

Customer Service Charter

Our promise for you



ActewAGL

for you

At ActewAGL,

we are committed to providing a reliable service, with the best possible customer experience, by putting the interests of you, our customer, first. Our goal is to create an ongoing partnership with you and to provide fresh ideas to assist you in managing your energy needs.

This charter sets out how we propose to meet these commitments to you and fulfil our legal and regulatory obligations.

Our service

We are committed to:

- providing prompt, friendly, courteous and efficient customer service
- providing staff with the knowledge and responsibility to deal with your enquiries promptly
- providing a solution-oriented approach and striving to excel through continuous improvement
- welcoming feedback on our service, our processes and our people
- providing information about our products and services to enable you to make informed decisions that best suit your needs
- providing fresh ideas to help you use energy more efficiently and offer you advice on environmental matters
- enabling you to contact us in the way you would prefer – by telephone, online, in writing, in person, by the National Relay Service (TTY) or by the Australian Government's Translating and Interpreting Service (TIS)
- providing a trusted brand that supports the local community.

Contacting ActewAGL

We are committed to:

- providing customer service representatives to answer your enquiries during opening hours of 8:00am and 6:00pm Monday through to Friday
- processing connection and disconnection requests between 8:00am and 6:00pm Monday to Friday.
- providing face-to-face counter services at our Assist stores
- providing a 24 hour a day, 7 days a week faults and emergency hotline
- responding to your letters and emails within five working days
- providing a self-service option on our website.





Privacy

We are committed to:

- respecting your privacy and treating all information about you in strict confidence and in accordance with the *Privacy Act 1988* (Cth)
- protecting your information from misuse, loss and unauthorised access
- not contacting you for marketing purposes if you tell us you do not wish to receive such contact
- dealing with you openly, honestly and fairly and acting in accordance with ActewAGL's Code of conduct.

Billing and payments

We are committed to:

- providing you with a choice of energy plans and standard or market contracts
- providing accurate and timely bills that are easy to understand
- providing you with options for receiving your bills, such as online or paper
- providing you with a range of convenient payment options
- working with you to negotiate flexible payment plans, including assisting those who are experiencing financial hardship.





Here to Assist you

We understand the cost of energy is important to you. That's why we're committed to finding ways to make your energy bills more manageable.

We are committed to:

- providing tips, articles and helpful information to assist you in reducing your energy usage
- providing a range of payment options to assist you to ensure your energy bills are more manageable
- providing you with tools to understand your energy usage, maximise your energy savings and predict your next bill with budget-friendly calculators
- providing you with the discounts and offers to make the most of the savings you're entitled to.

Concerns and complaints

We are committed to:

- encouraging you to bring your concerns or complaint to us directly
- dealing with your concern or complaint promptly, fairly and keeping you informed of steps we are taking to resolve it
- reviewing your complaint through senior management if you feel that it has not been resolved to your satisfaction
- providing you with details of our complaints handling process and access to the Service Standard rebates
- providing you with details of how to contact the Ombudsman if you can not directly resolve your complaint with us.




How you can help us

To help us meet the obligations in this Customer Service Charter we need you to:

- ensure your personal information is accurate, complete and up-to-date
- be courteous and respectful towards our staff
- respect the rights of other customers
- work with us to solve your problems
- help us to recognise our staff by telling us when you have received excellent customer service
- give feedback to help us to improve the service we provide.





**Thank you for
being a customer
of ActewAGL.**

Customer enquiries

13 14 93 – electricity, water, sewerage

13 18 86 – natural gas

Emergencies and faults – 24 hours

13 10 93 – electricity and electric shock reports

13 11 93 – water, sewerage and stormwater

13 19 09 – natural gas

Language assistance

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 διαμενέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50

24 hours

ActewAGL

for you