

Guaranteed Service Levels in the ACT

In addition to your right and obligations under the National Energy Retail Rules small electricity customers in the ACT also benefit from Guaranteed Service Levels (GSLs) set out below. We're required by law to meet these GSLs and where we don't, we'll pay you a set rebate amount. If this is the case, a rebate will be applied to your account.

Service Provided	Guaranteed Service Level		GSL amount per account
Connection times	If you have asked us to sell energy to you, we must connect you in the timeframes below if: <ul style="list-style-type: none"> • your supply address is physically connected to the electricity; and • you are eligible to receive energy. 		\$60 per day up to a cap of \$300
	Your Request time	Our service timeframe	
	If your connection request is made before 2pm on a business day	On the same day	
	If your connection request is made at or after 2pm on a business day	By the end of the next business day	
	If your connection request is made on a non-business day	By the end of the next business day	
	Otherwise	On a day agreed between you and us	
Wrongful disconnection	We must not disconnect you if we are not entitled to do so under regulation.		\$100
Responding to complaints	If you make a complaint, we'll acknowledge it immediately or as soon as practicable, and respond to it within 20 business days.		\$20
Notice of planned interruption to energy supply	If we or our service provider plans to do work, such as maintenance, a meter replacement or other work to energy infrastructure which would mean you won't have energy supply, we will: <ul style="list-style-type: none"> • give you at least 4 business days' notice (unless you have agreed to a shorter time); • tell you the likely date, time and duration of the energy supply interruption, and the reason why it's happening; and • give you a number to contact us if you have any enquiries. 		\$50