

ENPOWERED



CUSTOMER
CHARTER

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WELCOME TO ENPOWERED

As part of Hesperia, Enpowered is taking an active role in supporting the clean energy transition in WA. We're empowering people to transition to 100% renewable energy in an easy and affordable way.

This Customer Charter outlines what you can expect from with us, as well as your rights and responsibilities as a customer within our renewable energy networks.

We recommend that you read it together with your Standard Form Contract or Non-Standard Form Contract, and accompanying Schedule, which contains the terms and conditions of the contract between you and Enpowered.





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ENPOWERED AS YOUR ELECTRICITY RETAILER

Enpowered is the electricity retailer within your building. We manage the electricity embedded network in your building, supplying residents and tenants with 100% renewable energy through a mix of renewable electricity generated on-site from rooftop solar, as well as electricity delivered into your building from wind farms and solar farms in WA.

WHAT IS AN EMBEDDED NETWORK?

An embedded network is a private electricity network servicing multiple lots or tenancies within a property. It is connected to the Western Power grid through a “master meter” that measures the electricity supplied for everyone on that property at that connection point.

TRANSPORTING ELECTRICITY

Western Power is responsible for transporting electricity from the generators to your building through the South West Interconnected System (SWIS) electricity network. Western Power owns, operates and maintains this electricity network. The network consists of power lines, substations, metering equipment, control centres and meters.

Within your building, the electrical infrastructure is generally the responsibility of the building owner or strata body.

If there are any issues with the electricity supply to your premises, simply contact us and we will forward your supply issue to the building owner or strata body.

MOVING IN

How do I connect to Enpowered's service?

If you are moving into a property where Enpowered is the electricity retailer, you will need to notify us prior to moving in. You can do so by registering your move on our website www.enpowered.com.au. You will need to register, even if the premises is already connected to electricity.

If you are moving into a premises that has no electricity supply, please contact our customer service team at **(08) 6500 3400**.

ELECTRICITY PRICING AND FEES

Your tariff, which is the price you pay for the electricity you use, will be specified in your contract, or found on our customer portal myaccount.enpowered.com.au.

In addition to your tariff, you may also need to pay certain fees. You can find out more about our fees at www.enpowered.com.au.





MOVING OUT

How do I disconnect from Enpowered's service?

Let us know at least five business days prior to your move out date, to ensure you are not invoiced for any electricity charges after you have vacated.

If you do not close your account, you may continue to be charged for any electricity used at your previous address for up to five days after we are notified you have vacated.

Notify us that you are moving out, provide your forwarding address and new contact details through the customer portal on our website myaccount.enpowered.com.au.

Final charges

The final charges payable by you will be determined according to a final reading of the meter.

DISCONNECTION POLICY

Empowered can disconnect your electricity for the following reasons:

- Your bill hasn't been paid and an alternative payment agreement hasn't been made;
- You have denied safe and unrestricted access to your meter for nine consecutive months;
- Unauthorised or illegal use of electricity;
- In the event of an emergency, safety or health reasons, or
- A planned or unplanned outage.

Empowered will not arrange for your electricity supply or equipment to be disconnected where we are prohibited from doing so under laws, regulations or codes.

Disconnection due to non-payment of your bill

Prior to arranging disconnection for failure to pay a bill, Empowered will:

- Give you a payment reminder notice at least 15 business days after the issuing of the bill;
- Give you a disconnection warning notice at least 20 business days after the issuing of the bill, advising that we may disconnect your electricity supply or your equipment if you do not pay by a specified date (at least 5 business days after the disconnection warning notice); and
- Try our best to contact you to advise of the proposed disconnection.

RECONNECTION OF YOUR ELECTRICITY

If you have been disconnected due to:

- Failure to pay a bill;
- Access to the meter being denied; or
- The illegal use of electricity.

You can request reconnection once the disconnection issues have been resolved. A reconnection fee may be payable.

PAYMENT DIFFICULTIES

Contact us as soon as possible if you are having any difficulty paying your bills or experiencing financial hardship.

We can advise you of assistance options available.

LIFE SUPPORT EQUIPMENT

You must let us know if there is a person at the premises who requires life support equipment by contacting us on **(08) 6500 3400** or via our website **www.enpowered.com.au**.

Once you provide us with written confirmation from a medical practitioner that life support equipment is required at the premises, we will register your details and ensure that Western Power and the building or strata manager is informed.

It is very important that you let us know if there are any changes, for example, if life support equipment is no longer required at the premises or if you are changing premises.

You can find out more about life support at **www.enpowered.com.au/lifesupport**.



COMPLAINTS

We endeavour to keep all our customers satisfied, but we understand that you sometimes may have a complaint that we need to address.

We will deal with complaints in accordance with our customer complaints policy, which is available on our website www.enpowered.com.au/complaints.

If you wish to make a complaint, you can contact us on **(08) 6500 3400** or via our website.

HOW TO CONTACT US

You can contact us in several ways:

Online

Via our website's enquiry form:
www.enpowered.com.au

Email

hello@enpowered.com.au

Phone

(08) 6500 3400

8.00am to 6.00pm, Monday to Friday

Mail

Enpowered

PO Box 782, Subiaco WA 6904



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