

Guaranteed service levels and rebates



You may be entitled to receive a guaranteed service level (GSL) credit on your next applicable bill if ActewAGL, Icon Water or Evoenergy do not meet the requirements detailed below.

NERL retailer

	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: <ol style="list-style-type: none"> 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.	Four business days notice not given, unless the NERL retailer has obtained consent from the customer for a shorter period.	\$50

Water and sewerage

	Parameter	GSL threshold	Rebate
GSL-W1	Customer connection and removal of flow restrictors.	Connection not provided, or flow restrictors not removed, by required date.	\$60 per day (maximum \$300)
GSL-W2	Responding to complaints.	Upon receiving a complaint, utility does not: <ol style="list-style-type: none"> 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-W3	Notice of planned interruption.	Two business days' notice not given.	\$50
GSL-W4	Duration of interruption (single event).	An unplanned interruption lasts for 12 hours or longer.	\$80
GSL-W5	Frequency of unplanned interruptions.	Customer experiences more than nine unplanned interruptions in a financial year.	\$80
GSL-W6	Response time to notification of a fault, problem or concern that affects the premises of the customer.	Utility fails to respond: <ol style="list-style-type: none"> 1. if the notification relates to damage to, or a fault or problem with the network which is likely to affect public health, or is causing, or has the potential to cause, substantial damage or harm to a person or property, respond as soon as practicable and in any event within six hours; or 2. in all other cases within 48 hours; and 3. resolve the problem or concern within the time specified in the response. 	\$60 per day (maximum \$300)

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Distributor (electricity and gas)

	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: <ol style="list-style-type: none"> 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.	For electricity and gas distributors, four business days notice not given.	\$50
GSL-E5	Duration of interruptions (single event). <i>This GSL applies to an electricity distributor or a gas distributor only.</i>	An unplanned sustained interruption lasts for 12 hours or longer.	\$80
GSL-E6	Total duration of interruptions (cumulative). <i>This GSL applies to an electricity distributor or gas distributor only.</i>	Total cumulative hours of unplanned sustained interruptions experienced by customer in a financial year is equal to or exceeds: <ul style="list-style-type: none"> Level 1: 20 hours Level 2: 30 hours Level 3: 60 hours 	\$100 \$150 \$300
GSL-E7	Frequency of interruptions. <i>This GSL applies to an electricity distributor or a gas distributor only.</i>	Customer experiences more than nine unplanned sustained interruptions in a financial year.	\$80
GSL-E8	Response time to notification of a fault, problem or concern that affects the premises of the customer. <i>This GSL applies to an electricity distributor or a gas distributor only.</i>	Utility fails to respond: <ol style="list-style-type: none"> 1. if the notification relates to damage to, or a fault or problem with the network which is likely to affect public health, or is causing, or has the potential to cause, substantial damage or harm to a person or property, respond as soon as practicable and in any event within six hours; or 2. in all other cases within 48 hours; and 3. resolve the problem or concern within the time specified in the response. 	\$60 per day (maximum \$300)