



ACT Consumer Protection Code

The ACT Consumer Protection Code applies to customers in the ACT and a copy of the Code can be found [here](#).

Your right to information

Your agreement with us provides you with information about the applicable charges for the service we provide you. You can request a copy of these charges from us for free.

You have the right to request from us information about the services we provide at your premises as well as information we hold that relates to your account, including historical billing information.

You also have the right to request information, to the extent it is reasonably available, about:

- charges for the services we provide to your premises;
- meter readings for services we provide to your premises; and
- information about your account with us.

In some cases, we may be able to charge you for the provision of certain information. Where charges may be applicable, we will make these known on our website.

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450. To access this information in large print or a language other than English, please contact us.

Guaranteed Service Levels

In the ACT, we must meet the Guaranteed Service Levels (GSL) set out below.

You are entitled to receive a rebate under the Code if we fail to meet any applicable Guaranteed Service Levels. Rebates will be paid as a credit on your next invoice. We will also provide a supporting statement to inform your business of the applicable Guaranteed Service Levels rebate.

You may also apply for a rebate by contacting the SmartestEnergy Customer Service team on 1300 176 031 or at help-aus@smartestenergy.com.au.

Guaranteed Service Levels	Parameter	GSL Threshold	Rebate	
GSL-E1	Customer connection times	We do not connect you in the timeframes set out below:	\$60 per day (max \$300)	
		Connection request time		Time that connection must be made
		If you request connection before 2:00pm on a business day		On the same day
		If you request connection after 2:00pm on a business day		By the end of the next business day
		If you request connection on a non-business day		by the end of the next business day
		Otherwise		On a day agreed between you and us
<i>A 'business day' is a day, other than a Saturday or Sunday or a declared public holiday in the Territory.</i>				
GSL-E2	Wrongful disconnection	Where you are wrongfully disconnected	\$100	
GSL-E3	Responding to complaints	Upon receiving a complaint, we do not: (1) Acknowledge the complaint immediately or as soon as practicable; and (2) Provide you with a response addressing the complaint matters within 20 business days	\$20	
GSL-E4	Notice of planned interruption	We do not give you 4 business days' notice, unless we have obtained your consent for a shorter notice period	\$50	

Complaints

We are committed to our customers and delivering the highest level of customer experience. If you're not happy with the service you've received and have a complaint, please contact us so we can sort it out for you. You can do this by:

- calling us on 1300 176 031 (Monday to Friday 9am to 5pm AEST);
- emailing us at help-aus@smartestenergy.com.au; or
- posting your comments or complaint to:
SmartestEnergy, Level 4, 36 Carrington Street, Sydney NSW 2000.

If you're not happy with the resolution we've proposed to your complaint, you have the right to escalate your complaint to the ACT Civil and Administrative Tribunal (ACAT). You can contact ACAT in the following ways:

- online: [ACAT Energy and Water Complaint Form](#)
- phone: 02 6207 1740
- email: tribunal@act.gov.au

Our rights

We have the right to be paid for the services we provide you as a customer. The scope of those services and payment terms are set out in your agreement with us. We have the right to disconnect or restrict supply because of non-payment of a bill but will only do so in accordance with your agreement with us and any applicable regulatory requirements and procedures.

We require safe and convenient access to the meter on your premises so it can be read and for maintenance, connection and disconnection purposes.