well as providing skilled services elsewhere in Australia and overseas.

ActewAGL is made up of two partnerships – one retail and one distribution. ActewAGL Retail is a partnership equally owned (via subsidiary companies) by AGL Energy Limited and ACTEW Corporation Limited. The ActewAGL Distribution partnership is equally owned (via subsidiary companies) by Singapore Power Limited and by ACTEW Corporation Limited.

The ACT's water and wastewater assets are owned by ACTEW Corporation, and ACTEW Corporation has contracted ActewAGL to operate the water and wastewater services. If you have an enquiry about these services please call ActewAGL on 13 14 93.

## 2. About this customer summary

In this summary “customer” means customer or consumer (as defined in the *Utilities Act 2000* (ACT)).

This customer summary outlines your rights and obligations as an ActewAGL customer in the ACT. It helps you understand what is expected of you, and what you can expect of ActewAGL in return.

Full details are in the standard customer contract(s) that customers have with ActewAGL.

Customers may obtain a free copy of each standard customer contract, in normal or large print, by calling ActewAGL on 13 14 93 or from a Homeconnect store at 182-200 City Walk, Canberra, ACT 2601 or Shop 72, lower ground floor, Westfield Woden, or online at [www.actewagl.com.au](http://www.actewagl.com.au)

The summary also refers to other legislation and rules which may affect your rights and obligations as an electricity, natural gas, water or wastewater customer, including:

- *Utilities Act 2000* (ACT)
- Consumer Protection Code

- Utility Service Licences
- *Privacy Act 1988* (Cth).

The *Utilities Act* regulates how energy and water utilities must provide their services to customers in the ACT. Some provisions also refer to stormwater and street lighting.

## Electricity

Your rights and obligations as they apply to the supply of electricity are set out in the *Electricity Supply Standard Customer Contract*. The *Electricity Connection and Distribution Standard Customer Contract* deals with your rights and obligations regarding the electricity distribution network.

## Natural gas

Your rights and obligations as they apply to the supply and connection of natural gas are available in the *Gas Connection and Supply Standard Customer Contract*.

## Water and sewerage

Your rights and obligations as they apply to the supply and connection of water and wastewater services are available in the *Water and Sewerage Services Connection and Supply Standard Customer Contract*.

### 3. Your rights and obligations as an ActewAGL customer or consumer

The following information summarises further general rights and indicates what we need from you to help us provide high-quality service.

#### Information

Your rights as an ActewAGL customer include to:

- expect that ActewAGL will deal with you ethically, fairly and honestly
- have your personal information protected from disclosure to a third party except where permitted by law, or permitted under your customer contract, or authorised by you. Your personal

information may be cross referenced across any of the utility services provided to you by ActewAGL or ACTEW Corporation to check the accuracy of your contact details

- be contacted only between 8.00am to 8.00pm on weekdays on general business (not earlier than 9.00am for marketing), 9.00am to 5.00pm on Saturdays and Sundays, and not at all on ACT public holidays, unless there is an emergency or you agree to other arrangements
- receive information that you request about the meter readings, load profiles and power factors, efficient energy consumption and your account with ActewAGL, to the extent this information is reasonably available to us. You can also receive information about the services provided to your premises. A fee may be charged for such information in certain circumstances
- receive information within two business days of entering into the contract about your ActewAGL contract, any potentially relevant Government concessions, and how to contact us or lodge a complaint.

Your obligations as an ActewAGL customer include to:

- advise ActewAGL if there is a change in relation to the person responsible for paying an account, or your contact details
- ensure that ActewAGL has an up-to-date address to issue notices to you about electricity, natural gas, water or wastewater services
- inform ActewAGL of any change or proposed change to your premises or a utility installation which may affect access to our meters or the quality or safety of a utility service
- advise ActewAGL of any problem with a utility service when you become aware of the problem
- notify us if a person living at your premises relies on life support equipment.

## **Your account**

Your rights as an ActewAGL customer include to:

- receive an account for your electricity, natural gas, water and wastewater services at least every 120 days
- receive an account that contains the information required by the *Consumer Protection Code*

- receive a rebate on your account, if you are eligible and you apply
- upon your request, receive a copy of the ActewAGL schedule of charges for any of your electricity, natural gas or water and wastewater services. The schedule of charges is part of your contract with ActewAGL. Changes to the schedule of charges are a variation of our contract terms which must be approved by the Independent Competition and Regulatory Commission (ICRC). We will notify customers of changes to the contract in accordance with the *Consumer Protection Code*. The ICRC can be contacted on 6205 0799 or at [www.icrc.act.gov.au](http://www.icrc.act.gov.au)
- have your account based on a reading of your meter, unless:
  - you agree otherwise, or
  - we are not able to reliably base your account on a reading of the meter. In this case we may provide you with an account based on your estimated consumption.
- dispute an account if you think we have overcharged you
- ask us to re-read your meter if you think we may have read it wrongly
- receive a credit on your account or a refund if we have overcharged you
- pay your account using a range of payment options, including direct debit, in person and by mail
- ask us to test if your meter is measuring accurately, but if your meter is accurate, within specified tolerances, you will have to pay for the test
- receive, free of charge, information about your account relating to the preceding 12 months
- have your account reviewed by us free of charge, but not more than once per account period
- ask us for information and assistance if you are having difficulty paying an account

You should contact us first if you have financial difficulties in paying accounts so that we can try to assist you. If we are unable to assist you can contact the ACT Civil and Administrative Tribunal (ACAT) on 6207 7740.

The ACAT will help with dispute resolution, and where a person cannot pay for utility services because of financial hardship,

and has made a reasonable effort to resolve the matter with the utility concerned.

Your obligations as an ActewAGL customer are to:

- pay by the due date shown on your account, which will be at least 12 business days from when we send it
- contact ActewAGL if you are not able to pay your account by the due date
- pay an adjusted account if we have undercharged you
- pay a security deposit if we ask you to, where permitted under the relevant standard customer contract and the *Consumer Protection Code*
- pay interest, if we require you to do so if you pay your account after the due date.

## **Your property**

Your rights as an ActewAGL customer include to:

- receive written notice before we enter your property to inspect or work on our network – we will give you seven days notice unless it is an emergency or you agree to shorter notice
- if we have agreed to an appointment with you, we will not be more than 30 minutes late, unless we have given you at least one-hour's notice that we will be late, or 24-hours notice to cancel an appointment. An appointment with you may take place within an agreed time frame, for example between 8.00am and 11.00am
- ask for photo identification from our employees, contractors or agents before they ask you questions or do any work within your property
- expect that your property or nature strip will be returned to a similar condition if we do work on your premises, unless the restoration will interfere with our infrastructure.

Your obligations as an ActewAGL customer include to:

- give us unhindered access to your property for the day-to-day operation and installation and maintenance of our services and infrastructure
- ensure our meter readers have safe and unhindered access to our metering equipment

- let us know if you or someone at your premises depends on life support equipment
- not permit ActewAGL electricity, natural gas, water and wastewater equipment or meters to be illegally removed, tampered with or bypassed
- be responsible for your equipment on your property up to the point where the connection is made to electricity, natural gas, water or sewerage networks of ActewAGL or ACTEW Corporation
- protect ActewAGL equipment and infrastructure by, for instance, keeping trees clear of powerlines, maintaining clearances around meters and easements, not building too close to equipment and obstructing access to overhead and underground services
- ensure that only ordinary domestic waste is put in the sewerage network.
- if planning a new development or an extension or renovation to an existing building, consult with us as to whether your proposed development could interfere with utility assets or infrastructure.

For further information on building and renovating near our assets please call ActewAGL on 6248 3555 or visit our website [www.actewagl.com.au](http://www.actewagl.com.au). To find out where utility assets are located on your property call Dial-Before-You-Dig on 1100.

### **Connection, disconnection and restriction or interruption of supply**

Your rights as an ActewAGL customer include to:

- be connected to the ActewAGL service you apply for under the relevant standard customer contract and in accordance with the *Consumer Protection Code*. You may need to provide us with information, such as proof of identity, or information regarding your premises so we can make sure that you are entitled to the services and your premises can be safely connected to the network
- request disconnection of an ActewAGL service
- request a special meter reading and conveyancing certificate when you sell or transfer your property, so that the cost of

water and wastewater services can be adjusted at settlement. Please note we do not do this adjustment, it will need to be done by your solicitor. You should check with your solicitor that the adjustment has been allowed before settlement occurs.

- have planned and unplanned interruptions to your service take place in accordance with the *Consumer Protection Code*
- receive at least two business days notice if there will be a planned interruption to an ActewAGL service affecting your property, or four business days notice if you have registered as depending on life support equipment
- ask ActewAGL to help you prepare to cope with unplanned interruptions if you, or someone living at your premises, rely on life support equipment
- ActewAGL will not disconnect or restrict supply of a service for failure to pay an outstanding account after 3.00pm on any day; on a Friday, Saturday or Sunday; on an ACT public holiday or on the day before the holiday; or where a hardship complaint has been made to the ACAT.

Your obligations as an ActewAGL customer include to:

- provide the information we need to connect and supply electricity, natural gas, water or wastewater services
- give us at least three business days notice if you would like the supply of electricity or natural gas disconnected, and an address where we can send a final account
- comply with the standard customer contract that applies to the services you receive from ActewAGL.

ActewAGL may disconnect your premises, or restrict your supply of electricity, natural gas, water and wastewater services if you do not pay your account. However, we must give you written notice and a reasonable amount of time to pay your account (more information about disconnection in these circumstances can be found in Clause 17.4 of the *Consumer Protection Code*).

There are also a number of other circumstances in which ActewAGL may disconnect a service.

If ActewAGL restricts supply of water to residential premises,

ActewAGL will ensure that the restriction is to a flow rate of no less than two litres per minute.

ActewAGL may also disconnect or restrict the supply of services in the event of an emergency, or under a restriction scheme approved under a law.

#### **4. Enquiries and complaints**

If you have any questions about your rights and obligations, or you would like to lodge a complaint, you can do so by calling 13 14 93, or by letter, fax, completing our online enquiry form or in person. Your feedback is an important part of our performance evaluation and helps us provide better service to you.

You can request that the ACAT deal with complaints that are not resolved by ActewAGL. You can call the ACAT on 6207 7740.

#### **5. Performance and service standards**

Other than in emergency situations, ActewAGL must meet a number of performance and service standards that are outlined in the Schedule of the *Consumer Protection Code*. Performance standards fall into the following main areas.

1. Customer connections – for instance, if you are entitled to services, ActewAGL must provide them on the same day the request is made or the next business day if the service is readily available at your premises, depending on the time of day you requested the service.
2. Customer account queries and complaints – for instance, ActewAGL must acknowledge that we have received your written enquiry or complaint within 10 business days, and respond to it within 20 business days.
3. Interruptions – for instance, ActewAGL must give you at least two business days notice of a planned service interruption, and provide a telephone information service. If there is an unplanned service interruption, we must take all reasonable and practicable steps to restore service supply as soon as possible, but in any event within 12 hours.

Call the relevant ActewAGL emergency telephone number for more information about unplanned interruptions in your area.

#### 4. Network problems

- Notification – for instance, if you notify us of a problem with our network, we must respond within six hours if the problem is affecting public health or is causing or has the potential to cause substantial damage or harm to a person or property, or within 48 hours in other cases.
- Water supply – for instance, ActewAGL must not allow you to be without drinking water for more than 12 hours because of an interruption to the water supply.
- Sewage overflow – for instance, if there is a sewage overflow from ActewAGL’s network into your home, we must respond within one hour of being made aware of the overflow. We will endeavour to take reasonable steps to contain it within five hours.

ActewAGL has established procedures to ensure that your enquiries and complaints are dealt with according to these standards. However, if the standards are not met ActewAGL may have to pay a rebate to you if you are affected and apply for the rebate within three months.

You also have the right to contact the ACAT for assistance with complaints. The ACAT provides information, mediation and arbitration of complaints by consumers against utilities. One of the functions of the ACAT is to protect the rights of consumers and customers under the

*Utilities Act* by:

- facilitating the resolution of complaints
- determining unresolved complaints
- ensuring that the utility continues to provide services to residential customers who are suffering from financial hardship.

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

## Customer enquiries

**13 14 93** – electricity, water, sewerage

**13 18 86** – natural gas

## Emergencies and faults

**13 10 93** – electricity and electric shock reports

**13 11 93** – water, sewerage and stormwater

**13 19 09** – natural gas

24 hours

## Postal address

ActewAGL

GPO Box 366

Canberra City ACT 2601

## Language assistance

If you require interpreter services or wish to obtain information in a language other than English, please call the number below.

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

**13 14 50**

24 hours



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ABN 23 074 371 207 and AGL ACT Retail Investments Pty Ltd ABN 53 093 631 586.

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