



Ergon Energy Network and Energen Customer Charter for Residential and Small Business Customers



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What is this Customer Charter?

We have developed this Customer Charter to explain what we do for you, your entitlements, and the obligations that we have to each other.

It is an outline of many of the terms and conditions contained in the Deemed Standard Connection Contract, which is the legally binding agreement between us under the energy laws.

This Customer Charter applies to you if you draw your electricity supply directly from the Ergon Energy Network and Energex electricity networks.

Information regarding energy competition and energy retailers is available on the Australian Energy Regulator website aer.gov.au

This Customer Charter is only a summary of these rights and obligations. They are explained more fully under the Deemed Standard Connection Contract and the applicable energy laws. This document is correct at the time of writing; for the most up-to-date information please visit ergon.com.au and energex.com.au

For all enquiries about the purchase of electricity and your electricity account, you need to contact your electricity retailer.

1 Ergon Energy Network and Energex Customer Charter

This Customer Charter outlines the Ergon Energy Network and Energex businesses' relationships with you. It summarises the rights and obligations associated with the provision of Customer Connection Services – what Ergon Energy Network and Energex, as the electricity distributors for Queensland, will do for you and how you can assist us.

Your electricity distributor

Energex is the electricity distributor for South-East Queensland customers, with Ergon Energy Network distributing electricity to customers in regional Queensland. Together, we manage the electricity network throughout Queensland and are responsible for the safe delivery of reliable electricity to you. Our services include the planning, construction, operation and maintenance of the powerlines and cables needed to connect your home or business to our network. Your electricity retailer is the company from whom you buy your electricity. Your electricity retailer will send your electricity bill. Your retailer will also arrange the supply of energy services such as green energy, and arrange changes to your electricity account e.g., if you move house. You will have a separate contract with your retailer for the purchase of electricity.

Where is the network?

Ergon Energy Network and Energex distribute electricity across Queensland. We energise the lives of more than five million Queenslanders through more than 200,000 kilometres of electricity networks, and 33 stand-alone microgrids.

Access to information

You can access a range of information from Ergon Energy Network or Energex about your electricity supply, depending on which network distributes electricity to your home or business.

Your electricity installation

- Property poles, privately owned powerlines and information on your responsibility for any overhead or underground lines that are owned or are to be owned by you.

Electrical safety

- Safe actions awareness campaigns for safety around our network

Vegetation control and trees near powerlines

- Ergon Energy Network's Plant Smart and Energex's Safetree – your guide to 'powerline friendly approved' plants.

Voltage disturbances and fluctuations

- About your electricity supply.
- The prospect of voltage fluctuations (for example power surges, spikes, blackouts and brownouts) and preventative measures you can take.

Customer services

- Guaranteed Service Levels
- Life Support Program, which provides eligible customers with information to prepare for power interruptions.
- Complaints and feedback procedures.

2 About your electricity supply

This section explains the services that we provide, the standards we strive to meet and how to access our services.

The services and support that we provide

As your electricity distributor, we are responsible for providing your premises with a connection to the electricity supply network, enabling you to access a safe and reliable supply of electricity.

As a customer, you can expect that we will:

- Provide, install, and maintain our equipment up to the connection point (most commonly where our wires first attach to your property) in a manner that is sensitive to the local environment,
- Use our best endeavours to provide you with a safe and reliable supply of electricity in accordance with the Deemed Standard Connection Contract,
- Test and inspect our metering equipment to enable accurate billing of the electricity that you use and to enable us to comply with regulatory and legislative requirements, and
- At your request and within 10 business days, provide you with any information regarding a power outage or possible variation of the quality of the power supply outside our standards.

A copy of the Deemed Standard Connection Contract is available on the Ergon Energy Network and Energex websites at:

- Ergon Energy Network: ergon.com.au/ErgonEnergyresponsibilities
- Energex: energex.com.au/Energexserviceagreements

Reliability of supply

We are committed to providing a safe and reliable electricity supply to your home or business. Unfortunately, many circumstances beyond our control mean that we can never guarantee that your connection will not be disrupted without warning. In many cases, your information can assist us in identifying and attending to faults quickly.

Some equipment including generation (solar, batteries etc) may be temporarily interrupted to maintain system security and supply reliability.

We always aim to restore power promptly following a power supply interruption. Sometimes, though, we cannot guarantee restoration within a set time. Any power restoration information we provide to you either directly or through the media must be treated as a guideline only.

We operate a 24-hour information service to keep you informed as to the nature of the emergency and where reasonably possible, an estimate of when electricity will be restored. We provide this information through the media, on our websites and through our telephone services, Ergon Energy Network on 13 22 96 and Energex on 13 62 62.

Planned interruptions

There are several reasons why we may need to interrupt the power supply. We may be taking action to prevent, rectify or avoid an emergency or to maintain the network to ensure the reliability of supply.

If we do plan to interrupt the power supply, we will give you at least four business days' notice of the interruption.

Notification methods of a planned interruption may include:

- A notice in your letter box,
- Email,
- SMS or phone call,
- Notice in your local newspaper, or
- Other forms of media.

For urgent work where a failure to carry out repairs could result in an emergency or create a risk to the community or our staff, we may need to isolate supply without prior notification.

There are certain circumstances when electricity supply may be interrupted or limited due to planned work or emergencies that can occur from time to time.

What to do if you lose supply

Our websites provide power outage information updated every 15 minutes. Go to Ergon Energy Network's Outage Finder at ergon.com.au or the Planned Outages page at energex.com.au

For any problems with your power supply, including power interruptions, you can phone our 24-hour, 7-day Loss of Supply line at Ergon Energy Network on 13 22 96 or Energex on 13 62 62.

Requests for information

In the event of an interruption of supply or quality of supply problems we are happy to provide you with an explanation on request. If you need a written explanation we will provide it within 10 business days, or for more complex situations, we will give you an estimate of how long it will take for us to provide the appropriate information.

For Ergon Energy Network, visit ergon.com.au or call 13 10 46 and for Energex, visit energex.com.au to submit a or call 13 12 53.

Life support equipment

If you or someone living at your premises requires life support equipment it's important that you register with your electricity retailer or us with confirmation from a registered practitioner. We will:

- Provide you with access to a dedicated emergency phone number,
- Ensure you receive notice of planned interruptions in writing, and
- Give you information to assist the preparation of a plan of action in case of interruptions.

It is important that you keep your electricity retailer or us informed of your current contact details, or if circumstances change regarding life support equipment at your home.

Quality of supply

The quality of your electricity supply can be impacted by external events, such as faults, or by others connected to the network, possibly leading to interruptions or variations in voltage.

Protecting your appliances or equipment

Voltage variations, often known as a "power surge" (increased voltage) or a "brown out" (reduced voltage), can sometimes damage your appliances and equipment.

We ask our customers to consider the risk to their home appliances or business operation should power fail or be subject to a voltage variation. In cases where your business may not be able to operate, or your equipment is vital to your wellbeing, we strongly recommend taking precautions to protect your equipment. These types of precautions would include:

- Surge diverters or surge arrestors, often installed in a switchboard or a plug-in adaptor,
- A line conditioner or Uninterruptible Power Supply (UPS),
- Regularly backing up the data from your computer,
- Turning off equipment at the power point when they are not in use for a period of time, and
- Turning off your appliances if you suspect power fluctuations or possible damage.

In most cases, the causes of voltage fluctuations are outside our control. However, if you believe that Energex or Ergon Energy Network may have been responsible for the problem, please contact us for advice on how to lodge a claim for your loss.

Should you believe that a voltage fluctuation may have been responsible for damage to your appliances, you can contact Ergon Energy Network on 13 10 46 or Energex on 13 12 53.

For further information you can also contact your electricity retailer.

Your obligations regarding quality of supply

With a product like electricity, our customers also have a responsibility to ensure the quality or safety of the supply is not adversely affected. You are obliged to:

- Keep the wiring and equipment at your premises in a safe condition,
- Provide reasonable protection for our equipment at your premises,
- Not use electricity in a way that endangers any person,
- Not supply electricity to any other address, and
- Tell us if you are planning a large change to the wiring or equipment at your premises that may interfere with the electricity distribution network or affect the quality or safety of your electricity supply.

In some cases, you will receive site specific obligations based on the Contract that you need to adhere to.

Often, the use of large welders, large motors, air-conditioning systems or solar panels, batteries and other low voltage generating units can impact other electricity users in your local area. Please discuss with a licensed electrical contractor prior to installation.

Your connection

Establish supply

An initial connection is when we establish supply via the physical connection from our network to your premises for the first time.

Prior to connecting power to your premises, we must make sure that the electricity supply at the boundary of your property exists and is able to supply adequate power to meet your needs.

When considering the initial connection of power to your property, we may have to construct new lines or cables, or upgrade the capacity of the existing system in the area. If you have any concerns about the existence of the network near your new premises, please contact us to confirm what may need to be done to ensure power is available.

If your property is in a residential area, it is likely that there may already be electricity supply available to connect to your property. If supply is not readily available, costs may be incurred for the investigation, design and implementation of supply to the property.

Note: Prior to requesting Generation (solar/batteries) you will need to have an established connection.

Connection Alterations

A connection alteration is when you make changes to your electricity connection to our network.

Work such as moving your point of supply to the network during renovations, upgrading your power supply, installing solar energy or relocating your switchboard are just some of the common connection alterations.

Establishing supply or completing a connection alteration at your premises

To get power or generation connected, you need to apply for a connection contract with us. As technical information is required, some licensed electrical contractors may offer to apply for you. Otherwise, you or someone else on your behalf, can apply via our Portal:

- Ergon Energy Network: ergon.com.au/ergon-network-portal
- Energex: energex.com.au/energexportals

Select Customer Self Service or Electrical Partners portal.

The person who applies is usually the person we contact during the connection process. Whoever submitted your connection application will also need to accept the connection offer to start your connection contract. Timeframes for us to make an offer vary depending on the type of connection you are seeking and the availability of network power supply.

For more detailed information about types of connection services visit energex.com.au or ergon.com.au and search 'Connections'.

After your connection contract starts, your licensed electrical contractor will need to submit an Electrical Work Request (EWR) to us. This form gives us additional information about your connection, including your electricity retailer of choice and connection timings.

Once your licensed electrical contractor has submitted an EWR, your chosen electricity retailer will be notified, and they will contact you to set up an account and/or solar tariff. They will also provide a quote for any metering charges relating to your connection. Your electricity account must be established, and any charges accepted before we can connect you to our network.

Your retailer will also send a service order to their nominated metering provider to arrange installation of your new meter. For more information speak with your electricity retailer or search *Power Of Choice for customers* on the Ergon Energy Network or Energex website.

Reconnection of your premises

When the electricity is disconnected from a premises, depending on where your premises is located, either Ergon Energy Network or Energex will reconnect the electricity at the request of your chosen electricity retailer. Ergon Energy Network and Energex can perform same day reconnections if a valid request is received from your electricity retailer before 1pm Australian Eastern Standard time.

In most instances, a visual safety inspection will be required to safely restore power to your premises. An appointment window will be agreed upon with your electricity retailer and we require yourself or a representative to be present at the property for the inspection.

There are some areas, of our networks where we cannot guarantee this connection time. In this case, we will make a special arrangement with you or your retailer.

Disconnection of supply

Reasons for disconnection

Electricity legislation provides Ergon Energy Network, Energex and other authorised bodies with rights and obligations to disconnect or arrange the disconnection of the power supply under certain circumstances.

These can include:

- Cases of emergency, or if we believe that your electricity supply represents a health and safety risk,
- When your retailer advises us to do so under their contract with you,
- Instruction by another authority such as the Australian Energy Market Operator, state or federal police,
- Failure to make payment for any work that you have engaged Ergon Energy Network or Energex to undertake regarding establishment of supply or connection alteration,
- Failure to provide safe and unhindered access to our equipment,
- Provision of false information to us or the retailer to enable a connection you would otherwise not be entitled to, and
- Situations where we are otherwise permitted by law to disconnect the premises.

In cases other than an immediate risk to the safety of people or equipment, we will issue you with a disconnection warning notice asking you to rectify the situation within six business days, or disconnection of the premises may occur.

Wrongful disconnection

If we disconnect power to your premises and it is determined that Ergon Energy Network, Energex or the body requesting us to disconnect your premises did not have the right to do so, then we will reconnect your premises as soon as reasonably possible without any charge or penalty.

Disconnection of solar panels, batteries and other low voltage generating units

We can request you turn off or disconnect an embedded generator, such as solar panels, batteries and other low voltage generating units, if there is the risk of electrical safety or disturbance of the quality of power supply to other customers.

Charges

When Ergon Energy Network or Energex provide you with customer connection services you will be required to pay for these.

These charges will be the amount determined by us for standard control services and alternative control services from time to time in accordance with all applicable regulatory instruments.

Standard control services charges are our network tariffs for:

- The distribution use of system charges for the use of our shared supply network, and
- Any transmission use of system charges payable by us for the use of a transmission grid to which our supply network is connected.

Alternative control services charges are the charges, approved by the AER, set out in our price list that:

- Relate to a specific request by you or your retailer for us to do an activity or provide a service, or
- Relate to a requirement under applicable energy laws, and do not include standard control services charges.

Examples of alternative control services charges include (but are not limited to) disconnection fees, reconnection fees, special meter read fees and meter test fees. We will notify your retailer whenever there is a change in standard control services or alternative control services charges, or a material change in the processes for their determination.

Further information on our charges is available on our websites.

Billing

We will bill your electricity retailer for your network charges. Your electricity retailer will in turn bill you for these charges on our behalf. If you pay these amounts to your electricity retailer, you are taken to have paid that amount to us.

3 About your property

We will occasionally need to access your property to undertake repairs to lines, read meters or to carry out work on our equipment. When visiting your property, we will respect your land and assets, and take care of the environment.

Access to your premises

Your obligation to give us access

We require that you provide us or our authorised representative safe and unhindered access to your premises, through gates, if necessary, at any reasonable time to:

- Read, test, maintain, inspect or change the electricity meters or control apparatus,
- Connect or disconnect supply to your premises,
- Inspect, operate, maintain or replace any of our powerlines or other equipment that supplies or traverses your property,
- Identify the location and cause of a fault and repair it (during power outages),
- Prune or clear vegetation away from our lines and equipment and/or
- Perform services requested by you.

If you do not provide us access to your premises or our assets on your property as needed, we may, after an appropriate disconnection warning notice, disconnect supply to the premises.

Also, please tell us or your electricity retailer about anything at your premises that may be a danger to our staff, especially any dogs or other pets that may be a concern to us.

Our obligations for access

When seeking access to your premises, we or our representatives will:

- Return locked gates to the way they were when we arrived
- Comply with all relevant electricity legislation
- Carry or wear official Ergon Energy Network or Energex identification and show that identification on request.

Special locks

Special Ergon Energy Network or Energex locks are available through many locksmiths. These locks, available at a nominal charge, provide us with access to any locked gates or padlocks on your switchboard. These locks are individually keyed, but also allow us master-key access. You hold your keys, and we only provide the master keys to our authorised staff and contractors.

Search *Safe entry to your premises* on our websites for a list of lock suppliers in your area.

Your electricity meter

In general, for older installations, meter readers may visit your premises approximately four times a year. For all new installations, you will need to contact your electricity retailer to discuss how your digital meter works.

Our meter readers carry photo identification cards which will be prominently displayed, or in some cases a letter of authorisation that will be shown to you on request.

It is important to note, most electricity retailers will only accept meter readings from authorised Ergon Energy Network or Energex meter readers for billing purposes. If you do prefer to read the meter yourself, we suggest you clarify this with your electricity retailer. However, we have the option available for you to read your electricity meter for your own purposes via our Customer Self Service portals:

- Ergon Energy Network: ergon.com.au/ergon-network-portal
- Energex: energex.com.au/energexportals

If you do have any concerns about your electricity consumption or your energy bill, please contact your electricity retailer for assistance. If necessary, your electricity retailer will arrange for us to carry out a check of your electricity meter.

In January 2019, we introduced a safe entry guideline that prevents our crews and meter readers from entering yards where there is a record of dogs on site, and it's not clear that the dogs are securely restrained or separated from the work area.

Ergon Energy Network and Energex will require reasonable access to your property to ensure the safety of our powerlines that may cross your property, especially the main lines that can cross rural properties to supply other customers in the area.

Trees and vegetation on your property

Trees and vegetation contacting powerlines can be dangerous and are the most common cause of power interruptions. Each year, we invest in vegetation management programs helping reduce the risk of trees contacting overhead lines.

You are responsible for keeping trees and structures a safe distance away from the powerlines on your property.

If you have any concerns with trees near your property or lines in the street contact Ergon Energy Network on 13 10 46 or Energex on 13 12 53.

Private powerlines and property poles on your property

A private powerline and property pole is usually inside your property's boundary. It usually supports the overhead powerlines to your home or other buildings. If you're the property owner, it is your responsibility to keep private powerlines and property poles safe and well-maintained.

Private powerlines and property poles are usually installed on behalf of a property owner to run power to buildings on the property. They don't supply any other customers and the poles can be made of timber, concrete or steel.

If you're not sure who owns a pole, check for a pole number. If a pole is owned by us, you'll find the number marked on the pole approximately 2.4 meters above the ground.

4 What can you expect?

Appointments

When we make an appointment with you to attend your premises, we will specify a five-hour period in the day to meet with you. We may reschedule the appointment provided we notify you no later than the day before our appointment.

Privacy

We are committed to protecting your privacy. When you or your electricity retailer request a service from us, such as supply of electricity, we may collect information about you.

Our Privacy Statement sets out how we handle your personal information:

- Ergon Energy Network: ergon.com.au/network/help-and-support/privacy-statement
- Energex: energex.com.au/about-us/our-commitment-to-our-customers/protecting-your-privacy

Complaints and feedback

We'll make every effort to address your complaint when you first contact us. If we're unable to resolve your complaint please go to ergon.com.au/feedback or energex.com.au/complaints which outlines our complaints policy and complaints handling processes that you can follow.

Should you not be satisfied with your complaint outcome you are entitled to contact the Energy and Water Ombudsman Queensland on 1800 662 837 or visit ewoq.com.au.

Guaranteed Service Level (GSL) payments

Under the Electricity Distribution Network Code, Ergon Energy Network and Energex are required to meet certain service levels to ensure the safe and efficient delivery of electricity to all residential and small business customers using less than 100MWh of electricity per annum. If we do not meet these service levels, you may be entitled to a Guaranteed Service Level (GSL) payment.

GSL payments will be automatically identified and calculated. However, if you have not received a payment you believe you are eligible for, please contact Ergon Energy Network on 13 10 46 or Energex on 13 12 53, or complete the online form on our websites:

- Ergon Energy Network: ergon.com.au/network/help-and-support/our-commitment/network-guaranteed-service-levels
- Energex: energex.com.au/about-us/contact-us/forms/general-forms/gsl-claim-form

GSL payments are paid in the following instances:

- Wrongful disconnections.
- Connection not provided by the agreed date.
- Reconnection not provided within required time.
- Failure to attend appointments on time.
- Notice of a planned interruption to supply not given.
- Interruption duration or frequency.

Information on the service levels we are required to meet, payment amounts and how you can make a request for a GSL payment can be found on our websites:

- Ergon Energy Network: ergon.com.au/network/help-and-support/our-commitment/network-guaranteed-service-levels
- Energex: energex.com.au/about-us/our-commitment-to-our-customers/guaranteed-service-levels

5 Electrical Safety

We need to always respect electricity – if not treated with care, electricity can cause harm or even death. There are many things that you can do to keep your electricity supply safe.

Safety switches

A safety switch is a special device to monitor the flow of electricity through a circuit. If a problem is detected, the safety switch will quickly shut off the flow of power – fast enough to save a life or prevent damage to your appliances.

Queensland legislation makes it mandatory to have a safety switch installed in all new homes, or whenever a home or small business premises is sold or rented.

For more information refer to [the Electrical Safety Office website](#).

Insist on a Certificate of Electrical Safety

Whenever a licensed electrical contractor conducts work on your electrical installation, you must be provided with a Certificate of Electrical Safety. This certificate is your assurance that the work has been carried out in accordance with Queensland electrical safety legislation and standards set by the Electrical Safety Office.

Stay clear of powerlines, substations and apparatus

Our electricity distribution equipment includes overhead powerlines and poles. Right across Queensland we have substations and switchyards that are clearly signed and fenced to prevent unauthorised access. Contact with the apparatus inside these enclosures can be life threatening, so it is critical that you never attempt entry to these places. If you do see a dangerous situation, such as substation gates open, please call Ergon Energy Network on 13 16 70 or Energex on 13 19 62.

Also, some of our electricity network is underground – in roadways and footpaths. The Before-You-Dig service is available by calling 1100 to assist in locating any underground power cables or other services before you carry out work that may result in contact with power cables.

6 General information

Keeping us and your electricity retailer informed of changes

It is important to inform your electricity retailer as soon as possible if you change your contact details, including your postal address or phone number.

Your retailer will then let us know of the changes. It is important to inform your electricity retailer or us if:

- There are changes affecting access to your electricity meters, for example erecting a new fence.
- You have dogs on your premises.
- Your life support requirements change.

Our contractors

We often use contractors to carry out our work, and therefore some of the obligations placed on us may be carried out by another person.

If you have concerns about someone representing Energex or Ergon Energy Network who is on your property, you have the right to ask them to show you their identification, or call Ergon Energy Network on 13 10 46 or Energex on 13 12 53 to confirm their identity.

Illegal use and interference

You must not use electricity illegally or in a manner that will unreasonably affect the supply of another customer or cause damage to anyone else. This includes any form of generation equipment (battery, solar) interconnected to our Network without prior written consent.

Also, you must not interfere with any connection services or equipment that we have provided or use electricity for purposes other than that for which it is provided under electricity legislation.

If you fail to meet the above obligations then we may undertake any rectification work at your cost and arrange for immediate disconnection of your premises.

Obligations if you are not an owner

If you are unable to fulfil an obligation in respect of the premises because you are not the owner, then you are not in breach of the contract if you take all reasonable steps to ensure that the owner or other person responsible for the premises fulfils the obligation.

How to contact us

General enquiries

7am – 5pm, Monday to Friday

Ergon Energy Network 13 74 66

Energex 13 12 53

Faults only

24 hours a day, 7 days a week

Ergon Energy Network 13 22 96

Energex 13 62 62

Life-threatening emergencies only

24 hours a day, 7 days a week

Triple Zero (000) or

Ergon Energy Network 13 16 70

Energex 13 19 62

ergon.com.au

energex.com.au

