



# Customer Charter

Our commitment in supplying South Australia with electricity



**Empowering** South Australia

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## Acknowledgement of Country

SA Power Networks acknowledges the multiple Traditional Owners of the lands that host the South Australian electricity grid and their connections to land, sea and community. We would also like to pay our respects to Elders past and present and acknowledge that these are living cultures by paying respect to all emerging leaders.

# About SA Power Networks

## Who we are

At SA Power Networks we aim to make energy easy for every South Australian home and business, every day. To do this, we take care of South Australia's electricity distribution network – all the Stobie poles, wires and substations across the State that deliver electricity to the supply point on your property. We are a privately owned company governed by state and national laws and regulations.

## What we do

We keep the state's power network safe and reliable by:

- maintaining the network so it's highly reliable
- extending the network so it can expand as the community grows
- ensuring renewable energy technologies like solar and batteries can connect safely to the network
- improving the network so it is always the best it can be.

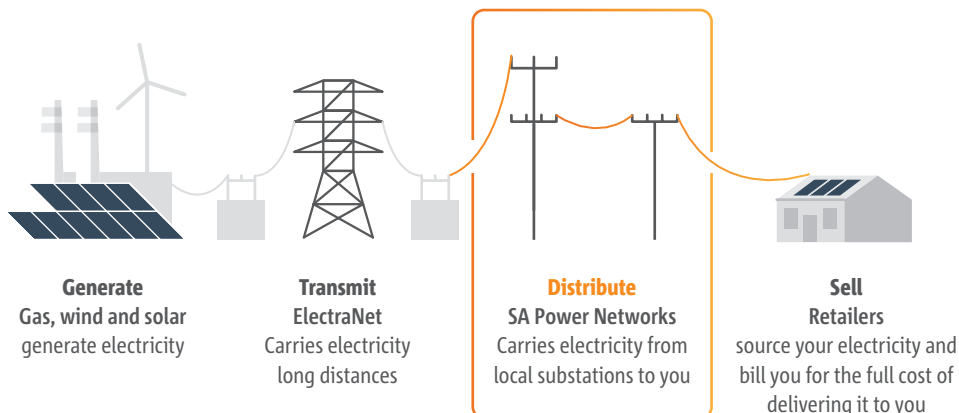
We also:

- connect and disconnect customers to the network
- run a 24-hour faults and emergencies hotline
- investigate and fix supply problems
- help in emergencies
- read many electricity meters
- keep our streetlights on.

## What we don't do

We don't generate electricity or carry it long distances, and we don't look after any electrical wiring or power points inside your property.

For more information, scan the QR code or visit [sapowernetworks.co/who-we-are](https://sapowernetworks.co/who-we-are)



# Our Customer Charter

## Our commitment to you

### We will provide you with a safe and reliable supply of electricity

- 1 We will tell you about planned power outages before they happen, and keep you updated when your power goes off unexpectedly.
- 2 We will restore power safely and as quickly as we can.
- 3 We will prepare for the fire danger season and work hard to keep you safe.
- 4 We will uphold your rights and respect your property.
- 5 We will do our best to meet the Guaranteed Service Levels in the *Electricity Distribution Code* and we will make a service-related payment to you if we don't.

### We will keep you informed and be easy to deal with

- 6 We will make it easy for you to contact us when and how you want to, and we will listen to you when you do.
- 7 We will give you the information you need to make informed decisions about your power.
- 8 We will respect your privacy and protect your personal information.
- 9 We will take your feedback and complaints seriously and act on them.

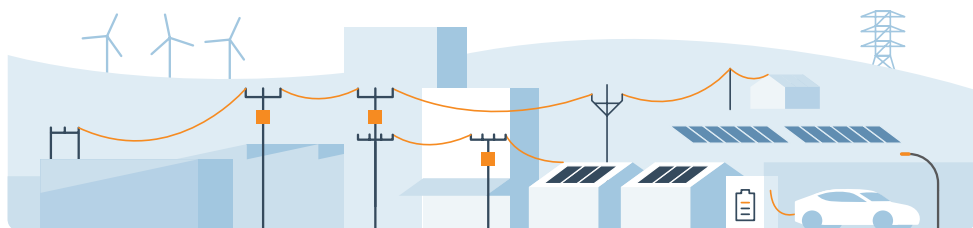
### We will be a good corporate citizen

- 10 We will help you when you are in vulnerable circumstances.
- 11 We will do our best to keep you and our community safe.
- 12 We will care about our environment and will play our part to decarbonise our State.
- 13 We will consult with you on matters that will impact you.

## Your commitment to us

### When you receive power through our network, you agree to:

- protect the power lines on your property by keeping trees and shrubs away from them and not doing anything that could damage them
- use the power we deliver to your property at that address only
- give us clear, safe access to your property when we need it
- tell us if you have any access or safety issues before we enter your property
- keep your pets properly restrained when we are on your property







# Our commitment to you – the detail

We will provide you with a safe and reliable supply of electricity

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# 1 We will tell you about planned power outages before they happen, and keep you updated when your power goes off unexpectedly.

We plan power outages so we can safely:

- maintain the power network
- upgrade the power network
- connect new customers
- keep the community safe during severe weather events like bushfires.

Because we know power outages can be frustrating and inconvenient:

- we only do them when we have to
- we avoid doing them in peak times
- we complete as much work as we can each time so we don't have to turn off your power too often.

When an unplanned power outage happens, we will do everything we can to:

- keep our employees and the community safe
- get the power back on as quickly as possible.

## Letting you know

We will let you know about planned power outages by letter, SMS or email.

We will:

- give you at least four working days warning before your power goes off
- remind you again closer to the date if you have signed up to our email or SMS updates
- tell you if we cancel the planned outage.

We will provide updates on unplanned outages by SMS or email.

You can keep up to date about planned and unplanned power outages affecting your property by [signing up for email or SMS updates](#).

To learn more about planned outages and see our upcoming schedule, scan the QR code or visit [sapowernetworks.co/planned-outages](https://sapowernetworks.co/planned-outages)



## 2 We will restore your power safely and as quickly as we can.

Some power outages are not planned. These outages are usually caused by:

- severe weather impact from high winds, lightning, extreme heat or bushfires
- creatures such as birds, bats, possums or other animals on the power lines
- motor vehicle accidents
- people hitting underground cables
- equipment failure
- issues on the national electricity grid.

### Letting you know

You can keep up to date about power outages affecting your property by signing up for email or SMS updates.





## 3 We will prepare for fire danger season and work hard to keep you safe.

Each year, we will work hard to prepare for the fire danger season.

We will:

- clear trees and other vegetation away from power lines and substations
- use air and ground patrols to check power lines in high bushfire risk areas
- train our employees to work safely on high-risk fire days
- monitor weather and fire conditions closely every day during the fire danger season
- operate our network very carefully when the risk of a bushfire is high.

### Losing power during a bushfire

You may lose power during a bushfire event, as many lines supplying homes and business across SA run through bushfire risk areas. In these situations, we will work as fast as we can to repair the network and restore your power once the CFS says it is safe for us to do so.

On rare occasions, we may turn off the power supply when there is an extreme or catastrophic risk of bushfire. We will only do this if it is absolutely necessary to protect lives and property. We take this decision very seriously.

Before we turn off the power, we will always consult with the Country Fire Service. If we turn off supply to prevent an emergency, we may not be able to tell you before we do it. We will turn the power back on as soon as we have confirmed it is safe to do so.

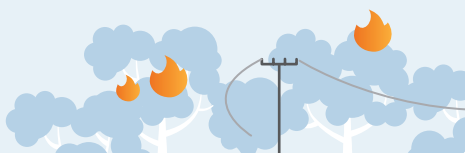
### Letting you know

You can keep up to date about power outages affecting your property by signing up for email or SMS updates.

#### PLAN

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Power may go out in a bushfire  
Have a bushfire plan  
Check the CFS news for updates



To learn more, scan the QR code or visit  
[sapowernetworks.co/bushfire-safety](https://sapowernetworks.co/bushfire-safety)



## 4 We will uphold your rights and respect your property.

We will follow all the rules and regulations that apply to our work.

### Entering your property

We will only enter your property when we need to:

- inspect our equipment
- connect or disconnect a service
- investigate a problem
- help in an emergency
- read the meters we own
- if necessary to provide advice



When we enter your property, we will:

- carry official identification and show it to you when you ask us to
- treat your property with respect
- work as quickly as we can
- leave your property as soon as we have finished our job
- answer your questions directly and honestly.

### Connecting your power

We will do our best to connect your service on the date we agree to with you and your retailer. If we don't have an agreed date, we will connect you within six business days of your request.



### Disconnecting your power

We will disconnect your power if:

- your service or situation is dangerous
- you are moving house and we have been asked to disconnect it
- you have used our services illegally.



If you have not paid your electricity bill, your retailer might ask us to disconnect your service. To stop this happening, talk to your retailer about your payment problem as soon as you can so you can avoid your power being disconnected. All retailers must offer payment plans to help you if you are finding it hard to pay your electricity bill.

To learn more about connections, scan the QR code or visit [sapowernetworks.co/connections](https://sapowernetworks.co/connections)



## **5 We will do our best to meet the Guaranteed Service Levels in the *Electricity Distribution Code* and we will make a service-related payment to you if we don't.**

The *Electricity Distribution Code* that is overseen by the Essential Services Commission of South Australia sets out these important service standards for us:

### **To respond to your telephone calls and emails quickly**

We will do our best to respond to your telephone calls within 30 seconds and your emails within five business days.

When we respond, we will answer your questions or tell you how and when we are going to answer them.

### **To keep the number of times we disrupt your supply as low as possible**

We will do our best to keep the number of times we turn off your power to do our work to a minimum and we will do everything we can to minimise the potential for unplanned outages.

### **To connect your service quickly**

We will do our best to connect your service on the date we agree with you and your retailer. If there isn't an agreed date, we will connect you within six business days.

### **To repair streetlights quickly**

When we get a report through our website that one of our streetlights is out, we will do our best to repair it quickly.

We will try to repair streetlights in the city and suburbs within five business days and other streetlights within 10 business days.

**If we don't meet these standards, we will make Guaranteed Service Level (GSL) payments.**

You will receive these payments through your retailer.



Service issue	GSL payment (includes GST)
1. Your supply is interrupted > 20 and ≤ 30 hours in a year	\$100
2. Your supply is interrupted > 30 and ≤ 60 hours in a year	\$150
3. Your supply is interrupted > 60 hours in a year	\$300
4. Your supply is interrupted > 9 times per year	\$100
5. We do not connect you within 6 business days	\$65 every day we are late up to \$325
6. We do not repair metropolitan streetlights within 5 business days	\$25 every 5 business days we are late
7. We do not repair other streetlights within 10 business days	\$25 every 10 business days we are late

**We do not make GSL payments for the following service issues:**

- transmission and generation failures
- disconnections required in an emergency – eg during a bushfire
- faults that are caused by, and only affect, one customer
- interruptions that last less than three minutes
- planned interruptions when we let you know about them at least four working days beforehand.

For more detailed information on GSL payments and eligibility, scan the QR code or visit [sapowernetworks.co/GSL](https://sapowernetworks.co/GSL)







**Our commitment to you**

We will keep you informed and be easy to deal with

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# 6 We will make it easy for you to contact us when and how you want to, and we will listen to you when you do.

We have many ways for you to contact us. When you do, we will answer your questions or tell you how and when we are going to answer them.

## Online

[sapowernetworks.com.au](http://sapowernetworks.com.au)



[facebook.com/SAPowerNetworks](https://facebook.com/SAPowerNetworks)



[@SAPowerNetworks](https://twitter.com/SAPowerNetworks)



[linkedin.com/company/sa-power-networks](https://linkedin.com/company/sa-power-networks)



[instagram.com/sa\\_powernetworks](https://instagram.com/sa_powernetworks)

## To talk to a real person

Reason	Number	When
Faults and emergencies	13 13 66	24/7 (every hour of every day)
General enquiries	13 12 61	Monday to Friday, 9am to 5pm
Faulty streetlights	1800 676 043	24/7
Builders and electrical contractors service	1300 650 014	Monday to Friday, 9am to 5pm
Electricity fraud and theft hotline	1800 061 090	Monday to Friday, 9am to 5pm

## To use an interpreter (24/7)

13 14 50



## To use the National Relay Service (24/7)

TTY	Call 13 36 77 then ask for SA Power Networks
Speak and listen	Call 1300 555 727 then ask for SA Power Networks
Internet relay	Connect to the NRS then ask for SA Power Networks

# 7 We will give you the information you need to make good decisions about your power.

We have lots of information on our website, including information about:

- connecting and disconnecting power to your property
- reporting faults
- billing
- outages
- energy saving tips
- your energy choices i.e., solar panels, batteries, and flexible exports.

If you can't find something you need or if you don't understand something, contact us. We will always be happy to answer your questions because we want to help you make informed decisions and choices.

[sapowernetworks.com.au](https://sapowernetworks.com.au)

13 12 61 Monday to Friday, 9am to 5pm

[customerservices@sapowernetworks.com.au](mailto:customerservices@sapowernetworks.com.au)



# 8 We will respect your privacy and protect your personal information.

We will always take your privacy seriously and follow the *Privacy Act 1988 (Cth)*. The Privacy Act includes the Australian Privacy Principles.

These principles:

- tell us how we can collect, use, protect and disclose your personal information
- give you the right to know what information we have about you and the right to correct that information if it is wrong.

Our [Privacy Policy](#) explains how we collect, manage and use your personal information to keep it confidential.

If you have any questions about this, contact us.

[sapowernetworks.com.au](https://sapowernetworks.com.au)

13 12 61 Monday to Friday, 9am to 5pm

[customerservices@sapowernetworks.com.au](mailto:customerservices@sapowernetworks.com.au)



# 9 We will take your feedback and complaints seriously and act on them.


We are listening. We want to resolve complaints fairly and improve the way we work. You can share your feedback or complaint with us in any of these ways:

## Online

[sapowernetworks.com.au](http://sapowernetworks.com.au)

## Social

 [facebook.com/SAPowerNetworks](https://facebook.com/SAPowerNetworks)

 [twitter.com/SAPowerNetworks](https://twitter.com/SAPowerNetworks)  
(@SAPowerNetworks)

 [linkedin.com/company/sa-power-networks](https://linkedin.com/company/sa-power-networks)

 [instagram.com/sa\\_powernetworks](https://instagram.com/sa_powernetworks)

When you contact us, we will treat you with courtesy, understanding and respect and do our best to find a fair solution.

When you speak or write to us, please:

- tell us what the problem is and how you want us to fix it
- answer all our questions, even if you don't think they are useful
- be polite and calm, even if you are feeling upset – we know this is hard to do, but it will help us help you.

If you're not satisfied with the way we respond or the solution we suggest, we will tell you how you can take your concern to someone more senior to review.

If you're still not happy, you can ask the Energy and Water Ombudsman of South Australia (EWOSA) for help. EWOSA is independent and their complaint resolution service is free.

[www.ewosa.com.au](http://www.ewosa.com.au)  
[contact@ewosa.com.au](mailto:contact@ewosa.com.au)  
1800 665 565 (Free call)

Energy and Water Ombudsman of South Australia  
Level 11, 50 Pirie Street Adelaide SA 5000  
GPO Box 2947  
Adelaide SA 5001

## Phone

13 12 61 Monday to Friday, 9am to 5pm

## Email

[customerservices@sapowernetworks.com.au](mailto:customerservices@sapowernetworks.com.au)

## Mail

Customer Service  
SA Power Networks  
GPO Box 77  
Adelaide SA 5001







**Our commitment to you**

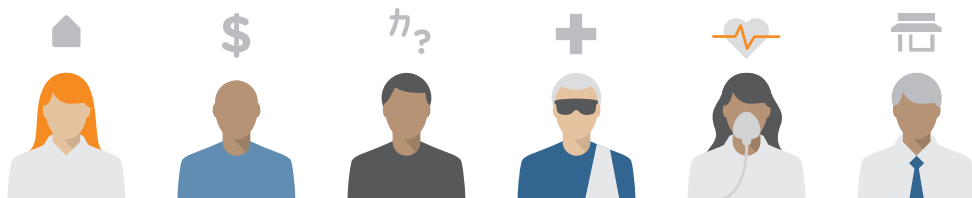
**We will be a good corporate citizen**

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# 10 We will help customers in vulnerable circumstances.

We care about all our customers, but we know some are in vulnerable circumstances. Among other reasons, this may be because they:

- rely on life support systems
- experience financial difficulties
- live or work in a regional or remote area
- or for other reasons, such as cultural or language barriers, or if they live with a disability.



To learn more, scan the QR code or visit [sapowernetworks.co/vulnerable](https://sapowernetworks.co/vulnerable)



## Life support customers

If you or someone in your home has a medical condition that relies on a power supply, you should register as a life support customer. You should also have a good back-up plan for unexpected power outages.

To register as a life support customer, contact your retailer or call us on 13 12 61.

We do our best to give registered life support customers four working days warning about a planned power outage so you can put your back-up plan in place or prepare for being without power.

You can keep up to date about power outages affecting your property by [signing up for email or SMS updates](#).



To see our planned power outage schedule, scan the QR code or visit [sapowernetworks.co/life-support](https://sapowernetworks.co/life-support)



## Financial hardship

If you're having trouble paying your power bill, contact your retailer as soon as you can. All retailers must offer payment plans to help you when you are finding it hard to pay because of something unexpected like losing your job or getting sick.

The [SA Government](#) also offers help.

To learn more about the support available, scan the QR code or visit [sapowernetworks.co/financial-hardship](https://sapowernetworks.co/financial-hardship)



## Regional and remote

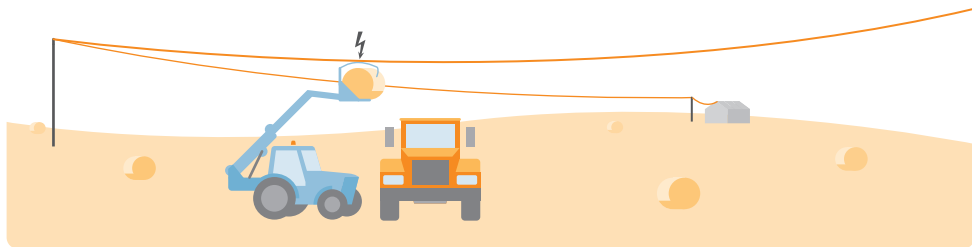
We understand our regional and remote customers may rely on power for many reasons, including maintaining mobile telecommunications.

We are committed to providing safe, reliable and affordable electricity to our regional communities. Our unique Single Wire Earth Return (SWER) powerlines serve about 30 per cent of the state, connecting farms and other rural properties to the network.

We will work hard to keep this network safe and make it more reliable.

We will:

- inspect and audit powerlines and vegetation
- use drone and helicopter inspections at specific times to identify faults and defects – this will reduce the need for on ground inspections
- give you up-to-date information on how you can best plan for outages
- listen to you and work with you to improve power services in regional areas
- do everything we can to minimise the risk of bushfire.



To learn more, scan the QR code or visit [sapowernetworks.co/regional](https://sapowernetworks.co/regional)



# 11 We will do our best to keep you and our community safe.

We are committed to ensuring the safety of our people and our community.

We work hard to ensure we have a safe and secure electricity network that minimises risk for the community, including minimising the risk of fire starts involving our infrastructure. You may also have seen our community safety advertising, which highlights how you can keep yourself safe.

We also strive for a workplace free of injuries, providing our people and our contractors with the appropriate information, instruction, and training to manage a range of safety risks associated with working on our electricity network.

## Safety tips

- 1 Always use a licensed electrician to repair or make changes to your electricity system in your home or business and make sure they always give you an Electrical Certificate of Compliance.
- 2 Get a licensed electrician to install a safety switch on your property.
- 3 Call us or an electrician immediately if you get a tingle or shock from a tap – this could be a serious safety issue.
- 4 Report faults or emergencies to us immediately.
- 5 Tell us if you see power lines that are down and keep at least 10 metres away from them – they may be live.
- 6 Drive extra carefully when the power is out because traffic lights and streetlights may not be operating.
- 7 Use qualified professionals to prune trees and shrubs on your property and keep your power lines clear.
- 8 If you need to use large farm equipment near power lines, use our Look up and Live app or interactive map to identify the location of powerlines, plan your work and stay safe.
- 9 Prepare for unplanned power outages by following our tips. If your power goes out, check our online outages map to find out when your power should be back. If you can't see your outage on our map, tell us.
- 10 Sign up for our email or SMS notifications to stay up to date with what's happening in your area.
- 11 Have a bushfire plan in place and listen to the latest CFS news on extreme weather or high fire risk days.
- 12 If you are a "life support" customer you must work with your medical provider/carers to develop a backup plan in case of the loss of power.



## 12 We will care about our environment and will play a part to decarbonise our State.

We are committed to helping South Australia lead the world in the transition to a sustainable future powered by affordable and reliable clean energy.

South Australia is at the forefront of this energy transition, with the highest uptake of rooftop solar per capita in the nation and we are on track to surpass our State's target of net-100% renewables by 2030.

Our role as an electricity distribution provider is changing as the grid evolves with increasingly distributed energy sources and two-way energy flows. We are developing innovative solutions to help connect more solar and enable new technologies like battery storage and electric vehicles, while we also make sure we continue to provide a safe, reliable, and affordable network for all South Australians.

We are passionate about leading South Australia's energy transition and are working with customer representatives and industry in developing and implementing changes that see our State as a world-leader on green energy.



To learn more about how we are playing a part to decarbonise our state, scan the QR code or visit [sapowernetworks.co/future-energy](https://sapowernetworks.co/future-energy)



## 13 We will consult with you on matters that will impact you.

Delivering a safe, reliable and affordable energy supply for all South Australians requires wide and deep collaboration to understand and meet evolving customer needs.

We do this through:

- ongoing engagement with customers and stakeholders
- detailed engagement on a regulatory “reset” proposal every five years – establishing service targets, operating and capital expenditure, willingness to pay for services and network tariffs.

We have completely redesigned our engagement framework, establishing a new Community Advisory Board (CAB) and supporting reference groups and we continue to work closely with the CAB and all reference groups to ensure the voices of all customers are heard and considered in our decision-making.

To learn more about how we consult with the community, scan the QR code or visit [sapowernetworks.co/customer-and-stakeholder-engagement](https://sapowernetworks.co/customer-and-stakeholder-engagement)



# If the power goes out visit [sapowernetworks.com.au](http://sapowernetworks.com.au)



Find out the current  
estimated restoration times.



Report power  
outages online



## At home

Turn off stoves and heaters  
to avoid starting a fire when  
the electricity is restored.

OFF



Always have a torch  
with charged  
batteries handy.

A fridge and freezer will  
keep food colder if you  
don't open the door.



Know how to open your  
electric roller door or gates  
manually.

Keep your smartphones  
and other mobile devices  
charged.



If you or someone you know uses a life support system please  
note restoration times are an estimate. Implement your action  
plan or contact your medical practitioner.

## At work

Don't use the lifts.  
You can get stuck in a lift  
because of power outage.



If you get stuck in a lift,  
follow the emergency  
procedure advice in the lift.



## Out and about

If driving in an area during a  
power outage, take extra  
care as street lights and  
traffic lights may not work.



Stay 10m clear of any fallen  
powerlines and always  
assume they are live.

← 10m →



## In summer

In hot weather, take  
precautions for extreme  
heat. SA Health has useful  
tips and an extreme heat  
guide at [sahealth.sa.gov.au](http://sahealth.sa.gov.au).



Consider the option of  
visiting friends or relatives  
who have power, or go to  
a public place with  
air conditioning.







## **SA Power Networks**

General Enquiries 13 12 61

Faults and Emergencies 13 13 66

1 Anzac Highway, Keswick SA 5035

[sapowernetworks.com.au](http://sapowernetworks.com.au)