

Customer Charter

Important information for you to keep.



Welcome to your Customer Charter. Here we outline what you can expect as our customer. It's also a benchmark against which we measure our service to you. Our mutual rights and obligations are covered by your Agreement's Terms and Conditions as well as specific regulations and codes.

Want to know more? Visit powerdirect.com.au – we're here to help.

What's the difference between an energy 'Retailer' and 'Distributor'?

As your energy **Retailer**, Powerdirect is responsible for selling electricity to you. We work with your **Distributor** to arrange energy for your Supply Address, and we bill you based on the usage information provided to us. We are also responsible for arranging the installation and maintenance of your digital electricity meter.

You have the right to choose your **Retailer**. Your **Distributor**, who is independent of Powerdirect, is responsible for the electricity poles and wires in your area. They're responsible for distributing the energy to your property. Some services you request from Powerdirect are in fact actioned by the **Distributor** or a **Meter Service Provider** e.g. reading meters and new connections. The time the **Distributor** or the **Meter Service Provider** has to complete these requests is determined by market rules. Your **Distributor** is determined by where your property is located. Their name and contact details appear on your bill. Your **Meter Service Provider** is chosen by us unless you are a large customer and have chosen to nominate your own **Meter Service Provider**.

Here's what you can expect from us

We will respond to you

We will answer your calls promptly during normal business hours. We will also respond to your written enquiries promptly. If you have visual or hearing disabilities, let us know so we can give you assistance with account or billing enquiries. Tell us also if you have any life support or critical power requirements.

You are important to us. If we don't meet your expectations, we want to change that and bring about a speedy resolution.

Most matters can be resolved through our internal complaint process. We ask that you first provide us with the opportunity to explore all avenues in resolving your complaint. However, if you are not satisfied with the handling of your complaint, you may wish to seek further assistance from the ombudsman. You can contact the ombudsman at any time for free independent advice and information.

Getting in touch with your ombudsman

New South Wales

Energy and Water
Ombudsman NSW
Phone: 1800 246 545
Web: ewon.com.au

South Australia

Energy and Water
Ombudsman SA
Phone: 1800 665 565
Web: ewosa.com.au

Queensland

Energy and Water
Ombudsman QLD
Phone: 1800 662 837
Web: ewoq.com.au

Victoria

Energy and Water
Ombudsman VIC
Phone: 1800 500 509
Web: ewov.com.au

We can help you move

Let us know at least 3 business days before you move and we can arrange a final Meter Read and a bill for the property you are moving from and supply of energy to the property to which you are moving. If you are in a regional area, we may require a longer lead time so please contact us at least 10 days prior to your move if you are unsure of the time required. When you switch to Powerdirect at your existing property, we need an actual reading of the Meter to establish your new Powerdirect account. If there is no clear and safe access to the Meter, let us know so that we can look at alternative arrangements to obtain this Meter Reading.

We will connect your electricity supply

Where you need a new electricity Meter to be installed, we will work with your **Distributor** or **Meter Service Provider** to determine the availability of supply and get the Meter installed.

You have a choice of electricity plans

Your electricity Agreement represents a contractual relationship with us. We may offer you a market or negotiated contract. The offer will outline your prices, fees and charges along with any discounts and incentives and you will have a 10 business day cooling-off period.

If the offer is for a fixed term it may have an Early Termination Fee. We may vary your prices from time to time and will notify you in writing when this happens. Our Standard Retail Contract applies to our Small Customers who haven't entered into a Market Contract.

The Terms are subject to regulatory oversight and variations to prices are published on the internet and in major newspapers. If you move into a property without contacting a Retailer to set up an account you will be deemed, under regulations, to have a contract with the current Retailer responsible for that property.

How we will bill

If you're a Residential Customer, we will send a bill at least every 3 months. If you're a Small Business, we will bill you monthly. We can agree to a different billing frequency with you. Your bill will show how much energy you've used based on an actual Meter Reading whenever possible. When we cannot obtain a Meter Read, we will use an estimate based on information provided by your Distributor. If there is no clear and safe access to the Meter, let us know so that we can look at alternative arrangements for your Meter Readings. If your bill is higher or lower than expected, call us and we'll explore why. If we need to investigate further, we'll do so as quickly as possible. All fees will be clearly set out in your electricity Agreement and clearly displayed on your bill. We'll let you know of any changes to these. In the unlikely event that you are overcharged we'll let you know and make sure you are reimbursed. If we've undercharged you, subject to regulatory limitations, we may recover that amount from you with a reasonable payment plan that we will agree with you.

Options for payment

We offer a range of convenient bill payment methods that are listed on your bill. If you're a Residential Customer you also have the option of bill smoothing to help spread the cost of your energy bills across equal instalments.

If you don't pay your bill

If you don't pay your bill by the due date and haven't made alternative arrangements with us, we may, as a last resort, disconnect your energy supply. However we will contact you beforehand.

If you are having difficulty paying, we can help

We offer energy efficiency advice and flexible payment options to help you get back on track. If you are a Residential Customer experiencing ongoing financial

difficulties, our Staying Connected Program can also support you.

Disconnections/Reconnections

If you would like us to disconnect the energy at your address, please contact us at least 3 business days before you require disconnection. We may also disconnect your supply if you don't allow us access to your Meter or Supply Address (and we have made all required efforts to contact you); if you have sourced energy illegally; are in breach of your electricity Agreement or any relevant regulations; or if you do not provide the acceptable identification required by your contract. If you are a Residential or Small Business customer and you have been disconnected, we will lodge a request for reconnection of your energy supply within 24 hours of your request if you have fixed the problems leading to your disconnection and have paid (or made arrangements to pay) any outstanding amounts.

Our conduct

We'll handle your personal information in accordance with the Privacy Act and the Powerdirect Privacy Policy.

Safe use of your energy

Make sure that you use energy in a safe and legal manner. Do not tamper with or bypass the Meter. Keep vegetation clear from power lines and ensure clear access to your Meter. If you suspect a fault, call the faults number on your bill.

Call us for help with any aspect of your energy use

Residential & Small Business: **1300 307 966** (8.30am–6pm AET, Monday to Friday)

Visit powerdirect.com.au

Arabic

هل تحتاج لمترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 450**