



Guaranteed Service Levels for Residential and Small Business Electricity and Gas Customers in the Australian Capital Territory

As your retailer in the Australian Capital Territory, we must also meet the Guaranteed Service Levels (GSLs) set out below. If we do not meet a GSL, you are entitled to receive a GSL rebate from us.

What are the Guaranteed Service Levels and Rebates?

Connection Times

If you request a service from us, we must connect you within the timeframes set out below if:

- your supply address is physically connected to the electricity or gas network; and
- you are eligible to receive energy.

Request time	Connection day
If you made the connection request before 2:00pm on a business day	On the same day
If you made the connection request after 2:00pm on a business day	By the end of the next business day
If you made the connection request on a non-business day	By the end of the next business day
Otherwise	on a day agreed between you and us

If we do not meet these timeframes, we will pay you a rebate of \$60 per day, at a cap or maximum of \$300.

Wrongful Disconnection

We must only disconnect you in accordance with the relevant rules and obligations. If we disconnected you in error, we will pay you a rebate of \$100 per wrongful disconnection.

Responding to Complaints

When you raise a complaint with us, we must acknowledge your complaint immediately or as soon as practicable, and provide you a response addressing the matters in your complaint within 20 business days. If this does not occur, we will pay you a rebate of \$20.

Notice of planned interruption

If we, or our service provider, need to interrupt your energy supply to replace, install or maintain your meter, we will provide you with at least 4 business days' notice unless you provide us your consent for a shorter notification period. If this does not occur, we will pay you a rebate of \$50.



What happens if Red Energy does not meet a GSL?

We constantly monitor our processes to ensure we meet these service levels. When we identify that a GSL has not been met, we will apply the rebate as a credit to your energy account. You will see this credit on your next bill.

Can customers apply for the rebate?

If you believe that we have not met a service level indicated above and you do not see a GSL rebate on your bill, you can request us to investigate this further by [contacting us](#).