



Distributor Service Standards

There are various service standards imposed on Australian Gas Networks by or under South Australian energy laws in relation to persons to whom energy is sold for premises by a retailer or who proposes to purchase energy for premises from a retailer. These service standards are as follows:

Customer connection services

If you have a Deemed Standard Connection Contract, Australian Gas Networks is required to provide, install and maintain equipment for the provision of customer connection services at your premises safely and in accordance with the energy laws.

Timely notice of planned interruptions

In the case of a planned interruption, Australian Gas Networks must notify each affected customer by an appropriate means of the interruption at least 4 business days before the interruption.

Provision of fault information (for unplanned interruptions)

In the case of a an unplanned interruption, Australian Gas Networks must within 30 minutes of becoming aware of the interruption, or otherwise as soon as practicable, make available, by way of a 24 hour telephone service, information on the nature of the interruption and an estimate of the time when supply will be restored or when reliable information on restoration of supply will be available.

Timeframe for restoration of supply

In the case of a planned or unplanned interruption, Australian Gas Networks must use its best endeavours to restore supply as soon as is possible.

Disconnections

Australian Gas Networks must not disconnect a customer's premises except in accordance with the National Energy Retail Rules. Generally, Australian Gas Networks is not allowed to disconnect any customer's premises where the premises are registered by Australian Gas Networks as having life support equipment. In the case of residential customers and in the case of business customers whose gas consumption is less than 1 terajoule per annum, Australian Gas Networks is generally not allowed to disconnect that customer's premises:

- A. where the customer has made a complaint to the distributor directly related to the reason for the proposed disconnection and the complaint remains unresolved;
- B. where the customer has made a complaint to the energy ombudsman directly related to the reason for the proposed disconnection and the complaint remains unresolved;
- C. on a business day before 8am or after 3pm;
- D. on a Friday or the day before a public holiday;
- E. on a weekend or a public holiday;
- F. on any day between 20 December and 31 December (both inclusive) in any year; or
- G. if you are being disconnected for failure to pay, during an extreme weather event.

These general propositions are subject to certain exceptions, which are set out in the National Energy Retail Rules.