

## REMOTE AREA ENERGY SUPPLY (RAES) CUSTOMER CHARTER

The Government of South Australia is committed to providing a safe, reliable, sustainable and cost-effective electricity supply in very remote South Australian towns and communities through the Remote Area Energy Supply (RAES) scheme.

This Customer Charter outlines:

- what our Licenced Retailer (**us/we**) will need from **you**, and;
- what the customer (**you/your**) can expect from our Licenced Retailer

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

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

**You** must pay the total amount of **your** bill by the due date using the payment options available. **Your** bill will include consumption and supply charges relating to the sale of electricity, but may also include fees for other services such as special meter readings. If **you** do not pay **your** account on time, **you** may be subject to further charges or disconnection of **your** electricity supply.

If utilising a pre-payment meter, **you** must maintain a positive monetary value on **your** meter to avoid self-disconnection.

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

Please contact **us** as soon as possible if **you** have difficulties paying a bill or maintaining prepay credit. **We** will discuss payment options and can offer **you** the opportunity to pay via an instalment plan.

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

**You** can ask **us** to review a bill if **you** disagree with the amount that has been charged. If a bill is being reviewed, **you** are still required to pay the greater of the portion of the bill not in dispute; or an amount equal to the average of **your** bills in the last year. **You** must also pay any future bills or prepay charges.

#### **Notify us if you are moving**

**You** must give **us** at least 24 hours' notice of **your** intention to move out of or move in to a property. If vacating, **you** will 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 that **you** have vacated and are able to conduct a final reading.

#### **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 always maintained in a safe condition and any changes must be performed by an electrician lawfully permitted to do the work. **You** must provide **us** a Certificate of Compliance issued in respect of any work undertaken on **your** electrical installation.

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

**You** must complete an "Application for a New Connection/Notice of Alteration" form if **you** are building a new property. There may be a generation levy and distribution charges applicable to the new connection, which (if required) will be payable prior to connection of the electricity supply. Connection forms and a generation levy factsheet can be found at [www.raes.sa.gov.au](http://www.raes.sa.gov.au).

#### **Notify us or seek our 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.

**You** need to seek our approval prior to installing appliances or equipment of total capacity 5 kW or greater so that **we** can assess the ability of the network to meet the additional requirements.

#### **Installing Customer Owned Solar Systems**

**You** need to seek permission from **us** to install an embedded generation system at **your** supply address. Due to the technical risks posed by distributed solar to the RAES micro-grids, there are several limitations placed on solar installations. A fact sheet on customer owned solar connections is available at [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

#### **Using electricity properly**

**You** must not use electricity supplied for use at another supply address, nor allow electricity supplied by **us** to be used 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 recovery of costs to rectify the breach and/or immediate disconnection of **your** supply address.

## **Licensed Retailer – What we are responsible for**

### **Advising Fees and Charges**

Tariffs, fees and charges are set out in the RAES Tariff schedule, which can be found on the RAES website [www.raes.sa.gov.au](http://www.raes.sa.gov.au).

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

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

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 and then the new tariff rate or type from the date of change to the end of the billing cycle.

### **Reading your post-pay meter and sending your electricity bill**

**We** will send 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 an estimated account. This estimate will be based on either **your** usage history or average usage by a comparable customer over the corresponding period.

**You** can elect to have the communication module on the smart meter inactivated and the meter read manually, however **you** will incur a fee for **us** to attend **your** property and manually download the meter data.

### **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 or **your** prepay balance. If **you** will not be receiving any future bills **we** will repay the amount owing.

### **Corrections for Undercharging**

If **you** have been undercharged, **we** will inform **you** and may recover the amount that has been undercharged for a period of up to 12 months. **We** will offer the option for **you** to pay this amount in instalments over the same time-period as the undercharging occurred (up to a limit of 12 months).

### **Reviewing a bill/prepay charges at your request**

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

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

If **you** are vacating a supply address **we** will arrange for disconnection if **you** provide at least 24 hours' 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 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 an agreed time. Reconnection will only occur if the reasons for disconnection have been rectified and **you** agree to pay any reconnection charges that may be applicable.

### **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.

### **Contacts**

#### **Cowell Electric Supply**

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

Phone: 1800 805 020

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

#### **South Australian Government**

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

Phone: (08) 8226 5500

Website: [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

#### **Energy and Water Ombudsman South Australia (EWOSA)**

Phone: 1800 665 565

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