

# Remote Areas Energy Supplies Customer Charter

## Customer Charter

The Government of South Australia is committed to providing a reliable and safe electricity service for customers supplied under the Remote Areas Energy Supplies State (RAES State) and RAES Aboriginal Communities (RAES AC) schemes.

### This Customer Charter outlines:

- what we will need from you, and;
- what you can expect from us

For full details of our Customer Connection and Supply Contract please visit the RAES website – [www.energymining.sa.gov.au/raes](http://www.energymining.sa.gov.au/raes)

### **Customers – What you are responsible for**

#### **Timely Payment of Fees and Charges**

You must pay the total amount on your bill by the due date using the payment options stated. Your bill may be made up of consumption and supply charges relating to the sale of electricity but it may also include fees relating to other services such as final readings. If you do not pay your account on time you may be subject to further charges or potential disconnection of your electricity supply.

#### **Notify us if you are having difficulty paying your bill**

Please contact us as soon as possible if you have difficulties paying your bill. We will discuss various payment options with you and can offer you the opportunity to pay via an instalment plan.

#### **Notify us if you disagree with your bill**

You can ask us to review your bill if you disagree with the amount you have been charged. If your bill is being reviewed you are still required to pay the greater of:

- a) The portion of the bill not in dispute; or
- b) An amount equal to the average of your bills in the last 12 months

You must also pay any future bills.

#### **Notify us if you are Moving Out/Moving In or demolishing a property**

You must give us at least 7 business days' notice of your

intention to move out, move in or demolish a property. If moving out or demolishing, you'll need to provide a forwarding address for your final bill. If the required notice is not provided, you will be responsible for all electricity charges at the supply address until we become aware you have vacated and we have arranged for a final reading.

#### **Applying for New Connections & Connection Charges**

You must complete an "Application for new supply" form if you are building a new property. Connection forms for RAES townships and communities can be found on the RAES website ([www.energymining.sa.gov.au/raes](http://www.energymining.sa.gov.au/raes)). There may be a generation levy and distribution charges applicable to the new connection. Further information can be obtained from the Licensed Distributor associated with new connections. These charges may be payable prior to final connection to the site.

#### **Safety and Maintenance of your Electrical Installation**

You must ensure safe and convenient access at your supply address for electricity officers and meter readers. The electrical installation at your supply address should be maintained in a safe condition at all times and any changes are to be performed by an electrician lawfully permitted to do the work. You must keep a Certificate of Compliance issued in respect of any of the changes.

#### **Notify us or seek approval if you are increasing capacity at your supply address**

You need to notify us if you are increasing your electricity supply requirements by greater than 2.5 kW but less than 5 kW at your supply address.

You need to seek our approval prior to installing appliances or equipment of total capacity 5 kW or greater so we can assess the ability of the network and your supply address connection to cope with the changes.

#### **Using electricity properly**

You must not use at your supply address electricity supplied for use at another supply address. You must not sell electricity to any other person, nor tamper with or permit tampering with the meter or associated equipment. Breaches to this may result in estimated accounts, recovery of added costs and interest or disconnection of your supply address immediately.

The RAES Customer Connection and Supply Contract can be obtained at [www.energymining.sa.gov.au/raes](http://www.energymining.sa.gov.au/raes)

Any queries regarding your RAES electricity supply should be directed to Cowell Electric Supply on 1800 805 020 or [cowellelectric@cowellelectric.com.au](mailto:cowellelectric@cowellelectric.com.au).

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## **SA Government— What we are responsible for**

### **Advising Fees and Charges**

Tariffs and charges for the sale and supply services are set out in the RAES Tariff schedule, which can be found on the RAES website [www.energymining.sa.gov.au/raes](http://www.energymining.sa.gov.au/raes). Excluded Services charges relating to other electricity services are also available on the website.

### **Advising Changes to Fees and Charges**

When we alter the tariffs and charges we will provide you with 20 business days' notice. If your circumstances change and you think a different tariff rate should apply to you then please let us know so we can review your tariff rate.

If the tariff rate or type changes during a billing cycle we will pro-rata your account using the old tariff rate or type up to the date of change then the new tariff rate or type from that date to the end of the billing cycle.

### **Reading your meter and sending your electricity bill**

We will send you a bill as soon as possible after the end of each quarterly billing cycle. The bill is calculated using the prices set out in the tariff schedule against information obtained from reading your meter plus any amount for any other services supplied during the bill cycle.

If your meter is unable to be read for any reason we will send you an estimated account. This estimate will be based on either your usage history or average usage by a comparable customer over the corresponding period.

If access to your meter is restricted, a key may be provided to Cowell Electric Supply to enable access. A meter access form is available on the RAES website [www.energymining.sa.gov.au/raes](http://www.energymining.sa.gov.au/raes)

### **Corrections for Overcharging**

If you have been overcharged we will inform you within 10 business days of becoming aware and we will arrange to credit that amount to your next bill. If you will not be receiving any future bills we will repay the amount to you.

### **Corrections for Undercharging**

If you have been undercharged we will inform you and may recover from you any amount you have been undercharged. We will offer you the option to pay this amount in instalments over the same time period you were undercharged.

### **Reviewing your bill at your request**

If you disagree with the amount you have been charged, you can ask us to review your bill. The review will be undertaken in accordance with the requirements of our licence.

### **Disconnection of your supply address**

If you are demolishing a property we will arrange for disconnection of the supply address if you provide at least 7 business days' notice.

We may also disconnect your supply address if you do not pay your bills on time, refuse to agree to a payment plan or fail to comply with the terms of a previously agreed payment plan.

We will also disconnect if you use electricity illegally, fraudulently obtain a supply of electricity from us or in our opinion your equipment is in a dangerous condition or it is unsafe to continue supply.

### **Reconnection of your supply address**

Where we have disconnected your supply address for non-payment or safety reasons we will use our best endeavours to reconnect you within a time agreed with you. Reconnection will only occur if the reasons for disconnection have been rectified and you agree to pay reconnection charges.

### **Privacy & Confidentiality**

We must keep information about you confidential. We may however disclose information about you if we are required or permitted by law, permitted by our licence or where you give us written consent.

### **Contact the RAES team**

#### *Cowell Electricity Supply*

Email: [cowellelectric@cowellelectric.com.au](mailto:cowellelectric@cowellelectric.com.au)

Phone: 1800 805 020

#### *South Australian Government*

Email: [dem.raes@sa.gov.au](mailto:dem.raes@sa.gov.au)

Phone: (08) 8226 5500

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