

Minimum Service Standards – New South Wales

This document contains the minimum service standards for the purposes of clause 2.2.7.1 of the TRUenergy Customer Charter applicable in New South Wales (“Customer Charter”).

In this document words appearing in italics have the meaning given in the Customer Charter.

1. Minimum Service Standards – Arranged Connection Services

TRUenergy will communicate to the *distributor* any matter of the type referred to in Column 1 in the table below in accordance with the period of time or manner specified in Column 2 of the table below.

Column 1	Column 2
Type of Matter	Period of time in which matter must be communicated
Request by <i>you</i> for either connection or disconnection of <i>your</i> premises or any other request for information, complaint, notice, inquiry or other matter relating to the connection or disconnection of <i>your</i> premises.	Within 2 hours from the time the <i>your</i> request is received by the TRUenergy or within such longer time as is reasonable having regard to the nature of <i>your</i> request.
<i>Your</i> request for information, complaint, notice, inquiry or other matter concerning faults and difficulties in <i>energy</i> works – where TRUenergy has nominated the <i>distributor’s</i> telephone service hotline for faults and difficulties information.	As soon as practicable or alternatively TRUenergy may provide <i>you</i> with the <i>distributor’s</i> hotline telephone number for the <i>you</i> to contact the <i>distributor</i> directly.
<i>Your</i> telephone request for information, complaint, notice, inquiry or other matter concerning faults and difficulties in <i>energy</i> works – where TRUenergy has nominated its own telephone number for faults and difficulties information.	30 seconds to transfer <i>your</i> call to the <i>distributor</i> .
<i>Your</i> request for information, complaint, notice, inquiry or other matter concerning faults and difficulties in <i>energy</i> works where <i>you</i> contact TRUenergy other than by telephone.	As soon as practicable.
Any other matter notified to the TRUenergy by the <i>you</i> in relation to the provision of connection services.	As soon as practicable or within such longer time as is reasonable having regard to the nature of the <i>your</i> request.

2. Minimum Service Standards – General

- a. If there is a disruption to *your energy* supply, *we* will transfer you to the *distributor* as soon as practicable or provide *you* with the *distributor's* hotline telephone number for *you* to contact the *distributor* directly.
- b. If *we* plan to carry our works (other than emergency work) that will disrupt *your energy* service, *we* will advise *you* as soon as is practicable.