



# Customer Charter

Keeping you  
informed



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# CitiPower and Powercor Customer Charter

## What is a Customer Charter?

This Customer Charter explains in clear and simple terms our relationship with you: what you can expect from us, and what we would like from you so that we can meet your expectations. The Customer Charter summarises the rights, entitlements and obligations electricity distributors and customers have relating to the supply of electricity, in particular under Victoria’s Electricity Distribution Code. Distributors and customers must comply with the Electricity Distribution Code at all times.

A copy of the Electricity Distribution Code can be obtained from the Essential Services Commission website [www.esc.vic.gov.au](http://www.esc.vic.gov.au) or we can supply a copy upon request.

You should read this Customer Charter in conjunction with the Customer Charter provided to you by your chosen electricity retailer.

For the most up to date information, please refer to the latest version of the Customer Charter available on our website.

[www.powercor.com.au](http://www.powercor.com.au) or [www.citipower.com.au](http://www.citipower.com.au)

To request a free printed copy, please contact us.

## What is an Electricity Distributor?

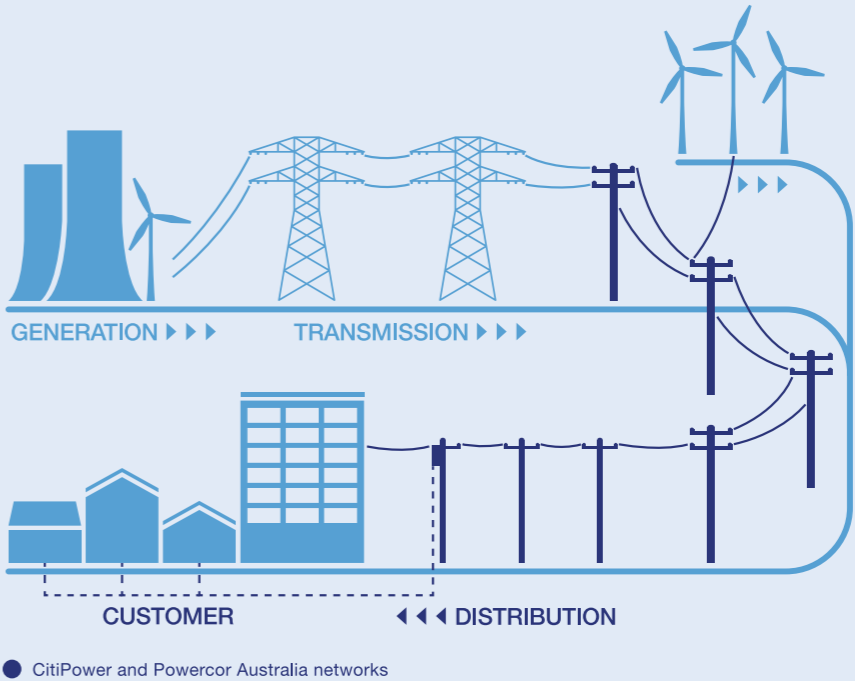
It’s important to understand the difference between an electricity distributor and an electricity retailer.

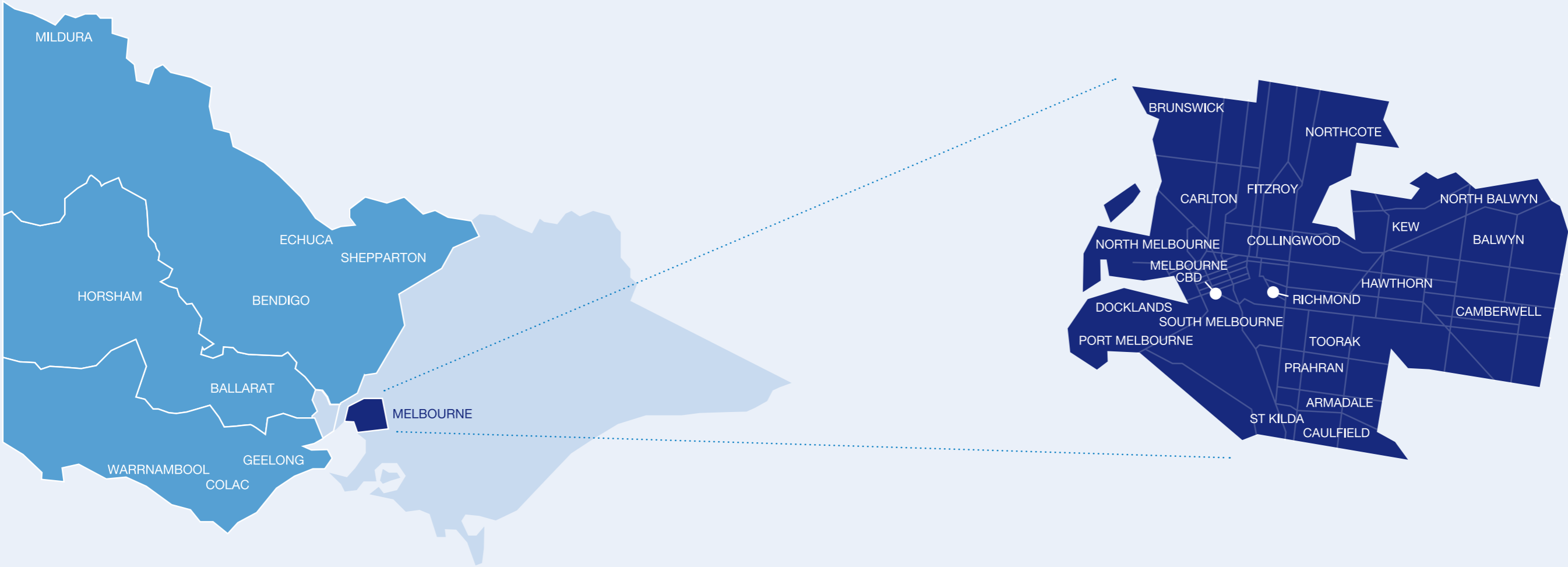
Your electricity distributor is the company that owns, operates and maintains the electricity network (poles and wires) in your area, and delivers your electricity supply. CitiPower or Powercor is your electricity distributor.

Your electricity retailer is the company you buy your electricity from. You are able to choose your electricity retailer regardless of where you are, but your distributor is determined by your location.

Whichever electricity retailer you choose, they will always contract with CitiPower or Powercor to deliver electricity to your property. In most cases, only your electricity retailer will send you a bill, but that bill will include both retail and distribution charges.

Your electricity retailer will pay CitiPower or Powercor directly for the cost of delivering your electricity. These costs are regulated and approved by the Australian Energy Regulator (AER).





## Where is CitiPower’s Distribution Network?

CitiPower’s network area covers 157 square kilometres in Melbourne’s CBD and inner suburbs, bordered by Port Melbourne, North Melbourne, Brunswick, Northcote, Collingwood, Kew, North Balwyn, Balwyn, Camberwell, Burwood, Hawthorn, Toorak, Armadale, Caulfield, St Kilda and Middle Park.

## Where is Powercor’s Distribution Network?

Powercor’s network area covers around 65 per cent of Victoria, from the western suburbs of Melbourne, south through Geelong, west to the South Australian border and north through Shepparton to the New South Wales border.

Network Statistics	● CitiPower	● Powercor
Network route line length:	3,203km	67,340km
Network area:	157sq km	145,651sq km
Customer numbers:	327,907	777,161
Customer density:	102.38c/km	11.54c/km
Zone substation transformers:	107	140
Distribution transformers:	4,768	84,249
Poles:	58,238	561,920
Underground lines:	42.1%	12.6%
Network reliability:	99.99%	99.97%

(As at 31 December 2015)



Tim Rourke, CitiPower and Powercor CEO (left) with Harper Kilpatrick (right)

## Interacting with Our Customers

Excellence in customer service is an important part of our company vision. We regularly survey individual customers to seek feedback so we can improve our services. We also consult on business and policy issues through various stakeholder engagement activities such as our regular Customer Consultative Committee meetings. One of our key company values is to make it easy for our customers and we strive to achieve this in all our interactions. We encourage your feedback at any time via our website, email or by telephone.



## Guaranteed Service Levels

We are confident of our ability to deliver high standards of service. However, in the event we are unable to meet our commitments, you may be eligible to receive Guaranteed Service Level (GSL) payments.



### Supply reliability

More than 8 unplanned sustained interruptions (\$130), more than 12 (\$190), or more than 20 (\$380) per year.  
More than 24 momentary interruptions (\$40), or more than 36 (\$50) per year.



### Supply restoration

Unplanned sustained interruptions of more than 18 hours (\$130), more than 30 hours (\$190) or more than 60 hours (\$380).  
More than 12 hours unplanned sustained interruption on a Major Event day\* (\$90).



### Connection of supply

\$80 per day (max \$400) if we do not supply electricity to your supply address on the day agreed.



### Customer appointments

\$35 if we are more than 15 minutes late for an appointment window that has been agreed with you.



### Street lighting repairs

\$25 if you are the first to report a faulty streetlight immediately neighbouring your residence, or if you are the proprietor of an immediately neighbouring business, and we do not repair the fault within two business days.

For full details and the latest GSL payment amounts please refer to our website [www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

\*A Major Event Day is an industry term used to indicate abnormal performance in supply reliability due to events outside our control such as extreme weather and storms.

# Your Electricity Supply

## Reliability of Your Electricity Supply

CitiPower and Powercor are the most efficient and reliable urban and rural electricity distribution networks in Victoria. We do our best to provide you with a continuous and safe electricity supply in accordance with the Electricity Distribution Code. We cannot, however, guarantee you an uninterrupted supply as our electricity network is exposed to events beyond our reasonable control, such as storms and car accidents.

# #1

CitiPower and Powercor are the most efficient and reliable urban and rural electricity distribution networks in Victoria.



## Voltage Variations

The voltage level at which we must supply your electricity is prescribed by the Electricity Distribution Code and overseen by the Essential Services Commission.

On occasion, a variation in the supply voltage can occur. If you suffer damage to your property as a result of a voltage variation outside the prescribed limits and you use less than 160 megawatt hours of electricity per annum, you may be eligible for compensation from us. Business customers need to take reasonable precautions to minimise any loss or damage caused by voltage variations.

For more information on voltage variations, including the industry guideline, visit [www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

## Local Supply Problems and Interruptions

For any problems regarding your electricity supply, including interruptions, you should contact our 24-hour service difficulties and faults line on 13 12 80 (CitiPower) or 13 24 12 (Powercor), or visit our website.

Power outage updates are also available via SMS and email. Visit our website to register [www.powercor.com.au](http://www.powercor.com.au) or [www.citipower.com.au](http://www.citipower.com.au)

It's not essential but it helps us respond better if you have your National Meter Identifier (NMI) number handy. Your NMI number appears on the electricity bill you receive from your retailer.

## Major Supply Interruptions and Emergencies

When major interruptions occur, we can receive a large number of calls at the one time. Our telephone system will provide you with information about known electricity supply problems affecting your address and an approximate time when we expect the supply to be restored.

If you don't hear the information you want in the recorded message, or if you have specific information to give us about the interruption, or if you have another urgent reason to speak to us, please stay on the line and you will be transferred to the first available Customer Service Advisor.

Major power outage updates are also available via SMS and email. See our website for further details.

In major emergencies or widespread interruptions, we will broadcast public information about your power supply. Tune into ABC Local Radio.





## Unplanned Interruptions

Unplanned interruptions causing a loss of electricity supply may occur because of:

- Causes beyond our control such as storms, lightning, birds, possums or car accidents
- Equipment failure
- Failure by customers to observe their obligations

We will respond as quickly as possible to fix problems or interruptions to your electricity supply.

## Planned Interruptions

We do our best to carry out any necessary maintenance without interrupting your electricity supply. On occasion, however, we may need to interrupt your supply for planned maintenance or other work on our network.



CitiPower and  
Powercor will:



You need to:



- Provide you with at least four business days written notice of a planned interruption to your supply except in cases of emergency
- Provide you with a reason for your supply interruption and supply reliability within 20 business days of your request, and information about your supply quality within 10 business days of your request
- Test your quality of supply, and refund any testing fees if we are in breach of the Distribution Code
- During unplanned interruptions and emergency situations, provide telephone information about the nature of the interruption and restoration time estimates
- Offer an SMS/email notification service to subscribing customers in relation to planned interruptions and major unplanned outages.

- Use best endeavours to remedy situations where you are in breach of the Electricity Distribution Code and ensure your electrical equipment is maintained in a safe condition
- Inform us or your retailer if you plan to change the wiring, plant or equipment at your premises in a way that might affect the quality or safety of the electricity supply to you or anyone else
- Inform us and your retailer if there is any major change to the purpose or amount of electricity used at your premises
- Inform us and your retailer if you are connecting a renewable energy source such as a solar inverter to our electricity network
- Ensure your actions and equipment do not adversely affect our distribution network or the electricity supply to any other person
- Not interfere with our equipment installed at your premises.

# Your Electricity Network Connection

## Connections

A new connection occurs when CitiPower or Powercor makes a physical link between our electricity network and your premises for the first time. The steps involved in the connection process depend on whether there is an available electricity supply at your property boundary.

Once a safe and adequate supply is deemed available at your property boundary, CitiPower or Powercor can connect electricity to your premises.

## Reconnections

If the reason for your disconnection is resolved, we will reconnect your supply on the same business day if the request is received from your electricity retailer before 3pm, or the next business day for requests received after 3pm. If reconnection is safe and able to be performed remotely via our smart meter communication network, we will reconnect your supply within two hours of a valid request from you or your retailer.

We can still reconnect your supply on the same business day when a request is received between 3pm and 9pm, but an after hours fee may apply.

## Disconnections

While we prefer not to disconnect any of our customers, we may have to do so for reasons including: Electricity Distribution Code breaches, emergencies, or most commonly on request from you or your retailer. If disconnection is safe and able to be performed remotely via our smart meter communications network, we will disconnect your supply within two hours of a valid request from you or your retailer.

We will not disconnect your electricity supply other than for safety reasons if the disconnection will endanger any person's health and safety, or if you have an outstanding complaint with the Energy and Water Ombudsman (Victoria), or if you are a tenant and your property owner is not complying with the Electricity Distribution Code.



CitiPower and Powercor will:



You need to:



- Provide you or your electrician with information on our requirements for new electrical installations
- Endeavour to connect electricity to premises we have not previously supplied by an agreed date, or where there is no agreed date, within 10 business days from the time we receive a valid application
- Use best endeavours to connect electricity to premises we have previously supplied within one business day of your retailer's request, if that request is received before 3pm
- For sites with remotely read smart meters installed, where safe, we will disconnect or reconnect supply within two hours of receiving a valid request from your retailer
- NOT disconnect your supply from Mondays to Thursdays after 2pm (residential customers) or after 3pm (business customers), on a Friday, a weekend, a public holiday or the day before a public holiday, except in the case of emergencies
- Give you at least five business days written notice of a disconnection so you can rectify defects for which you are responsible.

For sites where we have not previously connected electricity to premises:

- Contact us as early as possible to ensure we can undertake the necessary network extension and/or capacity upgrade works and provide a safe and adequate electricity supply
- Ensure your Registered Electrical Contractor provides all necessary information confirming that your electrical installation is ready for connection
- Allow us safe and unhindered access for inspection, testing, and connection work
- Provide acceptable identification on request
- Comply with our reasonable technical requirements and ensure your electrical installation complies with the Electricity Distribution Code

To connect electricity to premises we have previously supplied:

- Contact your retailer, who will direct us to connect your electricity supply.

# Your Property

## Access to Your Property

Where our poles and wires service your premises, or pass through it, we occasionally need access to your property for reasons including:

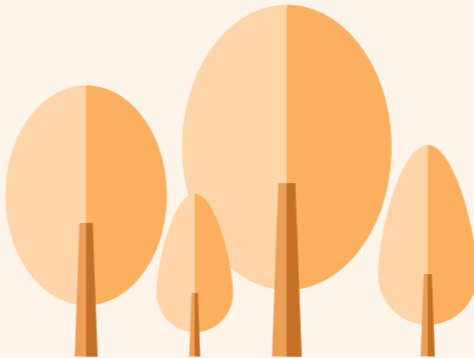
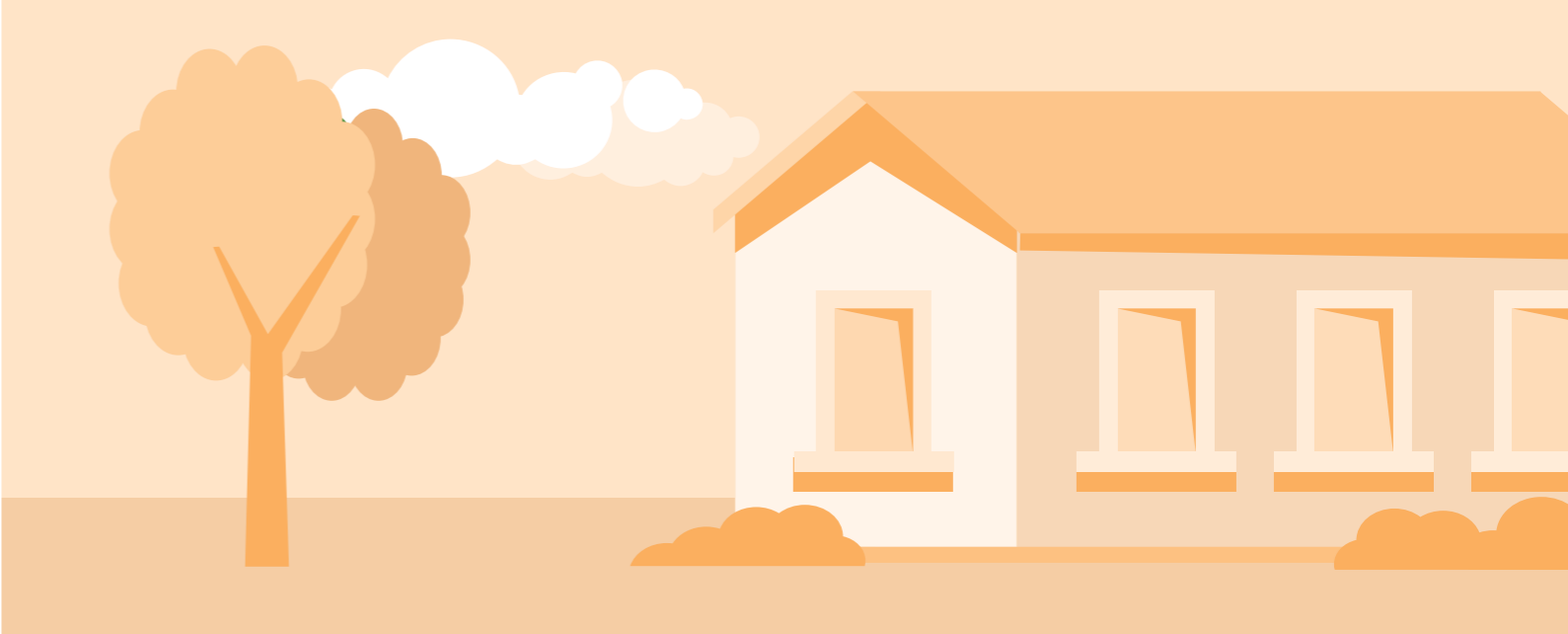
- Inspecting or exchanging the meter
- Connecting or disconnecting the electricity supply
- Inspecting and/or testing the electrical installation
- Pruning or clearing vegetation around powerlines
- Undertaking repairs or maintenance.



We do our best to take care of your property and the natural environment during our visit.



Our employees and authorised contractors always display photo identification, and we always leave a notice about our visit if you are not home.



## Trees and Vegetation

The responsibility for trimming trees and vegetation near electricity lines depends on where the trees are located and the line affected. Generally, you are responsible for keeping trees on your property a safe distance from the service line attached to your premises or any Private Overhead Electric Lines you own. If you are uncertain about responsibility for clearing vegetation from powerlines, please contact us for advice.

## Safety

You need to give our employees and representatives safe and unhindered access to our electrical equipment on your property, and keep your electrical installation safe, ensuring it is not tampered with.

## Landlords and Tenants

If you cannot remedy a breach of the Electricity Distribution Code because you are not the owner of the supply address, you must notify your landlord and use your best endeavours to have them fulfil the obligation.



## CitiPower and Powercor will:



## You need to:



- Provide advice on how you can protect our equipment on your property
- Provide, install and maintain an electricity meter at a suitable location at your premises
- Keep trees and vegetation clear of our powerlines where:
  - a) The trees or vegetation cross your property boundary but are not on your property
  - b) The trees or vegetation on your property are not a safe distance from the powerlines in the street or a service line that is not yours
- Provide you with a written notice of your non-compliance under the Electricity Distribution Code and allow you to fulfil your obligations before we act, for example, to trim your trees or disconnect your electricity supply
- Repair a faulty streetlight which is maintained by us as quickly as practical when notified of the condition
- Except in emergencies, do our best to visit your property at reasonably convenient times.

- Protect and inform us or your retailer about any change to our access to our equipment at your premises and where necessary, provide us with safety equipment and instructions to ensure safe access to your premises
- Provide and maintain any reasonable or agreed facility we require at your premises to protect our equipment
- Ensure the electricity supply at your premises does not bypass the meter, and is not being supplied by another address
- Not supply electricity to other premises or persons without a license
- Ensure the electricity supplied to you under a tariff for one purpose is not being used for a different purpose
- Keep trees, structures and vehicles on your property a safe distance from the service line attached to your premises or any Private Overhead Electric Lines you own.



Jaqueline Maplesden Northcote Victoria

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## What you can expect from us

### Complaints and Dispute Resolution

If you are not happy with any aspect of the service you have received from us or the way your matter has been handled, we encourage you to contact us on 1300 301 101 (CitiPower) or 13 22 06 (Powercor) to discuss your concerns.

If you are not satisfied with the outcome of your discussion, we encourage you to ask for your call to be transferred to a senior CitiPower and Powercor representative.

If after your discussion with one of our senior representatives you remain unsatisfied, you have a right to take up your concern with the Energy and Water Ombudsman (Victoria) on 1800 500 509.

### Access to Information

You have a right to access a range of information about your electricity supply. We provide the following information on our website, and in hard copy or large print versions, free of charge at your request

- This Customer Charter
- Our performance targets for supply reliability
- Our Network Tariffs and Standard Service Prices
- Transmission Planning Reports
- Distribution Planning Reports
- Information concerning the connection of your electrical installation
- How to use your electricity so that it does not interfere with our system or other customers
- How to file a claim with CitiPower and Powercor.

### Privacy and Confidentiality

We respect your privacy. We may receive information about you from yourself or your electricity retailer. We will only handle, use or disclose your personal information in accordance with applicable laws relating to personal privacy or confidentiality. Our Privacy Policy explains how we deal with your personal information, it is available on our website at [www.citipower.com.au](http://www.citipower.com.au) or [www.powercor.com.au](http://www.powercor.com.au)

From time to time, we may contact you to seek feedback on the services we provide to you. The information we collect through this process will only be used to help improve our customer service.

### Variations under the Electricity Distribution Code

You may seek from us a written agreement to vary your rights and/or obligations under the Electricity Distribution Code. We will consider your request, negotiate in good faith and advise you of our position.

### Future Changes

We will advise you, as soon as possible, of any changes to the Electricity Distribution Code which materially affect your rights or obligations.

### Special Medical Needs

If you advise us or your electricity retailer that you or someone at your premises requires approved life support equipment, and provides a medical certificate, we will register you as having special supply needs. We will also provide advice about preparing an action plan for supply interruptions.

### Appointments

We are committed to delivering the highest standards of customer service. This involves listening to your concerns, working with you through your queries or difficulties, and adequately responding to your needs.

Part of this commitment involves scheduling convenient appointments with you and being prompt in keeping those appointments.





CitiPower and Powercor will:

- Specify an appointment window no greater than two hours for instances where you need or choose to be in attendance
- Specify an appointment window no greater than one day for instances where you do not need or choose not to be in attendance
- Provide you with the appointment window by no later than 5pm on the business day prior to the appointment
- If you or your retailer have informed us that you have special medical needs, we will register your details on our customer management system. We will also provide advice about preparing an action plan for supply interruptions.



You need to:

Inform us or your retailer if you have special medical needs or if the special medical needs arrangements you have set up are no longer required.

How to contact us



CitiPower

13 12 80

Contact CitiPower 24-hours a day, seven days a week for any of the following services:

- Electricity supply problems/interruptions
- Streetlight faults

1300 301 101

Contact CitiPower from 7am to 7pm Monday to Friday, and 8am to 12 noon on Saturday for any of the following services:

- Connection enquiries
- Private Overhead Electric Lines
- Trees and vegetation near powerlines
- Advice on electrical safety

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

**Postal address:** Locked Bag 14090, Melbourne VIC 8001

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



Powercor

13 24 12

Contact Powercor Australia 24-hours a day, seven days a week for any of the following services:

- Electricity supply problems/interruptions
- Streetlight faults

13 22 06

Contact Powercor Australia from 7am to 7pm Monday to Friday, and 8am to 12 noon on Saturday for any of the following services:

- Connection enquiries
- Private Overhead Electric Lines
- Trees and vegetation near powerlines
- Advice on electrical safety

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

**Postal address:** Locked Bag 14090, Melbourne VIC 8001

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



You can also follow us on social media.

- f** @citipower.powercor
- t** @CitiPower and @PowercorAust
- in** CitiPower and Powercor