



Northern Territory of Australia

Government Gazette

ISSN-0157-833X

No. S81

31 July 2015

JACANA ENERGY



Our customer contract

Published July 2015

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How to contact us

Jacana Energy Customer Service	1800 448 894
Emergencies and Faults (24 hours)	1800 245 090 (Power and Water Corporation)
Email	customerservice@jacanaenergy.com.au
Website	jacanaenergy.com.au
Postal address	GPO Box 1785, Darwin NT 0801

Visit a Customer Service Centre

You can complete a number of Jacana Energy transactions (such as open an account, pay a bill, and make account enquiries) at a Power & Water Customer Service Centre – open Monday to Friday 9am to 5pm (Katherine open 9am to 4pm). Please note all centres are closed on public holidays.

Darwin	Katherine
Shop 28, Ground Floor, Mitchell Centre	Ground Floor Government Centre
55 Mitchell Street	5 First Street
Darwin	Katherine
Palmerston	Alice Springs
Shop 21, Palmerston Shopping Centre	Shop 8, Alice Plaza
10 Temple Terrace	36 Todd Mall
Palmerston	Alice Springs



JACANA ENERGY

Our customer contract

You can think of us as the 'shop front' for the electricity supply chain. Our role is to look after all your energy needs and to act as first point of contact for any electricity matters. We purchase electricity in bulk from generators and turn this into a range of retail products to meet customer needs. We arrange connection of electricity to your property, deliver timely and accurate bills, and provide customer services as well as developing products and convenient payment options to help you manage your electricity costs.

Your Network Provider (Power and Water Corporation) are like the 'delivery truck'. They maintain and operate the poles and wires which deliver electricity to your property. Reliability, quality of electricity supply as well as responding to faults and emergencies are the responsibility of the Network Provider.

Electricity generators, such as Territory Generation, are like the 'factory'. They produce electricity in bulk which they generally sell to electricity retailers. We purchase electricity from generators on your behalf and that electricity is delivered to you by the Network Provider.

This customer contract is part of our commitment to you, giving you information about your rights and obligations and helping us to provide superior customer service. Our Customer Charter also contains a simple summary of the key points of this contract.

This contract applies to all customers in the geographical areas of the Northern Territory listed in **Schedule 1: Coverage of the contract** who have not negotiated a written agreement with us or another entity relating to the sale of the electricity.

This contract is a legally binding as between you and us under the relevant legislation and regulations.

Jacana Energy holds a retail licence to sell electricity under the *Electricity Reform Act*. We are required to meet minimum standards of service, which are set out in **Schedule 2: Our service standards**.

References are made throughout this contract to the physical connection of your property to the electricity network. This includes the provision of metering equipment, maintenance and the delivery of electricity to your property through the electricity network.

The Network Provider, Power and Water Corporation, is responsible for the physical connection of your property to the electricity network. Conditions and responsibilities of the Network Provider are outlined in the Network Provider's *Standard Customer Connection Agreement* (a copy of which is set out in Appendix 1).

The Utilities Commission is responsible for monitoring our compliance with our licence and with the wider requirements of the legislation and regulations.

We continuously monitor and review the quality of the customer service we provide to you. We provide a report on our performance against our service standards and other performance indicators to the Utilities Commission each year.

Our customers are important to us and we welcome your feedback so we can work to improve our services to you. We regularly seek customer feedback through surveys and other methods in accordance with our Privacy Policy. You can provide us with feedback by calling our customer service team on 1800 448 894 or emailing customerservice@jacanaenergy.com.au.

Amending this contract

We can amend this contract at any time by using the same process that applies to fixing new terms and conditions under the relevant regulations and legislation. We will also publish any such amendments to this contract on our website.

Our commitment

We will:

- be honest, ethical and professional at all times;
- be helpful and courteous in our dealings with you;
- be easy to contact by telephone, facsimile and email and be accessible to you during normal office hours;
- respond quickly and accurately to requests for information;
- provide access to translation or interpreter assistance; and
- comply with our legal obligations to you under the relevant regulatory instruments.

If you write or email us, we will:

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- respond within five working days; or
- for complex issues, acknowledge your contact within five working days and let you know when you can expect a reply; and
- provide the name and contact number of the person responsible for any follow up inquiries.

If you phone us we will:

- answer your call promptly; and
- provide a prompt answer to your query; or
- if your query is complex, advise you of the name and contact details of the person who will assist with your query, and how long it may take to provide an answer.

Please note that calls may be monitored or recorded for training and compliance purposes to ensure the quality of our service is at an optimum level.

Emergency calls: 1800 245 090

Power and Water Corporation is the 'Network Provider' for your property and is responsible for ensuring supply of electricity to your property and the reliability of the electricity network. All faults, outages or other problems relating to the electricity network should be reported either online at powerwater.com.au or by calling the Power and Water Corporation Call Centre on 1800 245 092. For emergencies, please call the Power and Water 24 hour Emergency Service on 1800 245 090.

Complaints

Jacana Energy is committed to providing superior customer service, but sometimes things go wrong. We use the information received through complaints to constantly improve the level of service that we offer to our customers.

If you have a complaint, please let us know by calling our customer service team on 1800 448 894 or by emailing customerservice@jacanaenergy.com.au.

We will investigate your complaint, do all we can to resolve the problem, and report back to you promptly and courteously.

Our staff are trained to resolve your complaint in an efficient and professional way. If you are not satisfied with the way your complaint was handled please

contact our Customer Experience & Advocacy Consultant on 1800 448 894.

If you are still not satisfied, you have the right to ask the Ombudsman of the Northern Territory to consider your complaint. For more information on how to do this, go to www.ombudsman.nt.gov.au.

Privacy

Jacana Energy is committed to the protection of your personal information, and handles all personal information in line with Australian privacy laws.

Our Privacy Policy explains in general terms how we collect, store, use and disclose your personal information, and your rights to access and correct the personal information that we hold about you.

Please visit our website at jacanaenergy.com.au or contact the Jacana Energy Privacy Officer (details below) to obtain the latest version of our Privacy Policy.

If you believe we have breached our privacy obligations in our dealings with you, or if you have any other queries or concerns regarding your privacy and the way we handle your personal information, please contact the Jacana Energy Privacy Officer using the contact details below. We will endeavour to provide you with further information, or in the case of a complaint we will investigate your complaint and provide you with a response within fourteen days (or such period as agreed).

Our Privacy Officer can be contacted by email at privacy@jacanaenergy.com.au, by telephone on 1800 448 894, or by post at Privacy Office, Jacana Energy, GPO Box 1785, Darwin NT 0801.

Becoming a Jacana Energy customer

Electricity Network Connection

References are made throughout this contract to the physical connection of your property to the electricity network. This includes the provision of metering equipment, maintenance and the delivery of electricity to your property through the electricity network.

The Network Provider, Power and Water, is responsible for the physical connection of your property to the electricity network. Conditions and

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responsibilities of the Network Provider are outlined in the Network Provider's *Standard Customer Connection Agreement* (a copy of which is set out in Appendix 1).

Getting electricity connected

We can help to organise electricity connections and disconnections through the Network Provider but electricity connections and disconnections are usually the responsibility of the customer. Even if the electricity is on when you arrive at your new property it is important that you contact us to sign up to purchase electricity from us, otherwise your property could be disconnected.

Assistance with electricity connections and disconnections can be requested online at jacanaenergy.com.au, through our customer service team on 1800 448 894 or in-person at any Power and Water Customer Service Centre.

Signing up for an electricity account with us

You can sign up with us by:

- calling us on 1800 448 984 ;
- applying online at jacanaenergy.com.au;
- in-person at any Power and Water Customer Service Centre; or
- lodge a written application at any Australia Post outlet across the Territory.

You need to provide:

- your full name and date of birth, or the full names and dates of birth of all persons if it is a joint application;
- your residential and postal address;
- contact telephone numbers, email address, and facsimile number;
- the name of your landlord or agent (if applicable);
- the name and address of your employer (if requested);
- if you are a business – your company details, ABN, a certificate of incorporation and letter of authorisation from the company owner or director;

- if you hold a current Pension Concession Card – your Northern Territory pension number;
- photo identification with a signature, for example, your driver's licence or passport (if requested); and
- a password that you can use to protect your privacy when you contact us.

Please note that we must speak to all parties to the account to verify their identities.

We may carry out a credit check and, if you have previously been a customer, you must pay or make arrangements to pay any outstanding electricity debts before your electricity supply is connected.

An establishment fee applies for connecting a supply of electricity to your property. Please ask one of our team or check online at jacanaenergy.com.au for the current fee.

How long does it take?

Jacana Energy aims to arrange to have your electricity connected as quickly as possible after receiving your application.

- **New properties (sub-divisions)** – Your Network Provider must provide connections for new sub-divisions in major urban areas within five working days of the Network Provider receiving a certificate of compliance from an electrical contractor. This timeframe relates to the Network Provider and may be longer for other areas.
- **New properties (construction required)** – Where a new connection requires the construction of powerlines or substations, the timeframe will be advised by the Network Provider during the quotation process. For minor works, supply will be provided by the Network Provider and they will provide a timeframe.

Special medical needs

You need to notify us if you, or a member of your household, has special medical needs, such as a life support system.

To qualify as a special needs customer your medical practitioner, registered with the Australian Health Practitioner Regulation Agency (AHPRA), must confirm in writing your special medical needs.

This information must also be updated annually to remain valid for your protection.

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Pensioner concessions

If you hold a current Northern Territory Pension Concession Card you may be eligible for a concession on your electricity account, and the establishment fee may be waived.

You need to provide us with your Northern Territory Pension Concession Card details to be able to receive the concession benefit. You can do this when you sign up for your electricity account or at anytime through our customer services team by calling 1800 448 894.

Any concessions are payable only from the time we record your details and subject to validation with the Department of Health.

If you hold a Northern Territory Pension Concession Card, you can obtain further information from your local community care centre or Department of Health agent office.

Paying for your electricity use

We usually issue invoices quarterly for residential customers and monthly for all other customers.

Goods and services tax (GST) applies to the sale of electricity. All invoices provide details of the GST, to enable you to reclaim the tax if you are eligible.

You need to pay your invoice by the due date shown (21 days from the date of issue) to avoid disconnection. The average mailing time for invoices to be received at your postal address is generally around three business days from the issue date, depending on your locality and local mail service delivery times.

There are many ways you can pay, including:

- By Direct Debit, you can even make periodic payments to help smooth the costs of your bills;
- Pay using BPAY, online or by telephone banking services of your financial institution;
- By Visa or MasterCard Credit Card through our customer service team on 1800 448 894 or through our website at jacanaenergy.com.au. It is easy and you can make payments when it suits you, anytime, anywhere; or
- In person at a Power and Water Customer Service Centre or any Australia Post outlet.

Payments through BPAY, by Credit Card or any Australia Post outlet may take two working days to

process, so you need to pay your bill early enough to make sure we still receive your payment within 21 days from the date of issue.

Failure to pay your invoice within 21 days may result in the disconnection of your electricity supply and outstanding amounts may be lodged with a credit agency and referred to a collection agency. You may be liable for additional fees or legal costs.

Payment difficulties

We want to assist you in managing your electricity costs. Please let us know before your payment is due if you may have difficulty paying. We may be able to make special arrangements, such as setting up a payment plan. You may also be eligible to join our Stay Connected program to help you manage your costs and avoid disconnection.

Prepayment meters

You may wish to consider the option of prepayment electricity meters. You simply purchase tokens in varying denominations and use these to credit the meter. This means you pay for the electricity as you need it and there are no invoices. The Network Provider will still read the meter for auditing purposes.

You need the permission of the property owner to install a prepayment meter. Prepayment meters attract an additional cost which we can advise. Not all properties are suitable for prepayment meters and there may be costs to install this type of meter, which will be determined on inspection of the property.

For more information, visit us at jacanaenergy.com.au or contact our customer service team on 1800 448 894 or visit a Power and Water Customer Service Centre.

How much does electricity cost?

Our electricity prices are listed in the 'Pricing and Tariffs' section of our website and are shown on the back of your invoice. More information is available on our website at jacanaenergy.com.au or by calling our customer service team on 1800 448 894.

Charges for electricity are based on the amounts you use and if applicable, when you use it, recorded by the meter for your property. A fixed daily service charge also applies even if you use no electricity.

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Refunds of credit balance

Customers who build up a credit balance in their account may ask for this sum to be returned to them. Any credit refund will be made in the form of a cheque or through electronic funds transfer.

No cash refunds will be issued. Refunds are limited to one per quarter per customer. There is a timeframe to process refunds and we are unable to process these immediately.

Disconnection

We may decide to disconnect your electricity supply as a last resort – but we always act in a fair and open way.

For example, we may arrange to disconnect your electricity supply if:

- You fail to pay the amount due on your invoices or any subsequent notices by the due date;
- You default on an agreed payment arrangement;
- You prevent access to the Network Provider's meters or equipment;
- You obstruct a services officer;
- You fail to contact us before commencing to use electricity;
- You provided us with false or misleading information to facilitate the connection of your electricity; and/or
- We are permitted to do so under relevant legislation.

We will give you five days warning in the form of a Final Demand Notice of our intention to arrange for disconnection of your electricity supply for failure to pay your invoice. However, if you defaulted on your agreed payment arrangement, we will not give a Final Demand Notice and we may disconnect your electricity supply.

We will not arrange to disconnect your electricity supply if:

- You have agreed to and follow an arrangement to pay; or
- We have put your account on hold pending investigation of a dispute.

We will arrange to reconnect your electricity supply when payments in full are received for unpaid invoices (or arrangements are made to pay the invoice) or when breaches of your contract are remedied. Reconnection generally occurs on the same day or within 24 hours in the major urban centres. Reconnection fees will be charged if a contractor/operator attends your property to disconnect the electricity supply regardless of whether the electricity supply is disconnected or not.

The Network Provider may also disconnect your electricity supply if:

- your electrical installation is unsafe;
- your electrical installation creates a hazard to the Network Provider's infrastructure or interferes with another customer's installation or appliances; or
- illegal alterations have been made to your electricity supply connection.

If your electricity supply is disconnected for any of the reasons outlined in this section, you may be liable to pay the costs for disconnecting your electricity supply.

If you have a complaint about the disconnection of your electricity supply by Jacana Energy, please contact us and refer to the section 'Complaints'.

Metering and access to your property

Electricity supply is metered. This means that you only get charged for what you have used, plus the fixed daily charge. All meters remain the property of the Network Provider. The Network Provider is required to ensure that all meters meet the appropriate standards and that they are properly maintained and replaced when necessary.

The Network Provider publishes a metering manual that set out the detailed arrangements and conditions for installing, testing, verifying and replacing meters. These manuals comply with guidelines published by the National Standards Commission. You can see copies of the codes at any Power and Water Customer Service Centre or visit www.powerwater.com.au.

Access to the meter

You need to ensure easy and safe access for the Network Provider to any electricity meter on your

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property. That means keeping it free of obstructions such as locked gates, overgrown vegetation and dangerous animals.

If the Network Provider cannot gain access they may require you to remove the obstruction or have the meter relocated. Please discuss any meter access problems you may have with the Network Provider. Failure to provide ongoing access to the meter may result in disconnection.

The Network Provider can provide a padlock and key (on payment of a deposit), which enables you to secure your property while still allowing access for the Network Provider's staff and contractors. If you want details on this option and conditions please contact the Power and Water call centre on 1800 245 092.

If the Network Provider cannot access your property to read your meter they will leave a card in the mailbox asking you to call them.

Estimated readings

We normally calculate your invoice based on the meter reading. If the Network Provider is unable to provide us with a meter reading for any reasons (for example, if they are unable to read your meter or if your meter has malfunctioned, ceased to register or is damaged), we will estimate your invoice amount.

Estimates are based on the average:

- previous consumption recorded for your property over a similar period; or
- consumption of a similar property that is supplied with electricity for a similar purpose.

If your invoice has been estimated because of access problems, we will adjust your account when we obtain an actual meter reading. If you dispute an estimated reading, we will review your dispute as outlined in the 'Complaints' section. Your invoice will specify if it has been based on the estimated meter reading.

The Network Provider has a right through legislation to gain an actual reading of your meter every 12 months to ensure your billing is correct.

We may backdate the estimation of your invoice for a maximum of two billing periods where the meter has failed to record accurately.

Meter tests

If you dispute the meter accuracy or a meter reading you have the right to ask us to arrange to test the meter. We will arrange for your meter to be tested within five working days of your request. You will need to pay for the cost of that test up front.

If the test shows the meter is not recording within the accuracy of the Australian Standards, we will arrange for the Network Provider to replace or repair the meter and refund you the cost of the test. We will also refund you any amounts which we may have overcharged you over the previous quarter.

Ownership of equipment

The property owner is responsible for all low voltage cables and equipment on the property.

All meters remain the property of the Network Provider.

Your responsibilities

This section sets out your responsibilities as a customer, under this contract.

Paying your invoice

You must pay your invoice by the due date for payment.

If you will be away for an extended time, please contact our customer service team on 1800 448 894 to make payment arrangements.

Changes to your account

You need to tell us:

- If you are moving – the details of your forwarding postal address five working days before you move; and
- If there is any change to:
 - Responsibility for payment of an account;
 - Your contact details;
 - The purpose for which your property are used (e.g. business purpose); or
 - Access to your metering equipment.

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- If you wish to change your password on your account.

Access

You must provide access to the Network Provider's equipment on your property, such as meters and access chambers. Access must be free of obstructions, barriers and dangerous animals.

Illegal use

Illegal use of electricity supply is theft. Tampering with electricity meters or electricity supply equipment is extremely dangerous and may be illegal. If electricity supply has been obtained illegally:

- The Network Provider can prosecute you for a breach of the law;
- We can estimate your usage and invoice you for the usage which has not been paid for;
- We can take legal action to recover the unpaid amount;
- The Network Provider can disconnect your supply; and
- The Network Provider can recover costs for any damage to their equipment.

The theft of electricity from illegal tampering or diversion affects the overall cost at which we and the Network Provider can deliver services across the Territory.

If you suspect or have knowledge of someone carrying out tampering or theft we encourage you to report it to us or the Network Provider. Your information will be treated confidentially and may be given anonymously.

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Schedule 1: Coverage of the contract

The geographical areas covered by this contract are as follows:

- Darwin (city, suburbs and surrounding rural areas, including Palmerston, Batchelor and Adelaide River)
- Katherine (township, suburbs and surrounding rural areas, including Pine Creek, Larrimah and Mataranka)
- Tennant Creek (township, suburbs and surrounding rural areas)
- Alice Springs (city, suburbs and surrounding rural areas)
- Daly Waters
- Borroloola
- Timber Creek
- Elliott
- Newcastle Waters
- Kings Canyon
- Ti Tree
- Yulara

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Schedule 2: Our service standards

Jacana Energy commits to achieving minimum average standards of customer service as part of our regulatory commitment. These minimum standards are as follows:

Performance indicator	Minimum standard
Supply disconnection	Provide five days written warning when disconnecting due to failure to pay invoices, unless a prior payment arrangement has been made. Where a payment arrangement has been defaulted, we will not provide additional written notice
Written Enquiries	Respond within five working days
Meter tests	Arrange test within five days of request

Appendix 1



Standard Customer Connection Agreement (Power and Water Corporation) – As at 31 July 2015*

* See the Power and Water Corporation website for the current version of the Standard Customer Connection Agreement

This contract applies to all electricity customers in the Northern Territory who authorise connections or occupy properties that are connected to regulated and unregulated electricity networks unless the Network Provider (Power and Water Corporation) has an alternative network access agreement with the customer for a property.

This contract is legally binding on those customers under the relevant legislation and regulations.

The Network Provider holds a licence to supply electricity under the *Electricity Reform Act*. Our minimum standards of service are set out in this appendix.

The Utilities Commission is responsible for monitoring compliance with that licence and with the wider requirements of the legislation and regulations.

You can provide Power and Water Corporation with feedback by calling their customer service team on 1800 245 092 or emailing customerservice@powerwater.com.au.

Amending this contract

The Network Provider may amend this contract at any time by using the same process that applies to fixing new terms and conditions under the relevant regulations and legislation. Amendments to this contract will also be published on the Jacana Energy or Power and Water Corporation website.

Electricity Network Easements

High voltage electricity supply cables may run through or across your property so your Network Provider can service other customers. Where this occurs, your Network Provider has the right to create an easement. This legal arrangement gives your Network Provider

continuing rights of access to those cables and equipment.

Your Network Provider can provide you with details of any easements that exist on your property.

Your Network Provider needs to be able to repair or replace those cables or equipment, so it is important that you do not build or plant anything over these easements that would prevent access. Your Network Provider needs access 24 hours a day to ensure it can access chambers, high voltage cables, transformers and other equipment.

If access to that easement is obstructed, the Network Provider can direct you to remove the obstruction, or the Network Provider can remove it and recover the costs from you.

Entry to your property

On occasions, the Network Provider needs to enter your property to read the meter, to undertake planned maintenance, to connect or disconnect electricity supply or in case of an emergency. You are obliged to provide the Network Provider with safe access, free from obstructions, barriers and dangerous animals.

The Network Provider will provide you with prior notice of its need to enter your property, unless it is to read or replace a meter, to disconnect electricity supply or in case of an emergency.

The Network Provider's employees or contractors carry current identification, which they must show you at the time of entering your property if you ask to see it. You should make sure the Network Provider employees or contractors working on your property are aware of any potential dangers while they are working on your property.

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Generally the Network Provider, will not enter your property before 7.30am or after 6.00pm. The Network Provider will only enter your property outside these hours if there is a prior arrangement, an emergency, or there are reasonable grounds for believing there is a breach of this contract or the *Electricity Reform Act*.

Electricity supply

Your Network Provider is responsible for supplying you with electricity that is safe, reliable and of a satisfactory quality.

The Network Provider publishes guidelines that provide details of the standard of supply including:

- Meter Manual
- Installation Rules
- Service Rules
- Network Connection Technical Codes

Copies of these are available for inspection online at powerwater.com.au or at any existing Power and Water shop front.

Interruptions to electricity supply

The Network Provider is responsible for designing and operating the electricity network so as to minimise the number and durations of interruptions to electricity supply.

The Network Provider may need to interrupt electricity supply in an emergency for safety reasons. Your electricity supply will be restored by the Network Provider as soon as it is safe to do so.

Unplanned interruptions occur mainly due to lightning, vegetation and birds or animals contacting powerlines. When this happens, we understand that the Network Provider aims to restore your electricity supply within 80 minutes in the major urban areas. In other areas it takes longer to restore the electricity supply and the target is to restore the electricity supply within five hours in 90 per cent of cases.

The nature of some faults may prevent the Network Provider from meeting this target, particularly where those faults arise from major incidents such as cyclones or interruptions to the main gas supply to power generation.

The Network Provider may also need to interrupt the electricity supply to perform essential maintenance on the electricity network. Your Network Provider will give you a minimum of two days advance notice of this

work and will indicate how long the interruption is likely to last. This notice is provided through the media and where practical through a letterbox drop.

We understand that the Network Provider's target is that the total duration of all interruptions to the electricity supply over the year for an individual customer should not exceed an average of 136 minutes in urban areas and 496 minutes in rural (short) areas.

Disconnection

The Network Provider may also disconnect your electricity supply if:

- your electrical installation is unsafe;
- your electrical installation creates a hazard to the Network Provider's infrastructure or interferes with another customer's installation or appliances; or
- illegal alterations have been made to your electricity supply connection.

If your electricity supply is disconnected for any of these reasons you may be liable to pay your Network Provider's costs for disconnecting your electricity supply and reconnection costs as applicable.

Your responsibility

You are responsible for all low voltage cables and equipment on your property. You are required to maintain the safety of the electricity supply by:

- Ensuring that electrical installations are maintained in a safe condition;
- Ensuring that any works on electrical installations on your property are carried out by a qualified and licensed tradesperson;
- Being aware of the location of the electricity supply on your property;
- Ensuring that trees and other vegetation are kept clear of electricity lines;
- Keeping all structures and vehicles clear of all electricity lines at or over your property;
- Using only qualified contractors to undertake tree trimming or tree removal near powerlines;
- Ensuring that your electrical installation complies with AS3000 and your Network Provider's Service and Installation Rules and does not cause interference to equipment or another customer's installations; and
- Notifying the Network Provider if you reasonably suspect that your electricity meter is under-recording or failing to record your consumption accurately.

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Access

You must provide easy access to the Network Provider's equipment on your property, such as meters and access chambers. Access must be free of obstructions, barriers and dangerous animals.

Looking after equipment

You need to:

- look after electrical equipment on your own property
- prevent any damage to your Network Provider's equipment either on your property or elsewhere.

Illegal use

Illegal use of electricity supply is theft. Tampering with electricity meters or electricity supply equipment is extremely dangerous. If electricity supply has been obtained illegally:

- The Network Provider can prosecute you for a breach of the law under which you may be liable to a fine of up to \$5000;
- Your usage can be estimated and you will be billed for any usage you have not paid for;
- Your retailer can take legal action to recover the unpaid amount;
- The Network Provider can disconnect your supply; and
- The Network Provider can recover costs for any damage to their equipment.

The theft of electricity from illegal tampering or diversion affects the overall cost at which electricity services can be delivered across the Territory.

If you suspect or have knowledge of someone carrying out tampering or theft you should report it to the Network Provider or your retailer. Your information will be treated confidentially and may be given anonymously.

Service Standards

The Network Provider commits to achieving minimum average standards of customer service. Some of these are set out in the legislation. These minimum standards are as follows:

Performance indicator	Minimum standard
Special health needs	Provide five business days advance notice of any planned interruptions
Queries	Respond within five business days
Reconnection of electricity to existing supply properties	Within 24 hours in major urban centres
Connection to new properties	
For new subdivisions in major urban centres (on receipt of the certificate of compliance from your electrical contractor)	Within five business days
Where minor extension or augmentation is required	Within 10 weeks
In other cases	Advised in quotation
Restoring unplanned interruptions (time to restore supply)	
Major urban centres	Within 80 minutes in 90% of cases
Other centres	Within five hours in 90%
Planned interruptions	
Advanced notice	At least two business days (unless work is urgent)
Duration of planned outages (time to restore supply)	Less than four hours (when practicable)