



## Customer Charter

This Customer Charter outlines what you need to know about your rights, entitlements and obligations under your contract with Shell Energy Retail Pty Ltd, trading as Shell Energy. Your contract with us may be a market retail contract whereby you accept an offer from us or a standard retail contract. If there is any part of this Customer Charter, or any material we have provided to you that you don't understand, please contact us on 13 23 76 and our service team will assist you. Terms that appear in italics are defined at the end of this Customer Charter.

### Your contract with us

#### Market retail contract

If you have a market contract with us, you have given us your consent to supply your site(s).

Your contract commences with us on the date you accept our offer and is subject to any cooling off rights you may have. In addition to this Customer Charter we provide you with information that summarises prices and key features of your contract with us. For example, if you're a Victorian customer, we provide you with an Energy Fact Sheet and in NSW, QLD, ACT, TAS, SA we provide a Basic Plan Information Document.

#### Standard retail contract

Our standard retail contract generally only applies if you have not accepted an offer from us. This may occur where you moved into premises already supplied by us or your market contract with us came to an end and you did not enter into another contract (with us or another retailer). In Victoria, you can also request to go onto our standing offer contract at any time.

### About your electricity supply

While we bill you for your electricity usage and remain your main point of contact for any of your electricity purchasing needs, your local distributor owns and manages the poles and wires that supply power to your site. Therefore, some issues that you may have in relation to electricity supply may be related to things that your distributor is responsible for.

You should note that we have no control over the quality of power supply to your site(s), including fluctuations and spikes. Many of these things are also beyond the control of the distributor, due to the nature of electricity supply.

We will communicate your requests, complaints, notices, enquiries or other connection service matters to your distributor within the timeframes required by relevant rules or the contract.

Below are the contact details for each distributor. If you are unsure about which distributor covers your premises, the name and contact details of your distributor can be found on your electricity bill. To find the distributor based on your postcode you can also visit [shellenergy.com.au/customer-support](https://shellenergy.com.au/customer-support) and use our Network Business Finder.

#### VIC

CitiPower – 13 12 80  
Powercor – 13 24 12  
Jemena – 13 16 26  
United Energy – 13 20 99  
AusNet Services – 13 17 99

#### SA

SA Power Networks – 13 13 66

#### NSW

Ausgrid – 13 13 88  
Essential Energy – 13 20 80  
Endeavour Energy – 13 10 03

#### ACT

Evoenergy – 13 10 93

#### TAS

TasNetworks – 13 20 04

#### QLD

Energex – 13 19 62  
Ergon Energy – 13 16 70

### Products

For more information about our products, please visit [shellenergy.com.au](https://shellenergy.com.au).



## Your bill

We will bill you every month or every three months depending on your meter type. For example, if you have a basic manually read meter, we will bill you every three months and if you have a remotely read interval meter, we will bill you monthly. If you have a manually read interval meter, the billing period may be either monthly or every three months.

Your bill will include information required by the relevant rules and regulations such as:

- Your name, account number, supply address and mailing address
- The unique national meter identifier (NMI) assigned to your supply address
- The period covered by the bill
- The relevant tariffs
- The total amount of electricity consumed in the period
- The total amount payable by you and the due date
- Telephone numbers for billing and payment enquiries and 24 hour faults and emergencies reporting
- Information on usage and greenhouse gas emissions

Your bill will usually reflect your actual usage for the billing period based on actual meter reads. If we cannot obtain an actual meter read due to property access issues or any other issues identified by your distributor, we can estimate the electricity you have consumed during the period. For more information about estimated data reads, please refer to [shellenergy.com.au/regulatory/estimated-data-reads](https://shellenergy.com.au/regulatory/estimated-data-reads).

All fees will be displayed on your bill.

## Adjustment of your bill

We will review your bill at your request. You must pay the lesser of any portion of the bill that is not disputed and an amount equal to the average of your bills over the past twelve months (excluding the bill in dispute). You also must pay any other bills that are due.

In the unlikely event that we overcharge you, we will promptly credit your account with the difference.

If we undercharge you, we will recalculate and invoice you for the difference.

## Payment options

We offer a range of payment methods for your convenience, which are listed on your bill.

Unless otherwise agreed, you can pay by:

- Credit card
- By mail (cheque or money order only)
- Direct Debit
- Visiting an Australia Post outlet
- BPAY®
- Post Bill Pay

For more information regarding payment options, please visit [shellenergy.com.au/paymyaccount](https://shellenergy.com.au/paymyaccount)

If you wish to arrange direct debit payments, please contact us on 13 23 76 or visit our website,

[shellenergy.com.au/paymyaccount](https://shellenergy.com.au/paymyaccount), and download and complete a direct debit request form. If under any circumstance our contract with you ends, we will cancel any direct debit arrangement with you.

If you choose to pay your bill by credit card, you agree we may pass any merchant service fees that we incur as a result of processing your credit card payment on to you.

## Payment difficulties

If you are having difficulty paying your bill, please contact us on 13 23 76 as soon as possible. Alternative payment arrangements can be discussed, which may include negotiated instalment plans, at our discretion.

## Life support

If someone residing at your business requires approved life support equipment, it is vital to advise your electricity retailer and distributor. If your life support equipment is fuelled by both electricity and gas, in addition to contacting us, you should also contact your gas retailer and inform them of your life support requirements. Life support information is available on our website [shellenergy.com.au/life-support](https://shellenergy.com.au/life-support). Our website also contains distributors' emergency numbers for life support customers. Occasionally your power supply may need to be interrupted for maintenance or other works. You will be notified at least four business days in advance of any planned retailer interruption. Registering as a life support customer does not guarantee you continuous uninterrupted supply as unplanned outages occur without notice at all. If you have any further questions around life support, please call our Customer Service team on 13 23 76.

## Disconnection

The relevant rules allow us to disconnect your energy supply in certain circumstances, for example:

- If you refuse to provide us with acceptable identification information
- If you don't pay your bill by the due date and you haven't made alternative arrangements with us; or
- If you deny access to your meter for a period of three billing cycles in a row.

In these circumstances and other permitted grounds for disconnection under the energy laws, we will provide you with the notices required by law before any disconnection occurs. We are always available to discuss any issues you may have and our preference is to resolve these issues rather than disconnect your electricity supply. If you are in Victoria and have a meter that is read remotely, any disconnection of your premises may also occur remotely.



The relevant rules also permit disconnection of your energy supply without warning if you have tampered with the meter, or you are otherwise using electricity in a manner that isn't permitted by applicable laws and codes.

Your site(s) may also be disconnected by the distributor for power system reasons during things like blackouts or storms.

## Reconnection

If we have disconnected your electricity supply and you rectify the matter within 10 business days of the disconnection, we will reconnect you on request. For more information energisation and re-energisation timeframes, please refer to

**[shellenergy.com.au/regulatory/energisation-re-energisation-timeframes](https://shellenergy.com.au/regulatory/energisation-re-energisation-timeframes)**.

If you have a right to be reconnected and you contact us by 3pm (4pm in SA, 2pm in ACT) on a business day, we will contact your distributor to arrange reconnection on that day. Otherwise, we cannot guarantee reconnection on that day.

We may still be able to arrange reconnection after 3pm (4pm in SA, 2pm in ACT) on a business day, but an after-hours reconnection fee may apply.

## How else can we help you?

At Shell Energy we understand that your time is best spent managing your business, we work to take care of your energy needs so you can concentrate on more important things.

We provide self-service options online, 24 hours a day. Alternatively, you can contact us directly via phone or fax during normal business hours, Monday to Friday.

Whether you need a new meter connection or wish to transfer a site, our dedicated professionals are at your service.

As a guide, please allow up to 21 business days for a new connection conditional upon access and supply availability.

If you are moving within a metropolitan supply address, we require a minimum of three business days' notice so we can make all the necessary arrangements for your move.

For all regional areas we require a minimum of 10 business days' notice.

For sites transferring to us, we will contact your current retailer and your distributor to commence transfer from your next scheduled meter read date.

If you wish to transfer earlier, you can contact us to arrange a special meter read which will incur a one-off charge that will be applied to your first invoice.

## Variations to the contract

Your contract with us may only be varied in accordance with the relevant rules, and by agreement between us. We will provide you with reasonable notice of our intention to vary the contract.

## Cancelling the contract

If you would like to terminate your contract, we ask that you contact us as soon as possible. You are obliged to pay us all outstanding amounts.

We ask that you provide at least ten business days' notification if you intend to vacate your supply address and provide us with safe access to your meter. If you do not intend remaining with us as a customer, you must provide us with a forwarding address for the final bill. It is important that you provide us with this address as you will remain responsible for any electricity consumed at the supply address.

## Our rights to terminate our contract with you

Our rights to terminate our contract with you are outlined in the relevant rules and include where you have failed to comply with the terms and conditions of our contract with you.

Your contract with us will automatically end if you transfer to another retailer.

## Enquiries or complaints

To ensure that our customers remain satisfied, we ensure that our employees have sufficient discretion to resolve an enquiry or complaint at the time it is made.

We are here to help, and our team of energy experts are equipped to help you with any enquiry or complaint you may have relating to your electricity account. We have an online enquiry form at **[shellenergy.com.au](https://shellenergy.com.au)**, as we understand that you are busy and may not have time to wait on the phone.

Alternatively, if you would prefer to speak to one of our team, please call us on 13 23 76.

We expect to resolve most complaints when you initially make contact with us. If the matter is complex, we may need up to 14 days to fully investigate the matter. In some cases, it may take longer to resolve your complaint. If that situation arises, the person responsible for managing your complaint will let you know and keep you informed during the process, either in writing or by telephone.

If you would like to escalate your complaint to a more senior level, please visit **[shellenergy.com.au](https://shellenergy.com.au)** and refer to our Standard Complaints Handling and Dispute Resolution Procedure.

## Privacy

We respect your privacy and will handle your personal information in accordance with the Privacy Act 1988 (Cth) and with our Privacy Policy (which is available on our website).



We will not use information provided by you to us in a manner inconsistent with the Privacy Act 1988, the Australian Privacy Principles or any other relevant rules or guidelines.

## Contacting the Ombudsman

You may contact your local Ombudsman if, for any reason, you are not satisfied with the manner in which your concern or complaint has been managed by us, or with its outcome.

Your local Ombudsman provides a free, independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them.

Your local Ombudsman operates Monday to Friday during normal business hours.

### Australian Capital Territory

ACT Civil and Administrative Tribunal  
Mail: GPO Box 370, Canberra ACT 2601  
Phone: (02) 6207 1740  
Fax: (02) 6205 4855  
Email: tribunal@act.gov.au  
Web: <http://www.acat.act.gov.au>

### New South Wales

Energy and Water Ombudsman NSW  
Mail: Reply Paid 86550, Sydney South NSW 1234  
Phone: 1800 246 545  
Fax: 1800 812 291  
Email: omb@ewon.com.au  
Web: <http://www.ewon.com.au>

### South Australia

South Australia Energy and Water Ombudsman  
Mail: GPO Box 2947, Adelaide SA 5001  
Phone: 1800 665 565  
Fax: 1800 665 165  
Email: contact@ewosa.com.au  
Web: <http://www.ewosa.com.au>

### Victoria

Energy and Water Ombudsman Victoria  
Mail: Reply Paid 469, Melbourne VIC 8060  
Phone: 1800 500 509  
Fax: 1800 500 549  
Email: ewovinfo@ewov.com.au  
Web: <http://www.ewov.com.au>

### Tasmania

Tasmania Energy Ombudsman  
Mail: GPO Box 960, Hobart TAS 7001  
Phone: 1800 001 170  
Fax: (03) 6233 8966  
Email: ombudsman@ombudsman.tas.gov.au  
Web: <http://www.energyombudsman.tas.gov.au>

### Queensland

Energy and Water Ombudsman Queensland  
Mail: PO Box 3640, South Brisbane QLD 4101  
Phone: 1800 662 837  
Fax: (07) 3087 9477  
Email: complaints@ewoq.com.au  
or info@ewoq.com.au  
Web: <http://www.ewoq.com.au>

## ACT Consumer Protection Code (for ACT customers only)

If the premises are in the Australian Capital Territory, we must comply with all applicable retailer's Guaranteed Service Levels in Schedule 2 of the Consumer Protection Code and you are entitled to receive a rebate under the Code if we fail to meet any applicable Guaranteed Service Levels. You may also apply for a rebate by contacting us.

ACT retailer's Guaranteed Service Levels (GSL) and rebates:

	Parameter	GSL Threshold	Rebate
GSL-E1	Customer connection times	Connection not provided by required date	\$60 per day (maximum \$300)
GSL-E2	Wrongful disconnection	Where customer is wrongfully disconnected	\$100
GSL-E3	Responding to Complaints	Upon receiving a Complaint, Utility does not: 1. Acknowledge the Complaint immediately or as soon as practicable; and 2. Provide a Response addressing the matters in the Complaint within 20 Business days	\$20
GSL-E4	Notice of planned interruption	4 Business Days notice not given, unless the NERL retailer has obtained consent from the customer for a shorter period.	\$50



## Further information

Please contact us if you would like us to provide you with:

- A copy of some of the relevant rules, codes and guidelines that apply to our contract with you
- Information on the tariffs that are available to you
- Our Privacy Policy
- Our Standard Complaints Handling and Dispute Resolution Procedure
- A large print copy of this Customer Charter

Most of this information is also available on our website, [shellenergy.com.au](https://shellenergy.com.au).

National Relay Service for hearing impaired customers  
13 36 77

## Interpreter service (with major community languages)

If you would like to talk to us in your own language, please call the Telephone Interpreter Service on 131 450 and they will contact us on your behalf.

Interpreter Service -13 14 50

بخدمة الترجمة الخطية والشفهية

dịch vụ thông dịch

口译服务

傳譯服務

## Definitions

*acceptable identification information* has the meaning given in the relevant rules and for business customers in a body corporate, information that adequately identifies the company including the Australian Company Number (ACN) or the Australian Business Number (ABN).

*business days* means a day other than a Saturday or Sunday or a public holiday in the State in which your business premises is located.

*Shell Energy, us, we and ours* means Shell Energy Retail Pty Ltd ABN 87 126 175 460.

*relevant rules* means:

For customers in Victoria, relevant rules also means the Electricity Industry Act 2000, Energy Retail Code of Practice.