

# Our Customer Charter



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.

## 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

