

Operating for more than 100 years

Ausgrid continues its 100 year tradition of managing a safe and reliable electricity network. Our network provides power to 1.6 million homes and businesses throughout the eastern half of the Sydney metropolitan area, the Hunter and the Central Coast.

You should contact Ausgrid to report a power outage, faulty street light, electricity cable theft or tampering with supply. You should contact your retailer in relation to your regular electricity bills. Your retailer can also arrange with us to connect or disconnect the electricity supply to your property.

Our contract with you

We provide connection services to you under a Standard Form Customer Connection Contract. The following is a summary of the customer service standards we guarantee under the contract, but is not your contract. The contract appears on our website www.ausgrid.com.au. You can request a copy by calling 13 15 35.

Timely provision of services

We must pay you \$60 for each day that we are late in providing you with customer connection services, to a maximum of \$300.

Timely notice of planned interruptions to supply

We must give you at least 2 business days' notice of the date and duration of any interruption to your electricity supply, and pay you \$20 if we fail to give you this notice or if the interruption exceeds the stated duration. This does not apply for interruptions resulting from an emergency or other reason beyond our control.

Our telephone hotline

is available to you 24 hours a day, 7 days per week to report and receive information about faults and difficulties in our electricity works on 13 13 88 (24 hours) and during business hours to report and receive information about bills and connections on 13 15 25.

You only need to pay local call rates and if we use an automated system, we make sure you can be transferred to a human operator if you wish.

Repair of faulty street lights

We must pay you \$15 if we do not repair a faulty street light by the agreed date, where we own or are responsible for maintaining the light and it ordinarily lights up an area abutting your premises.

Punctuality

We will pay you \$25 if we or our representative are more than 15 minutes late for an appointment with you.

We cannot disconnect

your premises unless we have tried to discuss it with you and provided you with 14 days' notice in writing and a follow up notice a week or more later. This does not apply to a disconnection for safety reasons or at the request of you or your supplier, if it has become authorised to discontinue your supply. Attachment 2 of the contract sets out the information that notices must contain, and how any complaint you make to the Energy & Water Ombudsman NSW affects our right to disconnect. We cannot disconnect on a weekend, public holiday or the day before a public holiday or on any other day after 3pm.

After a disconnection

we must give you a notice stating the grounds for disconnection and how you can arrange reconnection, including the telephone number to use and how any disputes between us will be resolved.

Time limit for new connection services

We must provide any new connection service you request by the end of the next business day (if the request is made before 3pm on a business day) or on the second business day after the request (if the request is made after 3pm). This does not apply if you are not able or entitled to be connected or if we have agreed with you for a longer period.