

ACT Consumer Protection Code

ZEN Energy

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ACT Consumer Protection Code

The ACT Consumer Protection Code commenced on 1 July 2020 and applies to ZEN Energy and its customers in the ACT.

For more information, please refer to the [ACT Consumer Protection Code 2020](#).

Your right to information

Information about the charges applicable to the services that we are providing you with can be found in your agreement with us. You can ask us to make a copy of the charges available to you, free of any charge.

You have a right to request that we provide you with information about:

- the services that we provide to your premises;
- to the extent the information is readily available:
 - the charges for the services that we provide to your premises;
 - the meter readings for the services that we provide to your premises; and
 - your account with us; and
- information held by us that relates to your account (including any historical billing information).

There may be a charge associated with us providing you with the above information, the details of these charges (if any) can be found on our website.

Need an interpreter? If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450**. To access this information in large print or a language other than English, please contact us.

Guaranteed Service levels

From 1 July 2020, the following retailer's Guaranteed Service Levels (GSLs) and associated rebates are applicable.

Guaranteed Service Levels	Parameter	GSL Threshold		Rebate
GSL-E1	Customer connection times	Your connection is not provided by required date set out in the below		\$60 per day (max \$300)
		Connection request time	Time that connection must be made	
		If you request connection before 2:00pm on a business day	On the same day	
		If you request connection after 2:00pm on a business day	By the end of the next business day	

		If you request connection on a non-business day	by the end of the next business day	
		Otherwise	On a day agreed between you and us	
		A 'business day' is a day, other than a Saturday or Sunday or a declared public holiday in the Territory.		
GSL-E2	Wrongful disconnection	Where you are wrongfully disconnected by us		\$100
GSL-E3	Responding to complaints	Upon receiving a complaint, we do not: (1) Acknowledge the complaint immediately or as soon as practicable; and (2) Provide a response addressing the complaint matters within 20 business days		\$20
GSL-E4	Notice of planned interruption	We do not provide you with 4 business days' notice, unless we have obtained your consent for a shorter period		\$50

You are entitled to receive a rebate under the Code if we fail to meet any applicable Guaranteed Service Levels.

If we fail to meet any applicable Guaranteed Service level, we will credit the applicable rebate in your next bill and we will include a notice informing you of the relevant Guaranteed Service Level that the rebate relates to.

If you believe that we have failed to meet a Guaranteed Service Level and are entitled to receive a rebate, you may contact us by email at customerservice@zenenergy.com.au.

Complaints

If you have a complaint, please contact us by email at customerservice@zenenergy.com.au or by phone on (08) 8211 0616.

If you are not satisfied with how we have addressed a complaint that you have raised with us, you can contact the ACT Civil and Administrative Tribunal who is the energy ombudsman in the ACT. The ACT Civil and Administrative Tribunal's contact details can be found at <https://www.acat.act.gov.au/general/contact-us>

Our Rights

We have the right to be paid for the services that we provide to you as our customer. The details on the payment terms and conditions can be found in your agreement with us.

We have the right to disconnect or restrict your electricity supply if you do not pay your bills but we will only do so in accordance with the applicable regulatory requirements and the terms of your agreement with us.

We need to have safe and unhindered access to the meter on your premises.