



customer charter

Important information about your electricity supply

Last updated: October 25, 2022



About you

When you switch on a light or turn on your TV, we know you're not wondering who your electricity distributor is. You just want things to work, reliably and safely, every time.

The electricity powering your place comes to you through our distribution network. As your electricity distributor, we get to work every day to bring energy to your life.



About us

Electricity distributors (as companies like ours are known) own and maintain the poles, wires and underground cables – the distribution network – bringing electricity to your home or business, and the homes and businesses around you.

We're proud to say we're one of Australia's most reliable energy networks, and because of that you probably won't hear our name very often. Once in a while though, we do need to say hello, like now.



6,000km

of distribution
power lines



325,000+

homes and
businesses



Headings in this charter have been translated

لقد تمت ترجمة العناوين في هذا العقد الى العربية

本契约中的标题已被翻译成中文

Οι επικεφαλίδες αυτού του φυλλαδίου έχουν μεταφραστεί στα Ελληνικά

I titoli delle sezioni di questa Carta del Consumatore sono stati tradotti in italiano

Bu sözleşme bildirisindeki başlıklar Türkçe'ye çevirilmiştir

Các đề mục trong tài liệu này đã được dịch sang tiếng Việt

See page 21 for interpreter
services information

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An introduction

مقدمة

介绍

Μια εισαγωγή

Introduzione

Tanitim

Lời giới thiệu



You might not notice us
– but we're in your
community every day
bringing electricity to you

Brett, Linesman



About this charter

You are at the centre of what we do and this charter sets out our commitments to you: our promise to provide you with electricity safely, reliably and efficiently.

This charter also contains information about what you need to do to make sure you continue to receive your power safely and reliably.

The charter also lets you know what to do if you're not happy with our work.

It's important to let you know that our service standards are set by Victoria's Electricity Distribution Code, overseen by the Essential Services Commission (ESC) and the Australian Energy Regulator (AER). You'll notice we'll refer back to the code a number of times throughout this charter.

If you are interested, you can read the full code on the Essential Services Commission's website.

If there's something you want to know and can't find it in here, we hope you'll get in touch with us. All our contact details appear at the back of this charter. We look forward to hearing from you.



Go to www.esc.vic.gov.au for the electricity distribution code



Go to www.aer.gov.au for information about Australia's energy system



Part of your world

We're one of five electricity distributors across Victoria and we service your area.

We're in your community every day. Here's some of the things we're doing:



Connecting power to new homes and businesses



Responding to faults and emergencies



Working on the poles and wires that carry electricity to you

Distribution area





Helping people connect solar to the network

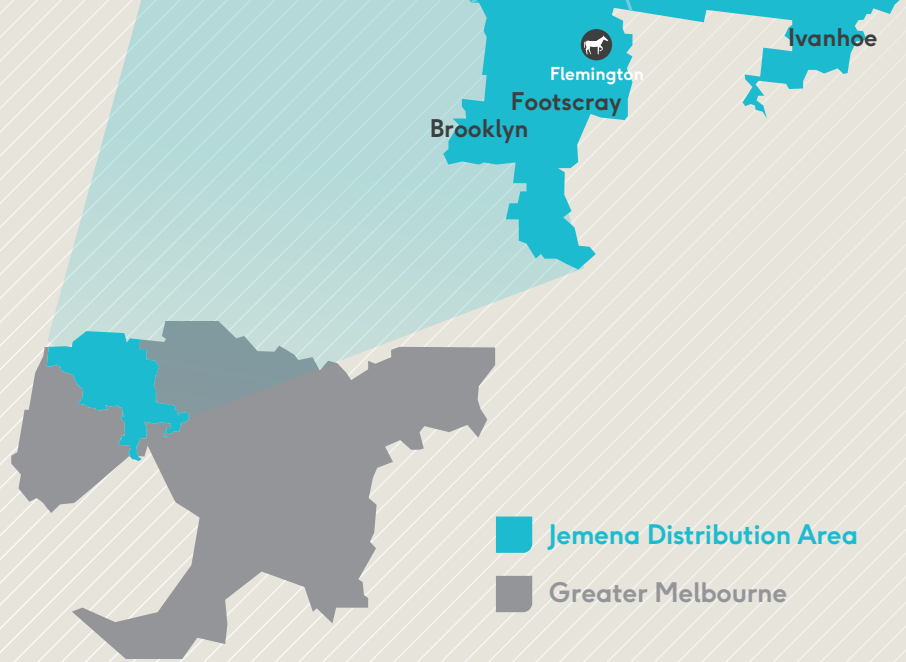


Looking after and repairing street lights



Looking after electricity meters and reading them

You pay for the work we do as a part of your electricity bill, sent to you by your retailer.



Safe and reliable power

طاقة آمنة وموثوق بها

安全可靠的电力

Ασφαλής και αξιόπιστος ηλεκτρισμός

Energia elettrica sicura e affidabile

Güvenli ve güvenilir elektrik servisi

Nguồn điện an toàn và đáng tin cậy



Go to [jemena.com.au](https://www.jemena.com.au) for information on current power outages, planned interruptions and to sign up for SMS notifications

Zoe, Victor, Michelle and Josiah



Our responsibilities

As your electricity distributor, we're committed to delivering on a number of promises to you — they're promises we want to keep.

We will:



Provide you with a safe and reliable electricity supply



Meet guaranteed levels of service, or pay you if we fall short



Install and maintain wiring up to the connection point of your property



Install and maintain the electricity meter (where we are responsible for providing one)



Provide you with information on the reliability of supply (how often your supply is interrupted)



Give you four days' notice of any planned interruptions to your supply to maintain reliability



Provide you with information about the quality of electricity supply if you ask us to



Faults and power outages

Sometimes our network can be affected by events beyond our control, for example, when a vehicle hits a power pole; when a bird or possum interferes with a power line; during very stormy weather or when someone accidentally cuts through one of our underground cables. This means we can't guarantee you uninterrupted power.

In the case of power outages or unplanned interruptions, we'll be working to restore your power as safely and as quickly as possible.

If your power is out and you have a smart phone, please visit our website and social media channels where we'll be doing our best to keep you updated on the situation. You're also welcome to phone us, however, we ask for your patience at such times as our customer service team could be dealing with a high number of calls.



Planned power outages

On rare occasions, we need to interrupt your electricity supply, when we're doing maintenance or upgrade work for example.

When this happens, we'll give you four business days' notice that your power will be out. Once we've completed our work, we'll restore your power as soon as possible.



Working at your place

Sometimes we need to work on our equipment at your property.

Jemena employees and our authorised contractors always carry photo identification, and we always leave a notice about our visit if you weren't in. If you're ever unsure, please don't hesitate to call us.



Flickering lights - supply quality

The Electricity Distribution Code sets out limits around the quality of the electricity supply we provide to you (for instance relating to the voltage level).

You may have noticed your lights flickering on occasion. While this is unusual, when this does happen it's either because the power supply to homes and businesses in your area is varying, or there is a problem confined to your place. If you're repeatedly experiencing the issue, get in touch with us, we're here to help and to work out what's happening.

It's also worth noting that, at a small cost, we can test your quality of supply if you ask us to at any time. If the test shows the issue is on our side, we'll refund your payment.



Power surge

A large voltage variation — commonly referred to as a 'power surge' — can cause damage to appliances in your home or business.

Power surges can be caused by lightning, vehicles hitting power poles, or other objects, such as tree branches, touching electrical wires.

If this happens you may, in certain circumstances, be eligible for compensation from us.

If you're a business customer, you need to take reasonable precautions to protect yourself from any potential loss or damage caused by voltage variations. Some of those precautions could include backing up your computer data daily; ensuring your system has under-voltage and overload protection installed and having emergency management procedures in place.

For more information on voltage variations, including the industry guidelines, please contact us.

A guaranteed level of service to you

We're committed to providing you with the highest standard of service.

In addition, the Electricity Distribution Code details your guaranteed service levels (GSLs).

So, what happens if we don't live up to our commitments? You may be eligible for a payment from us, made in the form of a credit on your electricity bill from your retailer. These circumstances include:

- **Appointments:** If we're more than 15 minutes late, \$35
- **Failure to connect:** if we don't supply you with electricity by the day we've agreed to because of issues within our control, \$80 for each day we're running late, up to a maximum of \$400. (To ensure a safe connection can be made, please ensure your mains switch (on your switchboard) is in the off position.)

Interruptions to your supply

If your power is out for a sustained amount of time (not relating to planned interruptions we've let you know about in advance) we'll pay you a credit:

18+ hours per year	\$130 credit
30+ hours per year	\$190 credit
60+ hours per year	\$380 credit
More than 12 hours unplanned sustained interruption on a Major Event Day*	\$90 credit

*Major event day is an industry term used to indicate abnormal performance in supply reliability due to events outside our control such as extreme weather and storms

Similar dollar figures apply in the case you experience numerous sustained, unplanned interruptions:

8+ interruptions per year	\$130 credit
12+ interruptions per year	\$190 credit
20+ interruptions per year	\$380 credit

Power out for just a moment?

24+ interruptions per year	\$40 credit
36+ interruptions per year	\$50 credit

We actively monitor our service levels – if you're entitled to a guaranteed service level payment a credit will appear in your electricity bill from your retailer.

Street lights

You may not be aware that we have responsibility for the upkeep and repair of most of the street lights in your area?

Community safety is important to us, so we're committed to repairing broken street lights as quickly as possible.

If you notice a street light is out in your area, please let us know right away.

If you're the first person to report a faulty street light we're responsible for, it's immediately neighbouring your property, and we fail to repair it by the date we agreed with you, you will receive a \$25 credit on your electricity bill from your retailer.

Things you need to do

We want to provide you with a safe and reliable electricity supply. For us to do that, there are some important things you need to do at your end, too (these obligations are outlined in the Electricity Distribution Code and other relevant codes and guidelines).

The most important things to do are:



Keep any trees, plants, structures and vehicles away from power lines on your property



Allow us safe access to your property when we need to do essential work – we will always clearly identify ourselves



Ensure your electrical connection and any electrical equipment that you own is maintained in a safe condition

And important things you should not do:



Connect or disconnect your electricity supply – always use a licenced electrician for any electrical work



Allow electricity to bypass your meter



Interfere with wiring, metering or related equipment

Life support equipment – let us know

If you or someone at your home relies on life support equipment please let us know.

You need to register your contact details with us so we can help to keep you safe by:

- Working closely with you when planned outages are needed
- Providing you with advice and assistance to help you plan, should your power go out unexpectedly.

In the case of a planned power outage for repair or maintenance work, we'll always provide you with written notice at least four business days before our work gets underway.

We're here to help. For further information, please contact us using the details at the back of this charter.



Ensure no one interferes with or damages your meter or our power lines



Ensure you don't affect the reliability and quality of supply to other customers



Let us know if you are connecting to solar, or making other significant changes



Let unqualified people work on your electricity system



Use electricity supplied to another address, or supply electricity to another address



Allow electricity supplied for a specific purpose to be used for another purpose

Like us, you may not always get it right

If you don't meet your obligations under the Electricity Distribution Code we will notify you and ask you to fix the problem before we have to act, for example to trim a tree on your property.

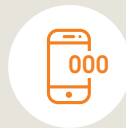
Life support: steps to help stay safe




Step 1:
Register your details with us



Step 2:
Have a plan for when the power goes out



Step 3:
In a life threatening situation call 000

A photograph of a house with a brown tiled roof. Several solar panels are mounted on the roof. In the foreground, there is a wooden pergola with a grapevine growing on it. The house has a light-colored brick or stone facade. The sky is clear and blue.

Connection, disconnection and reconnection

توصيل ، قطع وإعادة توصيل الكهرباء

开通、断电以及再开通

Σύνδεση, αποσύνδεση και επανασύνδεση

Connessioni, disconnessioni e riconnessioni

Bağlantı, iptal ve yeniden bağlantı

Kết nối, ngưng kết nối và kết nối lại



Connecting a home or business we've supplied before

Once you've chosen the electricity retailer you'll be buying your power through, they'll contact us so you can get connected.

If we receive the connection request from them by 3pm, we'll do our very best to connect your electricity within one business day. We can still connect your supply within one business day, if you ask us to, when a request is received between 3pm and 9pm, but an after-hours fee may apply.



Connecting a new home or business

Before we can connect a newly constructed building, we'll need the safety certificates from a qualified electrician. We'll then arrange a connection date or, where supply is available in your street, connect within 10 business days of receiving the request and payment.



Solar power

If you choose to install solar or battery storage, we're committed to doing our part in making the connection as smooth as possible.

Before you make the decision to install, there are a few things you'll need to consider, for example changes to your meter, your electricity bill, your contract with your retailer and any additional costs (beyond your solar provider's installation costs)?

In some cases you may need additional work to your existing electrical equipment, such as your switchboard and meter, before your new solar system can be installed.

You'll also need to bear in mind that, as your system will likely feed back into our network, we'll need to know this is happening at your place if we're to ensure a safe and reliable service to everyone.

To get everything underway, please get in touch with your electricity retailer in the first instance.



Other new electrical connections

Whether connecting solar, or another new electrical installation, like batteries, or equipment for large businesses, we'll provide you or your electrician with all reasonable information on our requirements, including complying with various laws and codes, in relation to the proposed new installations at your property.

Visiting our website is a great place to start your journey to finding out more and getting connected.

Disconnections

If you or your retailer has requested a disconnection, we'll do that.

In some cases, including in the following examples, we can disconnect supply where there has been no request:

- Where your safety, that of your neighbours or our team is in danger
- Where a householder or business has not complied with the Electricity Distribution Code (We give five business days written notice of disconnection in this case)
- Where supply could potentially damage the environment (we'll again give five business days' written notice to fix the problem where appropriate, though, of course in the case of an emergency, when there is a fire risk or where regulations require, we take action as soon as possible)

- If an issue we've written to you about is not fixed, we'll again give five business days' notice of our intention to disconnect
- For illegal use of electricity supply or tampering with metering and associated equipment.

We won't disconnect supply in the following cases

We will not disconnect supply (except in the case of a planned interruption or faults):

- If life support equipment is registered at your residence
- Mondays to Thursdays before 8am, or after 2pm (residential customers) or after 3pm (business customers)
- On a Friday, weekend, public holiday or the day before a public holiday
- Where there is a complaint still being dealt with by us, or being looked into by the Energy and Water Ombudsman, Victoria (EWOV) or other external dispute resolution body
- If you're a tenant unable to fix an issue under the Electricity Distribution Code and, despite your best efforts, the property owner is not fulfilling their obligations to resolve the problem.

Reconnections

We'll reconnect your electricity supply on the same day where we receive the request from your electricity retailer before 3pm, or the next business day for requests received after 3pm.

If you have a smart meter installed, where safe, we will reconnect supply within two hours of receiving a valid request from your retailer.

We can still reconnect your supply on the same business day, if you ask us to, when a request is received between 3pm and 9pm, but an after-hours fee may apply.



Erin, electrician, Yarraville

Helping you reduce your electricity bill

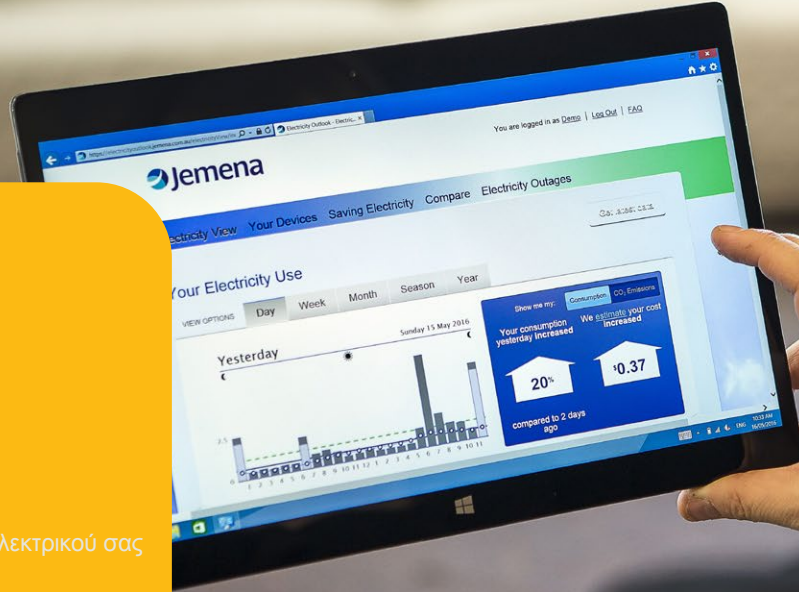
مساعدتك على تخفيض فاتورة الكهرباء
助您节省电费

Βοήθεια για να μειωθεί ο λογαριασμός του ηλεκτρικού σας

Vi aiutamo a ridurre il costo della bolletta

Elektrik borc faturanızı düşürmenize yardımcı olmak

Giúp quý vị giảm thiểu hóa đơn tiền điện của mình



The Jemena Electricity Outlook Portal

To find out how much electricity you use, sign up to the free Jemena Electricity Outlook Portal on our website.

The portal lets you see all the information collected by your smart meter.

Using the portal is easy (there's helpful 'how to' videos to assist you) and you can also sign up to receive an SMS notification if your power goes out.



Our Portal

check online to easily track your usage



Mobile

available on mobile and tablet devices



SMS Alerts

sign up to receive text message alerts for outages



Use your up-to-date information from our portal to compare electricity offers and get the best deal. Go to the Victorian Government's independent Victorian Energy Compare website: switchon.vic.gov.au

We're ready to help

نحن جاهزون للمساعدة

我们乐意提供协助

Είμαστε έτοιμοι να βοηθήσουμε

Siamo pronti ad aiutarvi

Size yardım etmeye hazırız

Chúng tôi sẵn sàng giúp đỡ



Youssef, café owner

Contacting us

Because your electricity comes to you through both a distributor (us) and a retailer (the company you pay your bill to) it can be confusing to know who to contact and when.

We hope the following information will help clear that up.

Contact your retailer

- To organise connection, disconnection and reconnection
- To discuss your electricity bill
- To let them know you have life support equipment.

Contact us when

- You have **faults and emergencies** (call 131 626, 24 hours a day)
- There are changes affecting our access to your meter, or related equipment
- You have life support equipment
- You're planning to change your wiring or electrical equipment in a way that may affect the safety or reliability of your supply
- You're making a major change to the way electricity is used at your place
- There may be a big change to the amount of electricity you're using.

Our contact details

Faults and emergencies (24 hours):
131 626

General enquiries and feedback
(Monday to Friday, 9am-5pm):
1300 131 871

Email: customerrelations@jemena.com.au

Website: www.jemena.com.au

PO Box 16182,
Melbourne VIC 3000

...and you can also find us on social media

Twitter: @JemenaLtd

We look forward to hearing from you.

Questions or complaints

If you have a problem with our service, please let us know right away. We'll do our best to solve the problem promptly.

Some issues are more difficult to resolve and we may need more time to solve the problem — if this happens we'll let you know in five business days and try to provide details of how long it will take to resolve your issue.

If you're not happy with our efforts you have the right to have your concern dealt with at a higher level here at Jemena.

If you're still not satisfied, you have the right to take your complaint to the Energy and Water Ombudsman of Victoria (EWOV).

EWOV is a dispute resolution service providing customers with an accessible, informal and speedy alternative to formal legal processes. And it's free. You can visit the EWOV website at www.ewov.com.au or phone them directly on 1800 500 509.

Privacy

We will always protect your privacy.

We regard any information you provide to us as confidential. We will only ever use or disclose it in accordance with our privacy policy (you can find this on our website) or where we are permitted to do so by law.

You can read our full privacy statement on our website.



Translating and Interpreting Service

If you need an interpreter, call 13 14 50

إذا كنت بحاجة إلى مترجم إتصل بالرقم 13 14 50

如果您需要口译员，请致电 1314 50

Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στο 13 14 50

Se avete bisogno di un interprete chiamate il 13 14 50

Bir tercümana ihtiyaç duyarsanız, 13 14 50 telefon numarasını arayınız

Nếu quý vị cần thông dịch viên, hãy gọi số 13 14 50



Translating and Interpreting Service:

13 14 50



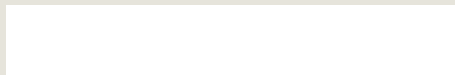
National Metering Identifier

The National Metering Identifier (NMI) is a unique number identifying the electricity meter at your property.

Having your NMI with you when you contact us will ensure we can help you as quickly as possible.

You can find your NMI on your electricity bill.

Your National Metering Identifier:





**Faults and emergencies
(24 hours):**

131 626

General enquiries:

1300 131 871

www.jemena.com.au

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