

CUSTOMER  
SERVICE CHARTER  
FOR SMALL USE CUSTOMERS

## About Us

Perth Energy is Western Australia’s leading independent electricity and gas retailer. We have been retailing energy to contestable customers since 1999. Our friendly, professional team has detailed knowledge of and hands-on experience in the WA energy markets enabling us to provide our Customers with a high quality service and assistance on a daily basis.

## Our Commitment

Perth Energy’s mission is to deliver to our Customers the best value energy supply in Western Australia. Our goal is to create a partnership with our Customers that results in a long term relationship that everyone will benefit from. This Customer Service Charter outlines our commitment to you and your rights and obligations as a Perth Energy Customer.

## Our Services

Perth Energy is a State Government licensed retailer. We purchase electricity and gas from a variety of providers and on-sell this to customers. We can sell gas to any Customer but current legislation only allows us to sell electricity to deregulated users who consume more than 50 TJ per year. The Network Providers, Western Power for the electricity “poles and wires” and ATCO for the gas pipes, are responsible for the safe and reliable delivery of electricity and gas regardless of the retailer a Customer chooses.

Fig 1. Relationship between electricity suppliers, retailers and customers on the SWIS grid. Similar arrangements are in place



between gas suppliers, retailers and customers.

All of Perth Energy’s Customers can expect prompt and friendly service. We bill our Customers monthly, offer flexible payment options and can customize our invoices and reporting to suit each Customer’s specific needs.

All of Perth Energy’s Customers are assigned a dedicated Account Manager.



Perth Energy has entered into Access Arrangements with Western Power, to use their “poles and wires”, and ATCO, to use their gas pipeline system, to supply energy to our Customers. We pay fees to Western Power and ATCO for use of the networks. These Access Arrangements and fees are regulated by the Economic Regulation Authority and they are the same for all retailers. Western Power operates and maintains the electricity networks and is responsible for fixing blackouts or interruptions. Similarly, ATCO is responsible for any gas supply interruptions. Perth Energy will liaise with Western Power and ATCO on behalf of the Customer to help deal with any energy supply quality issues. At all times the Customer has access to the regular fault reporting procedures that Western Power and ATCO provide.

## Compliance

We are committed to complying with the requirements of our Retail Licences, the “Code of Conduct for the Supply of Electricity to Small Use Customers” (Code), and the “Compendium of Gas Customer Licence obligations” (Compendium). If a Customer consumes less than 160 MWh of electricity (about \$56,000) per year, or less than 1 TJ of gas per day (about \$28,500) they are considered a “Small Use Customer”.

The Code and Compendium regulate and control the conduct of electricity and gas marketing agents, retailers and distributors, define the required standards of conduct in the supply and marketing of electricity and gas to Customers and protect consumers from undesirable marketing conduct. For further information and to view the Code and Compendium, please see Perth Energy’s website [www.perthenergy.com.au](http://www.perthenergy.com.au) or go to the Economic Regulation Authority’s website at [www.era.wa.gov.au](http://www.era.wa.gov.au).

Perth Energy has standard form contracts that have been approved by the Economic Regulation Authority for supply to Small Use Customers. All of our contractual agreements are written in simple everyday language and our pricing is framed in terms that enable ready comparison with other retailers’ products.

In order to accurately bill our electricity Customers and to comply with the Metering Code, all of Perth Energy’s Customers require an electricity meter capable of measuring the Customer’s consumption every 30 minutes, and storing the data for 35 days. Gas Customers require only the standard accumulation meter.

[perthenergy.com.au](http://perthenergy.com.au)

Perth Energy’s website has further information on the services we provide and the energy market in general to help you make an informed decision when choosing an electricity or gas retailer. There are also useful links to our standard form contracts and key industry documents like the Electricity Industry Act 2004, the Code of Conduct and the Metering Code.

## Energy Ombudsman

If you believe that we have been unable to resolve your complaint satisfactorily, you may want to contact the Energy Ombudsman. The Energy Ombudsman is a free, fair and independent dispute resolution service for energy consumers in Western Australia.

You can contact the Energy Ombudsman on freecall 1800 754 004 or go to their website: [www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)

## Our Customer’s Rights and Obligations

Perth Customers’ rights are protected by the Code and Compendium, which lay down the minimum standards for a wide array of issues such as marketing, connection, billing, payment, disconnection, reconnection, information provision, complaints & dispute resolution and record keeping.

Once a Customer has agreed to be supplied electricity or gas by Perth Energy, we will make all the necessary arrangements to either transfer the Customer from their existing retailer or establish a new connection. In both cases, the Network Provider will complete the transaction within 3 to 5 business days.

Customers have an obligation to pay their bills on time or the retailer may disconnect their electricity. Disconnection can also occur if the Customer has obtained electricity or gas illegally or denied access to the meter at the Customers’ site for more than 12 consecutive months. However, the retailer must do everything reasonable to avoid



disconnection and help a Customer suffering genuine financial hardship. If a disconnection becomes necessary, Perth Energy will first send a Customer a disconnection warning letter. As set out in the Code, Perth Energy will not disconnect a Customer's supply after 3pm Monday to Thursday, after 12 noon on a Friday, on a Saturday, Sunday or Public Holiday or on a business day prior to a Public Holiday. Perth Energy will not disconnect a Customer if the Customer has made a complaint directly related to the reason for the disconnection.

Perth Energy will reconnect a Customer's electricity or gas supply once the reason for disconnection has been remedied (for example, full payment of the outstanding bills has been received). This reconnection is subject to Perth Energy receiving a request from the Customer for reconnection and the Customer agreeing to pay a reconnection fee.

Perth Energy places the highest value on our customer service. We will continually try and improve the quality of all interactions with our Customers. Perth Energy endeavours to create with our Customers long term relationships that will benefit both parties. With this in mind we encourage our Customers to bring forward comments, suggestions or complaints on how we can enhance our relationships. Perth Energy aims to acknowledge written queries or complaints within 10 business days and provide a response addressing the query or complaint within 20 business days. For regulatory and reporting purposes, Perth Energy defines any communication from a Customer as a complaint if the Customer expresses dissatisfaction regarding our service and expects Perth Energy to provide a response or resolution.

Full details of our Complaint Handling Procedure can be found on our website. All complaints will be handled by an Account Manager, and if necessary the senior management of Perth Energy. We are a founding member of the Energy Industry Ombudsman (Western Australia) Limited and take our role of a high quality retailer of energy to our Customers very seriously. If the Customer is not satisfied with the outcome, the Customer can refer the complaint to the Energy Ombudsman WA for further action. The contact details for the Ombudsman are listed below and are also available on our website.

## Service Standards

If Perth Energy does not follow the required procedures in the Code or Compendium regarding the disconnection, reconnection or written Customer complaints the Customer may be eligible for a service standard payment. A Customer can submit a request for a service standard payment from Perth Energy for up to 3 months after the incident.

## Key Documents

Key industry documents include the Code, the Compendium, Perth Energy's Standard Form Contract, the Electricity Industry Act 2004, the Energy Operators (Powers) Act 1979, the Energy Coordination Act 1994, the Electricity Act 1945, and associated regulations and relevant industry codes.

## Other important contacts

### Economic Regulation Authority

Level 4, Albert Facey House, 469 Wellington Street, Perth WA 6000

Phone: 08 6557 7900

Fax: 08 6557 7999

Website: [www.erawa.com.au](http://www.erawa.com.au)

### Public Utilities Office

Level 1, Albert Facey House, 469 Wellington Street, Perth, WA 6000

Phone: 08 6551 1000

Fax: 08 6551 4765

Website:

[www.finance.wa.gov.au](http://www.finance.wa.gov.au)

### Energy Safety (Department of Commerce)

303 Sevenoaks Street, Cannington WA 6107

Phone: freecall 1800 678 198

Facsimile: 08 9422 5244

Website:

[www.commerce.wa.gov.au/EnergySafety](http://www.commerce.wa.gov.au/EnergySafety)

### Energy and Water Ombudsman Western Australia

2nd Floor, Albert Facey House, 469 Wellington Street, Perth, WA 6000

Phone: freecall 1800 754 004,

Facsimile: freefax 1800 611 279

Email:

[energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Website:

[www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)



## Thank you for choosing Perth Energy.

We are always looking to improve and we encourage our Customers to send us feedback.

### How to contact us

By Phone (during Business Hours)  
**(08) 9420 0300**

Customers who have a hearing or speech impairment can call us through the National Relay Service  
TTY Users **Phone 133 677 then ask for 08 9240 0300**  
Speak and Listen Users **Phone 1 300 555 727 then ask for 08 9420 0300**

Internet Relay Users connect to  
**NRS ([www.relayservice.com.au](http://www.relayservice.com.au)) then ask for 08 9420 0300**

Interpreter Services  
**Please call TIS National on 13 14 50 and ask to be connected to Perth Energy on 08 9420 0300**

By Email  
[info@perthenergy.com.au](mailto:info@perthenergy.com.au)

By Mail  
**PO Box 7971, Cloisters Square, WA 6850**

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