

Guaranteed Service Levels (formerly Customer Service Standards)



Ausgrid Customer Service

Ausgrid is committed to providing the best possible service to our customers that rely on us across Sydney, the Central Coast and the Hunter.

The NSW Government has detailed the level of service which Ausgrid, along with other electricity businesses, are expected to meet. These expectations are known as the Guaranteed Service Levels, formerly known as the Customer Service Standards.

Categories and Standards

The Guaranteed Service Levels dictate that any Electricity Account holder who is connected to the Ausgrid network may apply for a payment, regardless of their choice of energy retailer, if we do not meet these standards of service.

Ausgrid must pay claims for compensation if it exceeds certain standards in relation to the length of time that it interrupts a customer's supply of electricity and the frequency of such interruptions.

- To be eligible for a GSL1 payment of \$120, a customer must experience 20 total hours of interruptions or 10 interruptions in one financial year.
- To be eligible for a GSL2 payment of \$148.93, a customer must experience 48 total hours of interruptions or 20 interruptions in one financial year.

A customer can claim a maximum of one GSL1 payment and one GSL2 payment in a financial year. The customer must be the electricity account holder at the premises at the time of the outages.

For further information about claiming for Guaranteed Service Levels, call our Contact Centre on **13 13 65** or email us at claims@ausgrid.com.au.

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What is not covered?

There are some instances when interruptions to your power supply do not fall under these standards. These include:

- a planned interruption;
- outages that commence on a 'major event day'. A major event day can occur when Ausgrid's network experiences significant disruptions or outages that exceed the reasonable design and or operational limits of the electric power system. This can include interruptions caused by severe storms, bushfires, floods, or significant unplanned equipment failure;
- an interruption resulting from load shedding due to a shortfall in generation or intervention by the system operator, a failure or instability of the shared transmission system, a request or direction from an emergency service organisation, or a failure of another licence holder's distribution system; or
- an unplanned interruption lasting less than three minutes.

How long do I have to make a claim?

Under the regulations set by the NSW Government, you must apply for a claim within 12 weeks of the end of the financial year.

For claims on outages which occurred between 1 July 2023 and 30 June 2024, please see the criteria for Ausgrid's [Customer Service Standards](#).

Making a claim

If we have not been able to meet these levels of service, you can submit a claim by visiting:

<https://www.ausgrid.com.au/claims>