

# 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 Customer Service Standards.

## Categories and Standards

The Customer Service Standards 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.

You can claim a payment either due to the frequency of power outages you experience or based on the duration of a single outage. Ausgrid customers can claim a payment of \$80.00 if the service we provide drops below this standard.

The maximum claimable amount for all Customer Service Standards payments is \$320 per address in one financial year. This can include a maximum of one frequency claim and up to a maximum of four duration claims.

The requirements to make a claim for either the duration or frequency differ depending on your location:

### Metropolitan locations:

- Duration of outage- at least 12 hours.
- Frequency of outages- minimum of four interruptions, each lasting four hours or longer.

### Non-metropolitan locations:

- Duration of outage- at least 18 hours.
- Frequency of outages- minimum of four interruptions, each lasting five hours or longer.

If you are unsure if your address is considered metropolitan or non-metropolitan, call our Contact Centre on **13 13 65**.

Ausgrid Operator Partnership

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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;
- interruptions caused by a severe thunderstorm, severe weather or a natural disaster. More information on severe weather conditions is available [here](#);
- an interruption caused by third parties (not animals or vegetation). This might include a vehicle hitting a pole, vandalism, industrial action, or if we are unable to gain access to a property (unless the interruption is a result of our failure to comply with relevant plans, codes, guides or standards);
- an interruption resulting from a shortfall in generation, 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.

## How long do I have to make a claim?

Under the regulations set by the NSW Government, if you are making a claim for the duration of an interruption, you must apply within three months of the date of the interruption.

If you are making a claim for the frequency of interruptions, you must apply within three months of the end of the financial year (by 30 September each year). You may only make one claim per year due to the frequency, as this is measured across the entire financial year.

## 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>