

Customer Charter

March 2024



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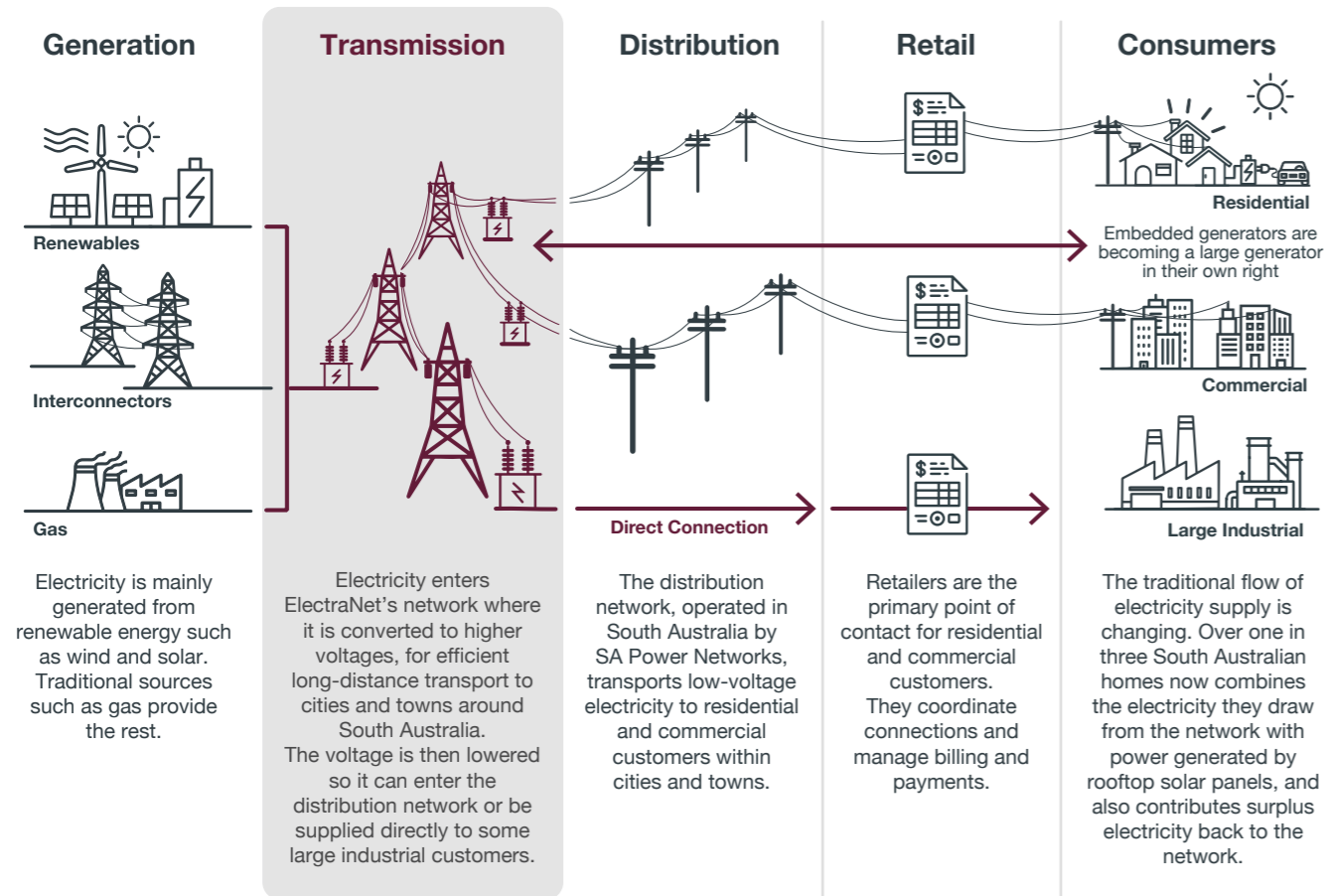
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About ElectraNet

ElectraNet manages South Australia's high voltage electricity transmission network which transports electricity over long distances from traditional and renewable generators – both local and interstate to large customers and the distribution network.

ElectraNet also facilitates new connections to the grid and provides highly reliable electricity transmission to our customers. We aim to deliver affordable, secure, and reliable electricity solutions, powering people's lives by providing safe and future-focused energy and infrastructure solutions.



Who we are

ElectraNet is a privately owned corporation dedicated to energising South Australia's clean energy future. We are leaders in the clean energy transition delivering reliable and sustainable electricity transmission services and valued customer connections.

Customer Charter

Our customer service charter outlines what you can expect from our customer service and how you as the customer, can help us deliver professional, safe, reliable, and consistent customer service.



What we do

In our role as transmission network service provider we:

- maintain and invest in transmission network infrastructure so it is safe, reliable, effective, efficient and able to provide capacity to enable future growth.
- provide energy solutions for industry, ensuring generators, batteries and large load customers, can connect safely to the network;
- offer extensive consulting services to support project planning and connection enquiries; and
- operate a diverse and extensive private telecommunication network across South Australia.



What we don't do

In our role as transmission network service provider, we do not:

- generate, own or sell electricity;
- decide who can generate electricity, where generators can be located or what technology they may use to generate electricity;
- decide which generator(s) should be 'dispatched' at any given time; and
- set the technical standards that must be met by generators or loads, although we do assess whether proposed connections meet the applicable standards.



Our Commitment

Safety is our priority and is at the heart of all our activities.

We are committed to the safety and wellbeing of all our customers, landholders, traditional owners, the community, our people, and contractors.



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We are committed to customer engagement, actively engaging, and collaborating with consumer representatives on the safety, affordability, reliability, and sustainability of electricity transmission services in South Australia.

Our network vision is one of collaboration, ensuring outcomes are built on a common understanding of priorities and a set of shared planning considerations. We work closely with customers and stakeholders, recognizing the importance we each play as we transition to net zero.

We understand that our customers will also play a key role in how our network continues to evolve as we move towards a lower carbon future and provide greater choice in how energy is used and accessed.

In navigating the power system transformation, we will collaborate with market participants, stakeholders, and government to ensure the transmission network is developed based on the long-term interests of consumers. We are committed to providing a high standard of customer service, partnering with you to provide the optimal outcome that suits your needs. Whether you use us for the initial steps of your journey or for all the end-to-end solution, your custom is important to us, and you will be treated equally, professionally and with respect throughout our engagement with you.

Our Services

Existing Customers

Whilst we aim to maintain a reliable network, sometimes there are circumstances beyond our control that cause power outages. These outages are usually caused by:

- severe weather impact from bushfires, high winds, lightning, or extreme heat;
- fauna interference with the transmission lines;
- equipment failure; and
- issues on the national electricity grid.

Wherever possible, ElectraNet works closely with customers to plan and co-ordinate network outages to minimise risks to supply and impacts to the market. We will notify you of planned outages before they happen, and keep you updated of changes. We plan power outages so we can safely:

- maintain the power network;
- upgrade the power network;
- connect new customers; and
- keep the community safe during severe weather events like bushfires.

Given power outages can be inconvenient:

- we only do them when we must, as planned in conjunction with AEMO;
- we avoid doing them in peak times; and
- we plan outages without prejudice, based on network priority.

Planned transmission power outages that impact your connection assets will be notified via the ElectraNet portal. The process for notifications, cancellations etc. is covered in the terms of your Transmission Connection Agreement (TCA).

We will work with you on any unplanned outages that impact you. We will restore power safely and as quickly as we can. When an unplanned outage happens, we will do everything we can to keep employees and the community safe and get the power back on as quickly as possible.

New Customers

If you are interested in a new connection, or your current connection requires changes you'll need to submit an application to ElectraNet. As part of our commitment to you we will:

- listen, so that we understand your needs;
- keep you informed;
- process enquiries in a timely manner without prejudice; and
- communicate clearly, consistently, and professionally.

We value your custom and the opportunity to work with you.

For full details on our customer connection applications process see our website.

[ElectraNet Transmission Services >](#)

Other Stakeholders and communities

Transparency and collaboration are important drivers of our community engagement approach. We focus on careful project planning and seek stakeholder feedback regarding environmental, economic, and social considerations.

We are committed to consumer engagement, and we regularly engage with key stakeholders, the communities in which we operate and our Consumer Advisory Panel to work collaboratively on safety, affordability and reliability. We actively consult with our Consumer Advisory Panel and seek their input with the aim to provide meaningful opportunities to improve electricity transmission services.

We are committed to minimising, or where possible preventing, environmental impacts as we pursue a clean energy future.

For more information about how we engage with our customers and communities see our website

[Engaging with Community and Customers >](#)



Feedback

Customer feedback is important to us at ElectraNet.

We actively seek feedback to ensure that current and future service levels are maintained. We periodically reach out to customers for feedback and welcome open dialogue.



Contact us

 **1800 243 853** Monday to Friday 9am - 5pm

 www.electranet.com.au

 enquiries@electranet.com.au

Compliments

These are things that you think we are doing well or may be recognition of ElectraNet people or contractors that you have engaged with.

Suggestions

These are your ideas on how we can do things better to help us improve our services and to ensure that our services meet your requirements.

Complaints Resolution

These are expressions of dissatisfaction made to an ElectraNet, related to our products or services, or the complaints handling process itself.

ElectraNet is committed to promoting and maintaining a culture that is open and collaborative. We encourage open and honest dialogue and commit to resolving issues fairly, efficiently and with respect. For further information see our [Complaints Resolution Policy](#).

Privacy

At ElectraNet we are serious about protecting your personal information and are committed to our obligations under the Australian Privacy Principles and the Privacy Act 1998. We have a number of processes in place to safeguard the personal information you entrust to us. For further information see our [Privacy Policy](#).

