

# Customer Service Standards

## Metropolitan and Non-Metropolitan Categories

New Customer Service Standards vary depending on whether you live in a metropolitan or non-metropolitan region.

These two separate categories have been determined by the NSW Department of Energy, Utilities and Sustainability (DEUS) because some towns and suburbs are in more remote locations and so it can take longer to respond when an outage occurs.

All suburbs and local government areas in Sydney and the Central Coast are located in the metropolitan category. Lake Macquarie and Newcastle Local Government Areas are also located in the metropolitan area.

Other suburbs and towns also located in the metropolitan category include:

ABERDARE	ABERMAIN	ABERGLASSLYN
ASHTONFIELD	BELLBIRD	BELLBIRD HEIGHTS
BOLWARRA	BOLWARRA HEIGHTS	CESSNOCK
CORLETTE	EAST MAITLAND	FERN BAY
FULLERTON COVE	FINGAL BAY	HEATHERBRAE
HEDDON GRETA	HORSESHOE BEND	KEARSLEY
KURRI KURRI	LARGS	LOUTH PARK
LORN	MAITLAND	METFORD
MORPETH	MOUNT DEE	NELSON BAY
NEATH	NULKABA	OAKHAMPTON
OAKHAMPTON HEIGHTS	PITNACREE	PELAW MAIN
RAWORTH	RAYMOND TERRACE	RUTHERFORD
SALAMANDER BAY	SHOAL BAY	SOLDIERS POINT
SOUTH MAITLAND	STANFORD MERTHYR	TELARAH
TENAMBIT	THORNTON	TOMAGO
WESTON	WILLIAMTOWN	WOODBERRY

All other regions in Ausgrid's network area are in the non-metropolitan category. See the attached location category map to help determine which category applies to you.



# Ausgrid's Distribution Area

