

## Community Pre-Pay Customer (CPC) – Written Disclosure Statement

Pursuant to the *Pre-payment Meter System Code (PMSC/02)*, small customers must be provided with a Written Disclosure Statement (WDS) outlining important information relevant to the Remote Area Energy Supply (RAES) Community Pre-Pay Customer Terms and Conditions of Supply (CPC Contract).

### A) Contract Start Date (Sections 4 and 5)

Your CPC Contract will start from the day that you begin using electricity at your supply address, on or after 1 July 2022.

### B) Electricity Retail Fees and Charges and C) Other Services Charge (Sections 10 and 11)

The fees and charges relevant to the CPC Contract are set out in the tables below. Any changes to tariffs, fees and charges will be advised to you in writing and will operate 60 business days after notification. Full schedules are available on the RAES website [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

| Electricity Retail Fees and Charges | Price (incl GST) |
|-------------------------------------|------------------|
| <b>Community Pre-Payment</b>        |                  |
| Supply Charge (per day)             | Nil              |
| Consumption (per kWh)               | \$0.10           |
| <b>Disconnection</b>                |                  |
| Zero-Balance Self Disconnect        | Nil              |
| Remote Disconnect/Re-Connect        | Nil              |
| Manual Disconnect (at property)     | \$100            |

| Other Service Provided              | Price (incl GST) |
|-------------------------------------|------------------|
| <b>Meter Fees</b>                   |                  |
| Special Meter Reading (at property) | \$100            |
| Charge for Meter Test               | \$165            |
| Meter Reversion Fee                 | Nil              |
| <b>Meter Replacement</b>            |                  |
| Result of Meter Fault               | Nil              |
| Result of Customer Interference     | Full Cost        |

### D) State Government Energy Concessions

The South Australian Government Energy Concession will be paid directly into your meter by Concessions SA. If you wish to check your eligibility or apply for other Government Concessions, you can visit the website [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or contact Concessions SA on [1800 307 758](tel:1800307758) or [concessions@sa.gov.au](mailto:concessions@sa.gov.au)

### E) Payment Options and credit retrieval

A range of payment options are available for adding funds to your pre-pay account. These include cash, credit or debit card at the Community Store, by phone or online portal (credit or debit card) or by Centrelink direct payment (CentrePay). Please contact Cowell Electric on [1800 485 788](tel:1800485788) for full details.

**The minimum recharge at the store is \$10.**

**The minimum recharge by the Online Portal is \$5.**

Should you experience difficulty when making payment to your meter and are in need of a refund please contact Cowell Electric on 1800 485 788.

### F) Emergency Credit and Zero-Balance Disconnection

Emergency Credit of \$10 is programmed into your pre-pay meter, which is available if your pre-pay balance reduces to below the Low Credit Threshold of \$5. A message will appear on your meter's display indicating low credit/disconnection and the availability of emergency credit.

**The \$10 Emergency Credit can be accessed by pressing 'A' on the meter keypad.**

Emergency credit is available only once per low-credit period. The cost of any emergency credit used will be deducted from your next pre-pay account recharge.

**The Retail Licence requires that your pre-pay meter can only disconnect your electricity supply between 10.00am and 3.00pm on a weekday.**

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Outside of these times your consumption will be recorded as a negative balance on your pre-pay account, the cost of which must be repaid before reconnection can occur.

If you have difficulties paying your bill, or maintaining a sufficient pre-pay account balance to meet your daily consumption charges, you should contact Cowell Electric Supply as soon as possible on [1800 485 788](tel:1800485788) or email [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au) to discuss options available to you.

Detailed instructions are available on the RAES website [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

### G) Connection and Installation (Section 7)

If you are an existing RAES customer with an active electricity connection prior to 1 July 2022, your pre-pay metering system will be activated on or after 1 July 2022 at a day and time advised to you. There are no fees charged for switching on the pre-pay system.

If you are not an existing customer, or do not have an active electricity connection at the premises that you wish to connect, a generation levy and/or distribution network connection costs may apply. Please contact Cowell Electric on [1800 485 788](tel:1800485788) or visit the website [www.raes.sa.gov.au](http://www.raes.sa.gov.au) for full details.

### H) Termination and Retrieval and J) Right to Rescind (Sections 6 and 32)

You may rescind the CPC contract for your supply address at any time by advising Cowell Electric (in writing, verbally or by electric communication) that you wish to terminate your contract.

Upon termination of the CPC contract, your account will be closed and your premises will be disconnected from the distribution network. Any remaining pre-pay balance on the meter will be refunded to you. Please contact Cowell Electric on [1800 485 788](tel:1800485788) for full details.

### I) Dispute Resolution (Clause 47.3)

If you are unable to reach a satisfactory solution after contacting Cowell Electric (RAES Operator) or the Department for Energy and Mining (RAES Administrator), you may refer the matter to the Energy and Water Ombudsman SA (EWOSA), a free, independent service that investigates and resolves disputes between customers and electricity retailers when you are unable to solve an issue directly.

website: [www.ewosa.com.au](http://www.ewosa.com.au) Call: [1800 665 565](tel:1800665565) Mail: GPO Box 2947, Adelaide SA 5001.

### K) Contact Details and Emergency Service (Section 47)

To report an outage or an electrical emergency, phone Cowell Electric's Emergency Service on [1800 805 020](tel:1800805020) and press 1 for Power Outage or Emergency.

If you have a query or complaint relating to the sale of electricity to you, your pre-pay meter, pre-pay card or pre-pay account, or the connection or supply of electricity to your premises, you should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au).

If you have a query or a complaint relating to the RAES scheme generally, you may contact the Department for Energy and Mining on [\(08\) 8226 5500](tel:0882265500) or email [DEM.RAES@sa.gov.au](mailto:DEM.RAES@sa.gov.au)

### L) Difficulties in Paying (Section 21)

If you are having difficulties in paying a bill or maintaining a sufficient pre-pay balance you should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au) to discuss payment options and, where applicable, government concessions or payment assistance.

We will identify situations where you may be experiencing difficulties paying your bill, such as if you self-disconnect 3 times within 3 months for longer than 240 minutes on each occasion; or disconnect for more than 24 hours. If this occurs, we will contact you to discuss payment options and relevant assistance.

### M) Life Support (Section 35)

It is a requirement of the *Retail Licence* that a pre-payment metering system not be disconnected at a supply address where a customer requires a life support system.

A life support customer is a customer who has a document signed by a medical professional stating that the customer requires an oxygen concentrator; an intermittent peritoneal dialysis machine; a chronic positive airways pressure respirator; medically required heating or cooling; a nebuliser; a kidney dialysis machine; a ventilator for life support or other equipment as notified by the Commission from time to time.

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You should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au) to discuss registration of a life support customer residing at your supply address.

### **N) Support available to customers**

If you require support in understanding how to:

- operate your prepayment meter
- top-up your account credit
- re-connect your electricity supply
- manage your energy use
- pay an energy debt, or
- maintain your energy supply

you should contact Cowell Electric Supply on 1800 485 788 or email [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au) or visit the website [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

### **O) Options related to the recovery of debt**

If you owe an emergency or friendly credit debt and you are experiencing payment difficulties, you are eligible for a payment splitting arrangement to assist you to maintain your electricity connection.

If you owe a debt that is not an emergency or friendly credit debt and you are experiencing payment difficulties, you are eligible for a fee free instalment plan that can be paid using the prepayment meter system.

Contact Cowell Electric on 1800 485 788 to discuss your options related to managing your electricity debt.