

# Bass Strait Islands.

Customer Service Charter.



## About this Charter.

This Charter summarises the rights, entitlements and obligations you have as a customer, and the rights, entitlements and obligations Hydro Tasmania and Momentum Energy have relating to the provision of electricity services.

Hydro Tasmania is licensed to provide electricity generation, distribution and retailing services on the Bass Strait islands. The retailing function is performed under contract by Hydro Tasmania's 100%-owned retailing entity, Momentum Energy.

This Charter should be read in conjunction with your contract, which is available at [momentumenergy.com.au](http://momentumenergy.com.au)

This Charter is divided into sections relating to the roles of Momentum Energy and Hydro Tasmania on the Bass Strait islands. Momentum can provide you with a copy of this Charter on request and it's available at [momentumenergy.com.au](http://momentumenergy.com.au)

## Contract terms and conditions

You'll be on one of the following arrangements, and terms and conditions for these (which are revised from time to time) can be found at [momentumenergy.com.au](http://momentumenergy.com.au):

- Standard Terms and Conditions for BSI Customers: Applies to the sale and supply of energy and connection services to you at your premises.
- Renewable Energy Feed-in Standard Terms and Conditions: Applies to the purchase of power by us from you if you have a renewable generating system with a total capacity of 7.46kW or less.

If you have a renewable generating system with a total capacity that's more than 7.46kW or a system which isn't renewable, the terms and conditions which apply to the purchase of power by us from you are those specified in your connection agreement with us.

For any questions about your agreement with us, or if you need a printed copy of your terms and conditions, please call Momentum on **1300 662 778**.

## Who do I call?



### Retail questions

For billing enquiries, connections and all general enquiries, call Momentum:

**1300 662 778**

8am–6pm (AEST)

Monday–Friday (except public holidays)



### Distribution questions

For enquires about generation or distribution functions, call Hydro Tasmania:

**1300 360 441**

8.30am–5pm (AEST)

Monday–Friday (except public holidays)



### Emergencies and faults

Call TasNetworks:

**13 2004**

24 hrs a day, 7 days a week

Please note that neither Momentum nor Hydro Tasmania have a dedicated 24-hour call centre service, so we rely on TasNetworks to receive information on our behalf.

## Momentum Energy

Momentum Energy, an energy retailer based in Victoria, is a leading supplier of electricity and gas solutions to business customers and residential markets across Australia. Momentum began retailing in 2004, with Hydro Tasmania assuming full ownership in 2009.

### Customer service and advice

We can provide a range of advice and information on electricity use. Please call our Customer Care Team on **1300 662 778**.

Our standards for phone calls are:

- All phone calls are recorded for training and development purposes
- We'll always answer with our operator's name
- We'll ask some qualifying questions to ensure privacy guidelines are met
- If we can't answer your enquiry on the spot, we'll return your call within an agreed time.

### Simplified bills

Your Momentum bill will give you the information you need to understand how much electricity you're using. We'll send you a bill every three months unless we've agreed a different timeframe.

For most customers, the bill is made up of:

- (a) a daily charge, which covers the costs of serving you and maintaining your connection
- (b) an energy charge for the electricity you've used.

We'll try to calculate your bill on actual meter readings, but where this isn't possible we may calculate your bill on an estimate of your electricity usage. If we estimate the amount of energy consumed at your premises to calculate a bill, we'll clearly indicate on the bill that it's based on an estimation (or substituted read), and when your meter is later read we'll adjust your bill for the difference between the estimate and the energy actually used.

We aim to get your bill right every time. If we've overcharged you in error, we'll correct the error in line with the Tasmanian Electricity Code.

We're committed to clear and accurate bills. If you have a question about your bills or your meters please call us on **1300 662 778**.

### Giving you more payment options

We offer a range of payment options including:

**Direct debit:** Set up direct debit either from your bank account or with your credit card by visiting MyAccount, [momentumenergy.com.au/myaccount](http://momentumenergy.com.au/myaccount)

**Mail:** Mail your money order together with your payment slip to Momentum Energy Pty Ltd, PO Box 353, Flinders Lane VIC 8009.

**BPAY®:** Through your participating financial institution. See the remittance section of your bill for more information.

**In person:** At a post office or Service Tasmania office by presenting your bill.

**Phone:** Please call **1300 662 778** to pay your bill using Visa, Mastercard or AMEX.

**Online:** You can pay your bill through MyAccount using Visa, Mastercard or AMEX. To log in, go to [momentumenergy.com.au/myaccount](http://momentumenergy.com.au/myaccount)

If you're having difficulty paying your bill, we may be able to help – please call **1300 662 778**. We ensure all customers who need additional support will be treated with respect and sensitivity.

## Momentum's Payment Assistance Policy

### Helping residential customers experiencing financial hardship.

For a copy of our Payment Assistance Policy please visit [momentumenergy.com.au](http://momentumenergy.com.au), or call **1300 662 778**.

## Privacy

We understand the importance you place on privacy. We respect and protect the privacy of our customers and everyone we deal with. We must comply with any Regulatory Instruments concerning the use or disclosure of personal information about our customers, such as the *Privacy Act 1988* (Cth). Our privacy commitment extends to businesses and business information as well as individuals and their personal information.

Personal or business information may include your name, date of birth, current and previous addresses, telephone numbers, email accounts, financial circumstances, creditworthiness, credit history, concession or discount entitlement, and your account history. We'll only collect this information for the purpose of providing electricity services to you.

Upon request, we'll give you access to personal or business information we hold about you. If we're advised that the information we hold is incorrect, we'll correct it. If we have no further need for your personal information, we'll destroy our records. If you'd like to access the information we hold about you, please call **1300 662 778**.

For a copy of our Privacy Policy please visit [momentumenergy.com.au](http://momentumenergy.com.au), or call **1300 662 778** to request a copy.

## Life support customers

It's important you notify Momentum if you have life support equipment at your premises. Please call **1300 662 778** for more information on life support customers or to register your premises as having life support equipment.



## Moving premises

If you're moving, you must give us three business days' notice and provide your new address or a forwarding address to send the final account to.

We'll try to carry out a final reading or disconnection (as applicable) of the meter at the address you're leaving but if we're unable to do so due to your actions, you'll remain liable for the account until the final reading or disconnection (as applicable) takes place.

## Disconnection of supply

If you don't pay your bill by the due date and haven't made alternative arrangements, we may arrange disconnection of your energy supply. Before this action of last resort is undertaken, we'll try to contact you. Contact activity may take the form of notices, letters, SMS reminders, automated messages, phone calls, site visits, and contact via third party collection agencies. In the event of long outstanding delayed payment, default listing with a credit reporting agency may also be undertaken.

If your energy supply has been disconnected due to non-payment, if practical we'll arrange reconnection on the same business day upon payment of your account – however this may not always be possible.

We may also disconnect your power supply if:

- we can't access your property to read the meter on three successive occasions
- there's been illegal or fraudulent use of energy at your premises
- there's an emergency or for health and safety reasons (as deemed necessary by the Hydro Tasmania system controller)
- we're otherwise entitled or required to do so under the Tasmanian Electricity Code or by law.

## Your responsibilities

As a Momentum Energy customer, you must:

- pay the balance on your account on or before the due date
- contact Momentum prior to the due date if you anticipate that it may not be possible for you to pay your bill on time

- ensure all information you provide is correct, and promptly notify us of any changes
- register life support equipment with Momentum Energy if required
- provide safe and unhindered access to your premises for the purpose of performing work relating to your electrical connection (including reading your meter and connecting or disconnecting the premises)
- ensure safe clearances are maintained between trees and vegetation on your property and our lines and equipment
- let us know of any special arrangements and requirements you may have concerning access to your property
- you must not:
  - (a) willfully damage or tamper with the metering equipment and you must report any damages that have occurred
  - (b) use the energy supplies to your premises or any energy equipment in a manner that unreasonably interferes with the connection or supply of energy to any third party, or otherwise than in accordance with your contract, the law and the Tasmanian Electricity Code.

## Feedback and complaints

We take customer service seriously, and we'll continually monitor all aspects of our services to you. If you think our service has failed to meet your expectations, we need to know. We'll listen carefully and respond promptly. If we make an error, we'll admit our mistake, apologise and do our best to rectify it.

If you wish to make a complaint or provide feedback on Hydro Tasmania or Momentum Energy's service please call **1300 662 778**.

We're committed to act on your comments. Complaints will be handled according to their complexity, by staff who have an appropriate level of experience and authority. If you're not satisfied with our response, you may refer the matter to the Energy Ombudsman of Tasmania on **1800 001 170** or via their website at [energyombudsman.tas.gov.au](http://energyombudsman.tas.gov.au). The Ombudsman provides a free, independent complaints resolution service.

## Hydro Tasmania's responsibilities

The Tasmanian Electricity Code requires Hydro Tasmania to supply our customers with electricity of a specified standard. For more information about the Code please visit the website of the Office of the Tasmanian Economic Regulator at [energyregulator.tas.gov.au](http://energyregulator.tas.gov.au)

## Connection of supply to new premises

Hydro Tasmania will connect your newly constructed premises by an agreed date, provided we have access and we're notified (generally by your licensed electrical contractor) that all is safe and ready. Where there's no agreed date, we'll connect you within the prescribed timeframes as set out in the Tasmanian Electricity Code.

If supply to your new premises involves the construction of new lines, we'll negotiate and agree on a date for connection. Hydro Tasmania is committed to quick and easy connections. Please call **1300 360 441** to arrange a new connection. It's important to keep in mind that some types of connections can take a considerable amount of time if new infrastructure needs to be built.

## Keeping you connected

Hydro Tasmania is committed to providing you with a safe and reliable supply of electricity. However, sometimes interruptions can't be avoided, such as during significant weather events, or when essential maintenance is required.

It's important to remember that we can't guarantee 100% reliability, and if necessary you should have a contingency plan in place in case an unplanned interruption occurs.

### Life support customers and planned interruptions

If you let us know that a person at your address is dependent on a life support machine, we'll give you at least four business days' written notice of any planned interruptions to your power supply which have not been agreed with you in advance. Please call Momentum on **1300 662 778** for more information about life support customers.

## Ensuring people's safety

Please slow down and obey traffic control measures when our people are working on equipment near public roads.

### Electrical safety

For electrical issues outside your home or those that fall into the following categories please call our emergency/fault report service provider TasNetworks immediately on **13 2004**:

- any water taps emitting a mild electric shock
- appliances or power tools giving electric shocks
- lights varying in brightness.

For all other electrical issues inside your home such as those listed below, please call your licensed electrical contractor without delay:

- power points or light fittings are damaged
- there is excessive noise or sparking from power points
- fuses constantly blow or circuit breakers trip
- electrical appliances are working slowly
- earth wires are disturbed.

## In an emergency, or when there is a prolonged interruption to supply

We provide a 24-hour emergency service centre through TasNetworks. Call TasNetworks on **13 2004** to report a power failure or any electrical emergency. Information on prolonged power supply interruptions will also be provided through the TasNetworks emergency service centre.

### Planned interruptions

Planned interruptions are scheduled so we can maintain our infrastructure – in most cases improving the reliability and security of power supplies.

Except in the case of an emergency interruption, if we plan an interruption to your supply and haven't made specific arrangements with you, we'll give you at least four business days' notice. This may be provided through a general notice in the paper, or by providing you with notice directly.

Please be aware that we don't supply generators to individual customers during planned interruptions. If you or your business depends upon a continuous supply of power, you should take appropriate steps to ensure continuity of supply. Your licensed electrical contractor should be able to provide advice on the most suitable option for a continuous supply of electricity during times of planned and unplanned interruptions.

### Unplanned interruptions

Sometimes faults occur in the electricity network leaving you without supply. If you lose supply but notice that your neighbours still have power, the first thing to do is check your own fuses or circuit breakers. If these don't appear to be the cause, please contact our emergency/fault report service provider TasNetworks on **13 2004**. We'll do everything possible to restore your supply quickly. Our aim is to get your power back on within four hours of notification.

We aim to provide a safe and reliable supply for all our customers and timely restoration if your power does go out. Our system cannot notify us of all faults and in some cases we rely on our customers to report supply interruptions.

Unfortunately, events beyond our control can occur, which means that we can't guarantee 100% reliability. Causes may include:

- storms or strong winds
- lightning strikes
- vegetation touching power lines
- bushfire
- vehicle accidents that cause damage to our infrastructure
- birds or wildlife coming into contact with our power lines
- equipment failure.

We understand these interruptions can be frustrating, but they occur to ensure your electricity supply is safe. Sometimes your supply may be interrupted briefly and restored within a second or so. This is normal and can be caused by strong winds, tree debris falling across power lines, animals or lightning.

## Your property

### Access

There are times when Hydro Tasmania employees or contractors may need to enter your property. If this is necessary, we'll respect your property and be there only for as long as needed.

In such situations, we need your help to ensure safe, mutually convenient and unhindered access. You must also ensure pets do not prevent access. For instance, if a Hydro Tasmania employee hears or sees a dog that is not visibly secured, they will not enter your property.

Our staff are approved representatives who carry official identification and will show it to you on request.

### Vegetation

Hydro Tasmania is responsible for maintaining a minimum safety clearance for vegetation near our electrical infrastructure. This may include trees overhanging our power lines in the street or on your property. As a result, we (or our contractors) may need to trim trees under our power lines on your property or in the road reserve.

For your own safety and the safety of the community, you're responsible for maintaining a safe distance between vegetation on your property and the line servicing your house, as well as any private power lines. Any vegetation clearance work should always be undertaken by a suitably qualified vegetation contractor.

### Private power lines and poles on your property

A private power line usually starts at, and includes, the first low-voltage pole on private property. If your property is supplied by a high-voltage power line and a transformer off a public road, it may be a private line and you should seek advice from Hydro Tasmania about the responsibility for maintenance and repair.

A privately owned pole will normally have a yellow 'Private Pole' tag attached. This means that the pole is the responsibility of the owner – but please note that not all private poles will be identified with this tag.

If you have a private power line, it's your responsibility to maintain it in safe working order, fix any defects and keep trees or branches clear. This is to ensure reliable power supply, reduce the risk of electrocution or bushfires and keep your power lines safe.

If there are any safety issues you'll be notified by Hydro Tasmania or Worksafe Tasmania and it'll be your responsibility to rectify any defects. Any testing beyond the customer metering point is your responsibility.

## Other ways we'll serve you

### Punctual appointments

If we make an appointment with you we aim to be on location within 15 minutes of the appointed time. If we're delayed, we'll contact you in advance to arrange an alternative time.

### Prompt repairs

We'll try to replace defective street lamps adjacent to your home or business within seven business days of notification of a fault. If the fault requires more than a lamp replacement we may need longer. For other repairs, we'll let you know how long they'll take.

To notify us of problems requiring repairs, call our emergency/fault report service provider TasNetworks on **13 2004**.

### Exceptional circumstances

Occasionally, exceptional circumstances prevent us from meeting your service request. These include when we can't access your house or premises, storms, emergencies, major disruption to supplies, action by third parties (such as vandalism), or risks to safety. We'll make every effort to give you the best possible service.