

Customer charter

Our Customer Charter provides a summary of our responsibilities as your electricity retailer and your responsibilities as our customer.

Your network distributor, Power and Water Corporation, also has responsibilities for the connection of your property and the supply of electricity to you.

Our responsibilities

We will:

- Always aim to provide superior customer service and resolve your queries upon first contact or the earliest opportunity.
- Arrange for Power and Water Corporation (your network distributor) to reconnect existing electricity supplies to properties in accordance with their service standards and other relevant regulatory requirements.
- Respond in a timely manner when you call us and if you write to us, respond within five business days of receiving your written enquiry.
- If the relevant requirements are met, allow you to install a Prepayment Meter at your premises to enable you to pay the electricity charges for your premises using a Jacana Prepayment Meter Card and the Prepayment Meter.
- Comply with any relevant warning notice requirements (if any) and other provisions set out in electricity laws before disconnecting your electricity if you fail to pay your invoice.
- Work with you if you are experiencing financial hardship in accordance with our Customer Hardship Policy.
- Respond as promptly as possible to your feedback about our service and use your feedback to improve our business.
- Work closely with you to resolve any complaint you may have quickly.
- Protect your personal information as outlined in our Privacy Policy available at jacanaenergy.com.au/privacy. You can request access at any time to review and update the personal information we hold about you by calling us on 1800 522 262.
- Publish our Customer Contract, and pricing and any amendments to these on our website at jacanaenergy.com.au.

Your responsibilities

We ask you to:

- Ensure unhindered and safe access for the network distributor to any electricity meter on your property. That means keeping your premises free of obstructions such as locked gates, overgrown vegetation and animals. If the network distributor is unable to gain access, your usage may be estimated so we can bill you.
- If any person living at your premises requires life support equipment, to register your premises with us.
- If you do not have a Prepayment Meter, pay your account by the pay-by date set out on your bill (which will be no earlier than 13 business days from the date on which we issue your bill). You can pay by direct debit, BPAY, credit card by phone or online at jacanaenergy.com.au/pay or by mail. You can also pay in person at any Australia Post office.
- If you do have a Prepayment Meter, ensure that you maintain a sufficient level of credit on your Prepayment Meter to enable you to meet the electricity consumption requirement for your premises.
- Provide us with your new postal address if you are moving so we can update your details and finalise your account.
- Advise us of any changes to the responsibility for payment of your account and to your contact details such as a postal address, email or mobile number.

Feedback

To provide feedback on your customer experience, email feedback@jacanaenergy.com.au or call 1800 522 262.

Want to know more?

Visit our website at jacanaenergy.com.au/contract to obtain the latest version of our Customer Contract or call our contact centre on 1800 JACANA (1800 522 262).