

# Bass Strait islands

## Customer Service Charter

## About this Charter.

Our 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.

Our Charter should be read in conjunction with your contract, which is available on the Momentum Energy website, [www.momentum.com.au](http://www.momentum.com.au)

This Charter is divided into sections relating to the roles of Momentum Energy and Hydro Tasmania on the Bass Strait islands.

Momentum Energy can provide you with a copy of this Charter on request. The Charter is also available on Momentum Energy's website, [www.momentum.com.au](http://www.momentum.com.au)

## Contract terms and conditions

You will be on one of the following arrangements, and terms and conditions for these (which are revised from time to time) can be found on Momentum Energy's website, [www.momentum.com.au](http://www.momentum.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 is more than 7.46kW or a system which is not 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 require a printed copy of your terms and conditions, please call Momentum Energy on **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST).

## Who do I call?

For retail services, including billing enquiries, connections and all general enquiries please contact Momentum Energy on **1300 662 778**, between 8.00am and 6.00pm Monday to Friday AEST (except on public holidays).

For enquiries related to generation or distribution functions, please call Hydro Tasmania on **1300 360 441**, between 8.30am and 5.00pm Monday to Friday AEST (except on public holidays).

For emergencies or to report any faults please call TasNetworks on **13 2004**. Please note that Momentum Energy and Hydro Tasmania do not have a dedicated 24-hour call centre service so we rely on TasNetworks to receive information on our behalf.

## Momentum Energy.

### About Momentum Energy

Momentum Energy is a leading supplier of electricity and gas solutions to business customers and residential markets across Australia. Momentum Energy is an energy retailer based in Victoria and 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** between 8.00am and 6.00pm Monday to Friday (AEST).

Our standards for phone calls are:

- All phone calls are recorded for training and development purposes.
- We will always answer with our operator's name.
- We will ask some qualifying questions to ensure privacy guidelines are met.

- We will transfer you only once – after that we'll call you back with the correct contact, at a time arranged with you.
- If we can't answer your enquiry on the spot, we will return your call within an agreed time.

### Simplified bills

- Your Momentum Energy bill will give you the information you need to understand how much electricity you are using. We will send you a bill every three months unless we have agreed a different timeframe.
- For most customers, the bill is made up of these charges:
  - (a) a daily charge, which covers the costs of serving you and maintaining your connection
  - (b) an energy charge for the electricity you have used.
- We will endeavour to calculate your bill on actual meter readings, but where this is not 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 will clearly indicate on the bill that it is based on an estimation (or substituted read); and when your meter is later read we will 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 have overcharged you in error, we will correct the error within 10 business days of detecting or being notified of the issue and will mail you a replacement bill. If we are unable to resolve the issue in this timeframe, we will contact you to provide a status and propose an achievable outcome.

We are committed to clear and accurate bills. If you have a question about your bills or your meters please call us on **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST).

### Giving you more payment options

We offer a range of payment options including:

**Direct Debit:** Set up Direct Debit with your financial institution by filling in the Direct Debit form on our website and returning it to us. Alternatively you can set up Direct Debit with your Visa Card, Mastercard or AMEX or set it up in My Account on our website, [momentum.com.au/myaccount](http://momentum.com.au/myaccount)

**Mail:** Mail your cheque or money order together with your payment slip to **Momentum Energy Pty Ltd, GPO Locked Bag 2930, Melbourne, VIC 3000**.

**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 your Visa card, Mastercard or AMEX.

**Online:** Access the 'pay your bill' icon at [momentum.com.au](http://momentum.com.au) to pay your bill online using your Visa card, Mastercard or AMEX.

If you are having difficulty paying your bill, we may be able to help – please call **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST). Momentum Energy ensures that all customers requiring additional support will be treated with respect and sensitivity.

Residential customers who are experiencing financial hardship may be referred to the Keeping Momentum (Hardship) Program.

For a copy of Momentum Energy's Hardship Policy please refer to Momentum Energy's website at [momentum.com.au](http://momentum.com.au) or call **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST) to request a copy.

## Privacy.

Momentum Energy understands 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, credit worthiness, credit history, concession or discount entitlement, and your account history. We will only collect this information for the purpose of providing electricity services to you.

Upon request, we will provide you with access to personal or business information we hold about you. If we are advised that the information we hold is incorrect, we will correct that information. If we have no further need for your personal information, we will destroy our records. If you would like to access the information we hold about you, please call Momentum Energy on **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST).

For a copy of Momentum Energy's Privacy Policy please refer to our website at [momentum.com.au](http://momentum.com.au) or call **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST) to request a copy.

## **Life support customers.**

It is important that you notify Momentum Energy if you have life support equipment at your premises. Please contact us on **1300 662 778** between 8.00am and 6.00pm AEST Monday to Friday for more information on life support customers or to register your premises as having life support equipment.

## **Moving premises.**

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

We will endeavour to carry out a final reading or disconnection of the meter at the address you are leaving (as applicable) but if we are unable to do so due to your actions then you will 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, Momentum Energy may arrange disconnection of your energy supply. Before this action of last resort is undertaken, Momentum Energy will attempt 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 Momentum Energy will arrange reconnection on the same business day upon payment of your account, however this may not always be possible.

Momentum Energy may also disconnect your power supply if:

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

## **Your responsibilities as a Momentum Energy customer are:**

- to pay the balance on your account on or before the due date
- to contact Momentum Energy prior to the due date if you anticipate that it may not be possible for you to pay your bill on time
- to ensure that all information provided by you is correct and promptly notify Momentum Energy of any changes
- to register life support equipment with Momentum Energy if required
- to 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)

- to ensure safe clearances are maintained between trees and vegetation on your property and our lines and equipment
- to let Momentum Energy know of any special arrangements and requirements you may have concerning access to your property
- you must not:
  - (a) wilfully 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. For this reason, we will continually monitor all aspects of our services to you. If you think that our service has failed to meet any of your expectations, we need to know. We will listen carefully and respond promptly. If we cannot provide you with a response immediately, we will call you back within three business days of your call. If we make an error, we'll admit our mistake, apologise and rectify the error.

If you wish to make a complaint or provide feedback on Hydro Tasmania or Momentum Energy's service please call **1300 662 778** between 8.00am and 6.00pm Monday to Friday AEST (local call charge only, calls from mobiles may incur higher charges).

We are 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 are 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 [ombudsman.tas.gov.au](http://ombudsman.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 [www.energyregulator.tas.gov.au](http://www.energyregulator.tas.gov.au)

## **Connection of supply to new premises.**

Hydro Tasmania will connect your newly constructed premises by an agreed date, provided that we have access and we are notified (generally by your licensed electrical contractor) that all is safe and ready. Where there is no agreed date, we will 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 or substations, we will negotiate and agree on a date for connection. Hydro Tasmania is committed to quick and easy connections — please call Momentum Energy on **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST) 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 cannot be avoided, such as during significant weather events, or when essential maintenance is required.

It is important to remember that we cannot 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 will 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 Energy on **1300 662 778** between 8.00am and 6.00pm Monday to Friday (AEST) for more information regarding 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 emit a mild electric shock
- appliances or power tools give electric shocks
- lights vary 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** if you wish 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 that we can undertake maintenance on our infrastructure; in most cases improving reliability and the security of power supplies.

Except in the case of an emergency interruption, if we plan an interruption to your supply and have not made specific arrangements with you, we will 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 do not supply generators to individual customers during planned interruptions. If you or your business is dependent upon a continuous supply of power, you should take appropriate steps to ensure continuity of supply. Your licenced 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 do not 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 cannot 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 that these interruptions can be frustrating, but they occur to ensure that 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. Should this be necessary, we will 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 are 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 advice should be sought from Hydro Tasmania regarding 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; however please note that not all private poles will be identified with this tag.

If you have a private power line, it is 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 will be notified by Hydro Tasmania or Worksafe Tasmania and it will be your responsibility to rectify any defects. Any testing beyond the customer metering point is your responsibility.

## Other ways we will 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 are delayed, we will contact you in advance to arrange an alternative time.

### Prompt repairs

We will endeavour 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 will inform you how long repairs will 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 cannot obtain access to your house or premises, storms, emergencies, major disruption to supplies, action by third parties (such as vandalism), or risks to safety. We will make every effort to give you the best possible service.