



Eglinton Village Energy Customer Charter

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Our Promise to Customers

At Eglinton Village Energy, delivering a reliable and positive customer experience is our priority. We aim to respond with care, clarity, and professionalism whenever you need us.

Eglinton Village Energy (also known as Eve) is committed to operating in compliance with the Electricity Industry Act 2004 and upholding the standards set out in the Code of Conduct for the Supply of Electricity to Small Use Customers 2022.

As a licensed retailer and distributor, we also adhere to the Electricity Industry (Metering) Code 2012 and the Electricity Industry (Customer Transfer) Code 2016, where applicable. These regulatory frameworks govern how we manage metering, customer transfers, billing, disconnections, complaints, and service delivery.

This Customer Charter reflects those obligations and provides a clear, transparent guide to your rights, responsibilities, and what you can expect from us as a valued member of the Eve community. This Charter is a plain-English guide. It does not replace our Standard Form Contract, which sets out the full legal terms of supply. Customers are bound by the Standard Form Contract, available on our website.

The Code applies to all small use customers, those who consume less than 160 megawatt hours (MWh) of electricity per year (approximately 440 units per day). All electricity retailers in Western Australia must comply with the Code when supplying electricity to these customers.

You can view the full Code on the Economic Regulation Authority website: www.era.wa.gov.au.

Who This Charter Covers

This Customer Charter applies to residential customers and small use business customers (those consuming less than 160 megawatt hours of electricity per year) connected to the Eve microgrid.

If you are a large-use business customer or your electricity needs fall outside the small-use category, your services will be governed by separate contractual arrangements and service standards.

If you are unsure which category you fall into, please contact our Customer Service Team, we're here to help.

About Eglinton Village Energy

Zenith Energy & Cedar Woods (Eglinton Village Developer) have come together to launch WA's first community energy sharing network.

Eglinton Village Energy, also known as Eve, is a Zenith Energy company, and operates the village network. Eve is both the Distributor and Retailer for Eglinton Village.

Eve will manage your electricity supply, any Eve solar panels you host (if you have opted in) and the connection of any solar panels you wish to install (if you have not opted in).

The friendly Eve team will provide you with all the support that you require while you reside in the village.

Visit the Eve website for more information: <https://eglintonvillageenergy.com.au/>





About Zenith Energy (Our Parent Company)

Zenith Energy is one of Australia's leading independent power producers (IPP's), with a portfolio of off grid, hybrid power solutions in Western Australia and the Northern Territory, totalling approximately 700MW of contracted generation capacity.

Zenith Energy's subsidiary Zenith Connected Energy is the owner of several licensed electricity distributors and retailers in Western Australia that service residential, commercial, and industrial customers within the SWIS via connected microgrids.

This includes Eglinton Village Energy (Eve), Ocean Reef Renewable Energy (Orre) and Peel Renewable Energy (Peel).

Visit the Zenith Energy website for more information: <https://zenithenergy.com.au/>



Retailers & Distributors - What It Means For You

In Western Australia, electricity services in the South West Interconnected System (SWIS) are typically provided by two different licensed parties. A Distributor and a Retailer.

At Eglinton Village Energy (Eve), we are both your licensed distributor and retailer.

The Distributor

The electricity distributor is responsible for safely delivering electricity to your property and maintaining the physical infrastructure that powers your home or business.

This includes:

- Underground powerlines and poles.
- Distribution equipment.
- Street lighting (in some areas).
- Electricity meters and associated infrastructure.

The distributor ensures the network is reliable, safe, and maintained to regulated standards. They are also responsible for managing outages and network upgrades.

The Retailer

The electricity retailer purchases electricity on your behalf and manages your relationship as a customer.

This includes:

- Establishing your electricity account.
- Issuing monthly bills.
- Managing payments, providing information about concessions, and assisting with hardship support.
- Responding to your questions or concerns.
- Helping you move in or out of a property.
- Providing information about your usage and available support.

Retailers are required to comply with the Code of Conduct for the Supply of Electricity to Small Use Customers, which sets standards for customer service, billing, complaints, and hardship assistance.

Eglinton Village Energy - Your Integrated Provider

At Eglinton Village Energy (Eve), we are both your licensed distributor and retailer.

That means we manage the entire electricity service for your property, from physical connection and network reliability through to billing, account management, and support.

This integrated model allows us to:

- Provide a more streamlined and personalized experience.
- Reduce duplication and confusion.
- Respond quickly to your needs, whether they relate to your meter, your bill, or your power supply.
- Offer end-to-end support during every stage of your journey, including new connections, life support registration, disconnections, or hardship assistance.

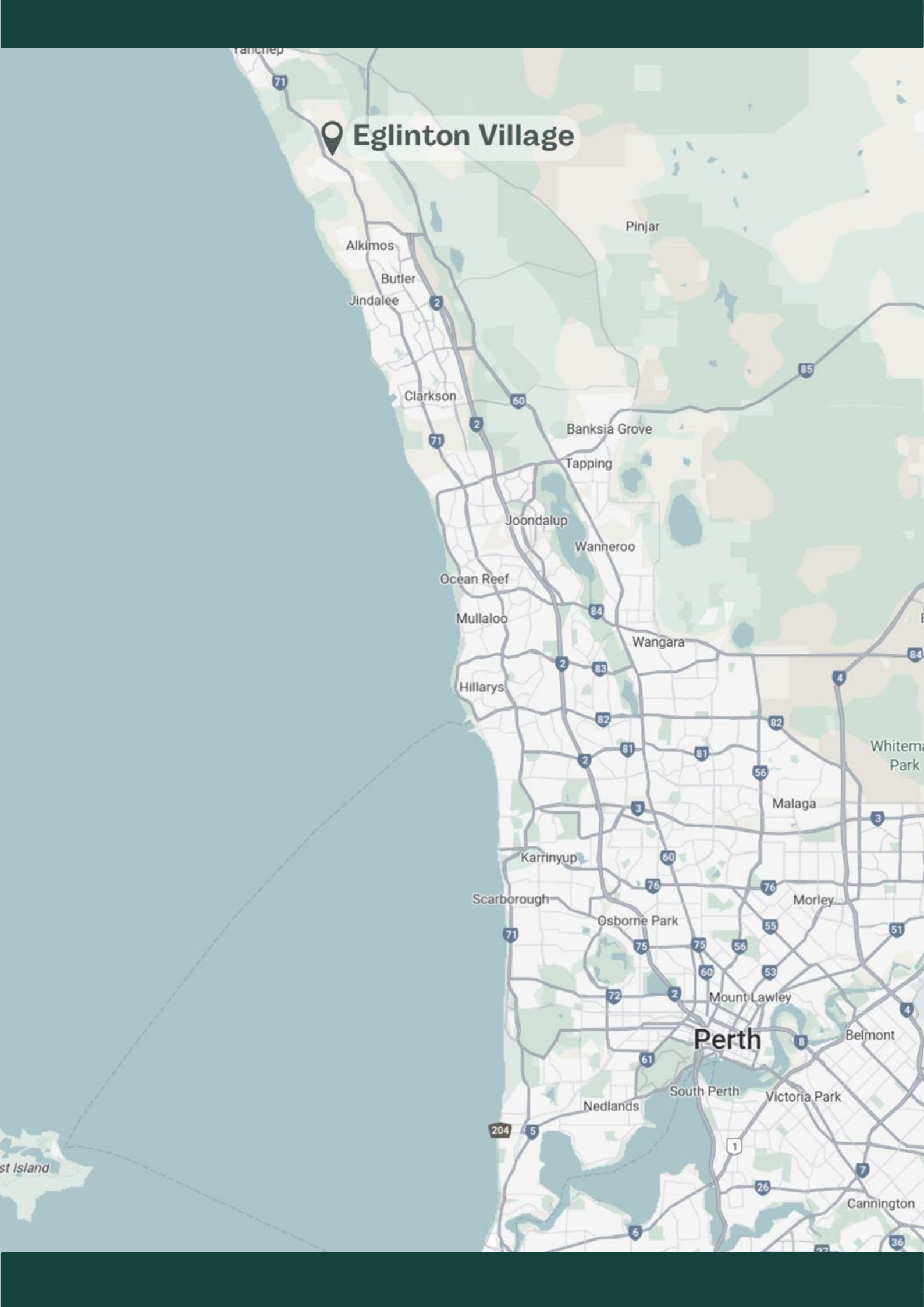
Eve is here to make electricity simple – one provider, one contact point, full service.

Where We Operate

Eve services the Eglinton Village area.

The licensed service area for Eve is available on the Landgate website.

You can also see information regarding the service area on the Eve [website](#).



Eglinton Village

Alkimos

Butler

Jindalee

Clarkson

Pinjar

Banksia Grove

Tapping

Joondalup

Wanneroo

Ocean Reef

Mullaloo

Wangara

Hillarys

Whiteman
Park

Malaga

Karrinyup

Scarborough

Osborne Park

Morley

Mount Lawley

Perth

Belmont

Nedlands

South Perth

Victoria Park

Cannington

St Island

Contact Us

We are committed to providing the highest standard of service in response to all your enquiries. There are several ways you can contact us.

By Phone (8:00am to 6:00pm AEST weekdays)

Call **08 6186 9858**

Select one of our following menu options:

1. 24/7 Faults and Outages

- If you are in a life-threatening emergency, please call Emergency Services on 000. After you have contacted Emergency Services, please contact our 24/7 Faults & Outages line to report the emergency.
- Report a Fault or Outage.
- Receive updates regarding an Outage.
- You can also contact our 24/7 Faults and Outages line directly on **1800 920 062**.

2. Building Enquires

- Temporary or Permanent Connection and Power Supply Enquiries.
- Temporary or Permanent Connection Invoicing Enquiries.
- Network Augmentation Enquiries.
- Solar Opt-In Enquiries.

3. Established Premises Enquires

- Account Management including Information Updates or Authorising a Contact Person.
- Life Support Assistance.
- Billing & Payment Assistance.
- Moving In or Out of a Premises.
- Additional Support.

4. All Other Enquiries

If you are deaf, or have a hearing impairment, please contact us through the National Relay Service on **133 677**, and then ask for **08 6186 9858**.

If you require a translating service, please contact TIS National on **131 450** and then ask for **08 6186 9858**.

By Email

Email CustomerService@eglintonvillageenergy.com.au

Our friendly Customer Service Team will contact you within 5 business days of your original enquiry.

By Mail

Mail to [Eglinton Village Energy](#).

[GPO Box 186, Melbourne, Victoria, 3001.](#)

By Website

Visit www.eglintonvillageenergy.com.au

Our website is a great tool to stay informed about Eve.

Note: Eve is committed to supporting culturally and linguistically diverse (CALD) customers, Aboriginal customers, and customers who may be experiencing vulnerability. If you require additional assistance, please notify us so we can provide the appropriate support. This Charter and related Policies are available in alternative formats (i.e. large print or accessible digital).



Managing Your Account & Bills

We're committed to making it easy for you to understand, manage, and pay your electricity account.

What you need to do

You'll receive a monthly bill for your electricity usage. To avoid disruption to your supply, your account must be paid in full by the due date listed on your bill.

If you're having trouble making a payment or are experiencing financial hardship, please reach out to us as soon as possible on **08 6186 9858**. We're here to help, and can work with you to explore:

- Flexible payment arrangements
- Payment extensions
- Access to hardship support programs

You can also find more information under **Financial Hardship** on our website.

What Eglinton Village Energy does

Eve arranges for your electricity meter to be read at regular intervals, in line with regulatory requirements. This ensures your bills are based on actual usage, not estimates, wherever possible.

We provide a range of convenient payment options, which are listed on your bill.

If you need help choosing a method that works for you, our Customer Service Team is here to assist.

Financial Hardship

We understand that life doesn't always go to plan. If you're experiencing financial difficulty, we're here to support you.

At Eve, we are committed to helping customers who are unable to pay their bills due to temporary or ongoing financial hardship. We offer a range of support options, in accordance with our Financial Hardship Policy.

How we can help

If you're experiencing hardship, we may be able to provide:

- Payment extensions or tailored payment plans that reflect your circumstances.
- Information about concessions, rebates or grants.
- Referral to a financial counsellor or external support service.
- Options to waive late payment fees, depending on your situation.
- Protection from disconnection while you're actively participating in a hardship arrangement.
- Information regarding the WA Government's Hardship Utility Grant Scheme (HUGS).

We will work with you respectfully and confidentially, without judgment, and tailor our approach to your needs.

What you need to do

To ensure we can support you effectively, we ask you to:

- Contact us as early as possible when financial difficulty arises.
- Provide relevant information to help us assess your eligibility for support.
- Keep in touch with us and let us know if your circumstances change.
- Let us know if you are unable to meet a payment plan as we may be able to adjust it.
- If you hold a concession card, please tell us what type as this helps us determine if you're eligible for rebates or other assistance.
- Advise us if you would like to review your hardship arrangement as you are entitled to do so at any time.

You can read our full Financial Hardship Policy on our [website](#) or visit the [Financial Hardship](#) page for more information. This Policy is free of charge and accessible in multiple formats. Please contact us for further assistance with Policy copies.

Staying in contact ensures we can support you and help keep your power connected.

Contact us for assistance

By Phone

Call **08 6186 9858** (Option 3 - Established Premises Enquiries, 8:00am - 6:00pm AEST weekdays)

If you are deaf, or have a hearing impairment, please contact us through the National Relay Service on **133 677**, and then ask for **08 6186 9858**.

If you require a translating service, please contact TIS National on **131 450** and then ask for **08 6186 9858**.

By Email

Email CustomerService@eglintonvillageenergy.com.au



New Connections

If you're building a new home or business premises in Eglinton Village, you'll need to apply for a new power connection.

Eve is responsible for providing both temporary and permanent power supply connections throughout your construction journey.

Applying for a Power Supply

To begin, a Power Supply Application must be submitted. This can be completed by you or your builder or electrical contractor.

You can choose to apply for:

1. Temporary Power Supply - Used during the construction phase to power tools and equipment on-site.
2. Permanent Power Supply - Installed once construction is complete and your property is ready to be connected to the network.

Some builders may request to skip temporary power and proceed directly to a permanent connection. We recommend discussing your specific requirements with your builder before lodging your application.

Note: A power supply Connection Invoice will be issued to the individual or business that submits the application. This includes all costs related to network works, metering, and inspections.

You can find both residential and business application forms on our [website](#) under the 'Your Account' menu option.

Opening an Electricity Account

An electricity account must be opened to take responsibility for electricity usage during the temporary and/or permanent connection phases.

Once your Power Supply Application has been submitted:

1. We'll guide you through the account setup process - this can be done in under 5 minutes over the phone.
2. We'll confirm your billing details, provide your Account Number, and activate your new electricity account.

Note: If your mailing address changes after moving into the property, please notify us so we can keep your account details up to date.



Need help with Connection Invoice costs?

We understand that building a home comes with many expenses. If you're concerned about paying for your connection in full right away, we encourage you to contact our team early to explore other options that may be available.

Contact us for assistance

For help with new connections or opening an account, please contact us:

By Phone

Call **08 6186 9858** (Option 3 - Established Premises Enquiries, 8:00am - 6:00pm AEST weekdays)

If you are deaf, or have a hearing impairment, please contact us through the National Relay Service on **133 677**, and then ask for **08 6186 9858**.

If you require a translating service, please contact TIS National on **131 450** and then ask for **08 6186 9858**.

By Email

Email CustomerService@eglintonvillageenergy.com.au

Moving In & Out

To set up a new account or close an existing one at your home or business, we're here to make the process simple and straightforward.

By Phone

Call **08 6186 9858** (Option 3 - Established Premises Enquiries, 8:00am - 6:00pm AEST weekdays)

By Website

Alternatively, you can visit our website and select **Moving In** or **Moving Out** from the main menu.

What you need to do

- Provide us with 5 business days' notice period before a move in or move out request.
- Provide your new mailing address so we can update your details and stay in touch.
- Just a reminder, it's your responsibility to notify us of your move. Your estate agent, landlord, or settlement agent won't be able to do this on your behalf.

What Eglinton Village Energy does

- Read the meter at the property you are vacating (if required).
- Provide you with a final account (invoice) for the property you are vacating, and
- Establish a new account for your new address (if required).

Disconnection

In some situations, we may need to disconnect the power supply to your property.

This could occur if:

- A disconnection notice has been issued (and you have not contacted us), and the outstanding amount hasn't been paid by the due date.
- Electricity has been accessed illegally, or
- We've been unable to access your electricity meter for more than 12 consecutive months.

We will not disconnect your supply:

- If a person residing at your premises relies on life support equipment (subject to registration with Eglinton Village Energy),
- Before 9 am or after 3 pm Monday to Thursday,
- Before 9 am or after 12 noon on a Friday,
- On a Sunday, public holiday, or
- If you have made a complaint directly related to the reason for the proposed disconnection.
- For non-payment of non-energy charges (e.g. connection fees, equipment damage claims)

The disconnection limitations mentioned earlier do not apply in cases of emergency, if you've requested the disconnection, or if electricity has been accessed illegally.

If we fail to follow the proper procedures outlined in The Code before disconnecting your power, you may be entitled to a service standard payment. This is a daily payment for each day your electricity remains disconnected due to our error with no cap on the total amount.

To claim this payment, you'll need to submit your request within three months of the disconnection date, in line with The Code.

Reconnection

What you need to do

If your electricity has been disconnected and the reason for disconnection has been resolved, for example, full payment has been made, please contact us on **08 6186 9858** to arrange reconnection.

If the disconnection was due to non-payment, your power will only be reconnected once we've received confirmation of your payment. Please allow up to five business days for payment confirmation to be processed.

To help us reconnect your supply as quickly as possible, make sure you provide us with:

- The payment amount, and
- The receipt number or transaction reference.

Depending on the reason for disconnection, a reconnection fee may apply. If so, it will be clearly itemised on your next bill.

What Eglinton Village Energy does

We'll arrange for your electricity to be reconnected:

- Within five business days if we receive your request before 3:00 pm on a business day, or
- Within six business days if your request is received after 3:00 pm, or on a weekend or public holiday.

Eglinton Village Energy will only reconnect your electricity supply if it is safe to do so and a safety certificate has been provided to Eglinton Village Energy.

If your property has a remote main switch, we cannot energise the installation until we have confirmed that the main switch is turned off.

If we are unable to reconnect your supply within the standard timeframes outlined above, you may be eligible for a service standard payment. This payment applies for each day your electricity remains disconnected beyond the allowable service window, up to a maximum of \$300.

To be eligible, your request must be submitted within three months of your initial reconnection contact.





Life Support

We understand that staying connected is crucial for our Life Support customers.

If someone at your home/premise (or someone you care for) uses Life Support equipment, please let us know as soon as possible to ensure you are registered.

What you need to do

To be considered for life support registration, both you and your medical professional will need to complete and submit an application form.

You can notify us of your life support requirements through our website by submitting the **Notification Form** or give us a call on **08 6186 9858**. Note: If you have not heard from Eve by telephone within 24 hours of submitting a Notification Form on the website, please call us on **08 6186 9858**.

Once we have been notified, we will discuss the registration pack with you.

As part of this conversation, we will review your eligibility for life support protections.

The responsibility remains with you to ensure that your property is correctly registered for life-support supply needs. Failure to comply may result in de-registration and the loss of life-support protections.

To keep your registration current, you must:

- Confirm Annually - Each year, Eve will contact you around the anniversary of your registration. You must confirm that a person at the property still requires life-support equipment.
- Provide Medical Certification Every Third Year - On every third anniversary of your registration, you must also provide a medical certificate from your medical practitioner confirming the ongoing need.

If your circumstances change and you no longer require special supply support, please let us know as soon as possible so we can update our records.

What Eglinton Village Energy does

Once registered, your nominated home or business will be listed as a life support equipment address.

This means your property will not be disconnected, and we will prioritise your needs when planning power interruptions and during restoration efforts following any outage.

Note: Retailers and Distributors must not deregister a customer without first making multiple contact attempts (in writing and by phone) first.

Please visit our [website](#) for more information.

Concessions & Rebates

Eglinton Village Energy customers may, if they are eligible, be entitled to a range of concessions, rebates and subsidies.

These are Government-funded discounts that are intended to help reduce the cost of your electricity bills.

What you need to do

Unlike other Retailers in Western Australia, Eglinton Village Energy customers apply for their concession, rebates and subsidies directly through the Government and, if successful, receive the full concession payment in one lump sum to their bank account.

For the details to apply for these concession, rebates and subsidies, please visit the [Concessions & Rebates page](#) on our website.

Power Interruptions

To report a loss of power, to get information on when supply will be restored or report faults, contact our 24/7 Faults & Outages Hotline [1800 920 062](tel:1800920062) (or call [08 6186 9858](tel:0861869858) and select Option 1).

Contacting our 24/7 Faults & Outages Hotline first can help resolve issues quickly and may save you the cost of hiring a private electrical contractor unnecessarily.

Emergencies

If you are in a life-threatening emergency, please call Emergency Services on 000.

After you have contacted Emergency Services, please contact our 24/7 Faults & Outages Hotline on [1800 920 062](tel:1800920062) to report the emergency.

We will **always** prioritize power restoration for Life Support customers, and Critical Load businesses (emergency services, hospitals and similar). We recommend that these customers and businesses have a comprehensive plan in place for outages.

Unplanned Outages

Unplanned power outages occur when there is extreme weather, fallen trees, vandalism, damage to infrastructure or similar unforeseen reasons. In these situations, we are unable to let you know your power will be off ahead of the outage.

If we cannot restore the power remotely, or if it is not safe to do so, our crew will need to inspect the situation, ensure everything is safe, and then repair the issue. This can take time, especially if there is extreme weather.

You can contact our 24/7 Faults & Outages Hotline on [1800 920 062](tel:1800920062) to check for updates on your outage, or visit the [Alert Page](#) on our website.

Note: We rely on the South West Interconnected System (SWIS), and if there is an outage with the SWIS then we also have an outage.

Planned Outages

Occasionally we need to conduct a planned power outage to carry out repairs, maintenance or network upgrades. This means we need to turn the power off to your home or business.

Unless it's an emergency, we will provide at least three business days' notice before any planned interruption. This notice may be delivered via SMS, phone call, email, or letter, and will include an estimated timeframe for restoration.

We will provide three business days' notice to Life Support customers as per the Standard Form Contract, unless it is an emergency.

If we do not provide the required notice for a planned outage, you may be entitled to compensation, provided your request is submitted within two months of the outage date.

We post information on the [Alert Page](#) of our website with updates on restoration times, where available.

Brief Outages

If your lights suddenly dim, please switch off all motor-driven appliances (i.e. refrigerators, air conditioners, or washing machines) to prevent potential damage. Report the fault to our 24/7 Faults & Outages Hotline on [1800 920 062](#).

What Eglinton Village Energy does

We work to ensure that any interruption lasts no longer than reasonably necessary, in line with applicable service standards.

The electricity network includes several automated safety devices strategically placed to help minimise the impact and duration of outages. These devices are designed to detect faults and often restore power automatically, reducing the need for lengthy interruptions.

In some cases, such as during extreme weather, strong winds, or animal contact, these devices may momentarily switch off the electricity supply for up to 60 seconds to protect the network and ensure your safety. If conditions allow, the system will automatically restore power without further disruption.

This process often restores supply to most customers, with only the affected section remaining offline. A service crew will still be dispatched promptly to investigate and repair the root cause, even if the overall interruption appears minor.

We are committed to restoring your electricity supply as quickly and safely as possible, in line with relevant regulations and response priorities.

Staying Safe Around Electricity

As a customer, you play a key role in helping ensure the safe and reliable supply of electricity. We may occasionally make reasonable requests related to your supply, and your cooperation is essential.

To protect your safety, the safety of others, and the integrity of the electricity network, it's essential that you follow these safety guidelines:

- Never touch electrical wiring or switches that appear burnt, damaged, or deteriorated. If in doubt, contact a licensed electrical contractor.
- Stay clear of fallen powerlines, always assume they are live and dangerous.
- Do not use electricity in any way that could cause damage, interference to the network, or risk to others.
- Do not tamper with meters or other equipment and never allow others to do so.
- Do not use electricity supplied to another address on your property.
- Only allow qualified electricians working for a licensed electrical contractor to work on any electrical wiring or associated equipment.
- Do not supply electricity to another person or premises unless you are authorised to do so.
- Make sure vegetation (trees) on your property are not near network equipment (i.e. pillars), or streetlights. There needs to be a 300mm gap maintained from the edge of any of our equipment to vegetation.

These obligations exist to ensure everyone's safety and to allow us to operate the network efficiently and responsibly.

If electricity is used or accessed in an unauthorised or unsafe way, your supply may be disconnected, and further action may be taken.

If you're unsure about any of these requirements or need support, please contact us, we're here to help.

Residual current device

A safety switch, formally known as a Residual Current Device (RCD) is designed to protect you and your family from electric shock. It works by instantly cutting off power when it detects a fault, helping to prevent serious injury or death.

Under Western Australian regulations, all residential properties sold or leased after August 2009 must have at least two RCDs installed, covering all power point and lighting circuits. To check your compliance or arrange installation, please contact a licensed electrical contractor.

Your role in ensuring a safe and reliable supply of electricity

You are required to ensure any electrical installation in your premise meets all relevant regulations and codes, and that all wiring and equipment on your property is maintained in a safe condition.

You are required to inform us if you plan to make changes to your wiring or equipment that could affect the quality or safety of your electricity supply for yourself or others.

You need to advise us of any changes, which may include (but not limited to):

- The main purpose for which electricity is used at your property
- A significant increase or decrease in usage
- Any changes that may affect access to metering equipment
- Protecting any Eglinton Village Energy equipment on your property, such as your electricity meter.
- Letting us know if you have any special supply needs (e.g. life support systems) and informing us when those needs change or no longer apply.
- Keeping vegetation, structures, and vehicles clear of all electrical lines on your property.

These responsibilities help us maintain a safe network and ensure we can continue delivering reliable service to you and your community.



Access to Eglinton Village Energy Equipment

Eglinton Village Energy requires safe, convenient, and unrestricted access to your property and electrical installations in order to:

- Read or inspect your electricity meter
- Connect or disconnect the electricity supply
- Inspect and/or test your electrical installation
- Carry out necessary repairs or maintenance.

Your cooperation helps ensure we can maintain a safe and reliable electricity supply for your home, business, and the wider community.

All Eglinton Village Energy staff and authorised representatives carry official identification and will present it upon request.

If you have specific safety, security, or access requirements, please let us know in advance. We will make every effort to respect and accommodate your arrangements. If there is anything on your property that may pose a safety risk such as a guard dog or hazardous condition it is your responsibility to inform us and assist in providing access (if required).

Your meter remains the property of EVE as the licensed distributor. We maintain meters in accordance with the Electricity Industry (Metering) Code 2012. Customers must provide safe, unobstructed access for meter reading, maintenance, and testing.

Damage to Customer Equipment

Eglinton Village Energy delivers services in accordance with industry standards, electricity regulations, and applicable legislation. If we are found to be the cause of a loss or issue, you may be entitled to compensation.

Eve is not liable for damage to customer equipment or any consequential loss if:

- There was no negligence on our part,
- The damage was caused by circumstances beyond our control (such as storms, vandalism, animal interference, vehicle accidents, or industrial disputes),
- The equipment was already faulty, not fit for purpose, unsafe, or
- Damage resulted from misuse, wear and tear, or improper installation.

If you believe you're eligible for compensation, please contact us to discuss your situation and next steps.

Note: Eglinton Village Energy may require equipment to be investigated by a licensed professional or manufacturer to provide a report on the cause of the damage, or other forms of data to verify any claims.

Streetlights

We ask you for your help by reporting any faulty streetlights you may see.

To report the faulty streetlight you can contact our 24/7 Faults & Outages Hotline on [1800 920 062](tel:1800920062) or head to our website and [Report a Non-Urgent Issue](#) online.

If feasible, please provide the pole number and address of the faulty streetlight, or the nearest intersecting road to help us locate it quickly.

Eglinton Village Energy understands the importance of stable street lighting and the need to address faults promptly.

Some streetlights are installed and/or maintained by electrical contractors on behalf of local councils, while lighting on the larger roads is managed by Main Roads WA. Eve is responsible only for assets within its licensed area.

If Eglinton Village Energy is responsible for the repair, we aim to investigate the issue within five business days of being notified and plan for repair or replacement.

Network Extensions Or Modifications

If you request a modification or extension of the electricity network to support a new or upgraded connection, you will be responsible for covering all associated costs (governed by the Customer Connection & Contribution Guidelines (CCCG)).

You must complete a Power Supply application on our [website](#), or send your initial enquiry by email to customerservice@eglintonvillageenergy.com.au

We strongly recommend engaging a licensed electrical contractor to assist with completing the application. This helps ensure accurate information is provided upfront, reducing delays and allowing our team to prepare a more precise cost estimate.

Please refer to the [Residential or Business Customer Connection & Contribution Guidelines \(CCCG\)](#) on our website.

Frequently Asked Questions

Who do I call if there is an electrical emergency?

For electricity-related emergencies, please contact our 24/7 Faults and Outages line directly on [1800 920 062](tel:1800920062).

If you see damaged streetlights or have any safety concerns related to your

electricity supply, contact us immediately.

Always assume powerlines are live and keep yourself and others at a safe distance until the area is secured.

How often will you send me a bill?

All our customers are sent their invoice once every month. Some exceptions may apply, such as your first invoice or where there is a delay in receiving data from the meter data provider.

Will you need to access my property?

From time to time, Eglinton Village Energy may need access to your property to carry out essential work. When this occurs, we are committed to being respectful of your space and will complete the required tasks as efficiently and unobtrusively as possible.

To support this, we ask for your cooperation in providing safe, convenient, and unobstructed access to your electrical installation.

If there is anything on your property such as a dog or other potential hazard that may pose a risk to our staff or representatives, you are required to notify us in advance and make appropriate arrangements to ensure safe access.

How is my electricity bill calculated?

Your electricity bill is based on actual readings taken from the electricity meter at your property, which records the amount of electricity you've used.

For most customers, meter readings are taken every month. Some business customers may have their meters read on alternative schedules.

If we're unable to read your meter, we'll use an estimated reading to calculate your bill. In this case, your bill will clearly state that an estimate was used. Once an actual reading is available, any difference will be adjusted on your next bill. For more information about meter types and availability, contact us on **08 6186 9858**.

If we identify a billing error, we will correct it in line with the Code of Conduct for the Supply of Electricity to Small Use Customers. Where you have been overcharged, we will provide a credit or refund within 10 business days (unless you prefer it applied to your next bill).

If you have been undercharged, we will explain the reason and work with you on a fair payment arrangement. We will not charge you for electricity consumed more than 12 months ago if it has not previously been billed, unless the error was caused by your actions, such as preventing access to your meter. Any

adjustment will be clearly shown on your bill together with an explanation of how it was calculated.

Does Eglinton Village Energy protect my privacy?

At Eglinton Village Energy, we respect your privacy and are committed to keeping your personal information confidential. We are compliant with Privacy Act 1988 (Cth) and the inclusive Australian Privacy Principles (APPs).

We will only share your information with third parties when:

- You have provided your consent, or
- It is required by law, such as for a legal investigation or legal proceedings.

Your trust is important to us, and we take our responsibility to protect your data seriously.

Our Privacy Policy can be viewed on our [website](#) under Small Print.

Eglinton Village Energy is committed to conducting all marketing activities in a fair, transparent, and respectful way. This means we will never mislead you about our services, prices, or your rights, and we will always identify ourselves clearly when contacting you. If marketing is carried out in person, over the phone, or online, our staff or representatives will provide their name, the organisation they represent, and the purpose of the contact.

You have the right to say no to any marketing at any time, and we will respect your decision and record your preference so that you are not contacted again. Our approach ensures that you receive accurate information and can make informed choices about your electricity supply.

What if I have a complaint?

At Eglinton Village Energy, we have a comprehensive complaints handling process designed to ensure all enquiries and concerns are managed professionally, courteously, and efficiently. This can be found on our website under Small Print. Complaints are acknowledged within 10 business days, and resolutions are expected within 20 business days thereafter, unless otherwise agreed.

Our Customer Service team is available to assist you with any general questions or issues. You can reach us on [08 6186 9858](tel:0861869858).

If you're not satisfied with the resolution provided, you may request an escalation, and a member of our Escalations Team will follow up with you directly.

If you feel that your complaint has not been resolved to your satisfaction, you may choose to contact the Energy and Water Ombudsman for further assistance:

- Phone on 08 9220 7588 or 1800 754 004.
- Email at energyandwater@ombudsman.wa.gov.au

- Website at www.ombudsman.wa.gov.au/energy

What is a Community Sharing Network?

Lot owners can agree to provide access to their roof space for Eve to install Eve solar panels. These lot owners will be deemed to have 'Opted-In'.

The Eve solar panels are owned and maintained by Eglinton Village Energy (a Zenith Energy subsidiary). The solar energy will flow into a community distribution network and battery storage, which then provides electricity to Eglinton Village homes. There is a connection to the SWIS to supplement Village sourced power.

As an owner of any residential property in Eglinton Village, you may choose to "opt in" to host Eve solar panels on your roof. In return for you agreeing to host Eve solar panels, you get access to discounted electricity supply from Eve (terms and conditions apply), compared to electricity supplied by Synergy at its regulated/gazetted A1 tariff (as adjusted from time to time).

The discount is presently 20% off the consumption component of the Eve A1 rate (which is equal to the Synergy rate).

Residents will enjoy the benefits, while making a sustainable choice, without the installation and maintenance costs normally incurred when installing solar on their homes.

At Eglinton Village, if you opt out, you will be supplied electricity by Eve at its standard residential tariff which is matched to the Synergy A1 tariff.

You can opt out at any time. Please note that the cost of removing the panels will be at your expense and Eglinton Village Energy will require your agreement to a quoted price prior to us actioning any removal request.

If you opt out, you also lose the Eve discount.

Where will the Eve Solar Panels be installed?

These Eve panels will not be located in a street facing position to maintain the aesthetic of your home. Eglinton Village Energy will work with your builder to understand the layout of your roof and minimize any impact to other fixtures as may exist. Eve will ask that you do not intentionally shade the Eve panels.

What happens if I sell my house?

If you have already opted in, the new owner either has the option to continue enjoying the benefits of participation as you have or may elect to opt out in which case costs of removal of Eve solar panels and inverter will apply upon application to Eglinton Village Energy.

If you have not opted in and the new owner wishes to do so they may join the community energy sharing network at that time.

How does Customer Choice work?

Customer choice is a core value for Eve.

In light of this, we provide access to microgrid energy for on-supply by any licensed third-party retailer you might prefer to buy electricity from, provided that those retailers agree to our terms of access.

If you wish to transfer to another retailer, we'll process the transfer in line with the Customer Transfer Code. This usually occurs at your next scheduled meter read or within 65 business days. There are no transfer fees for small use customers.

What do I do if I have a faulty appliance?

In some cases, a faulty appliance or connection can cause a loss of power to your property.

Common warning signs include:

- A fuse that repeatedly fails
- A circuit breaker or safety switch that keeps tripping off the power

If you experience an electric shock or tingling sensation from metal fixtures such as taps, this may indicate a serious fault with your electrical connection.

Contact us immediately on our 24/7 Faults and Outages line directly at **1800 920 062**.

Where can I get more information about my electricity supply?

Important information about your electricity supply is outlined in the Code of Conduct for the Supply of Electricity to Small Use Customers.

This Code is available on the Economic Regulation Authority website and sets the standards for how electricity providers must market, sell, and deliver electricity. It defines what constitutes appropriate and fair conduct when interacting with customers.

The Standard Form Contract applies to tariff customers and outlines the terms and conditions for the supply of electricity. As part of ongoing electricity industry reforms, a Standard Form Contract has been developed by Eglinton Village Energy in collaboration with the State Government. You can view and download a copy of this contract and terms and conditions on our website under Small Print.

Note: The Customer Charter is only a summary and customers are bound by the Standard Form Contract as seen on our [website](#).

What happens if I have a poor-quality power supply?

You have a right to access electricity supply, but it's important to understand that no electricity network is 100% interruption-free. Some outages are unavoidable due to factors beyond our control.

The Electricity Industry (Network Quality and Reliability of Supply) Code 2005 acknowledges that regional and remote areas may experience lower levels of reliability due to the vast distances covered by the network in parts of Western Australia.

We encourage all customers to consider how critical a continuous electricity supply is to their needs. If a reliable, uninterrupted power source is essential, you should consider installing an uninterruptible power supply (UPS) or backup generator to ensure ongoing supply during outages.

Many common causes of power interruptions are outside our direct control. These include:

- Severe weather events (storms, lightning, high winds, heatwaves)
- Wildlife interference and falling trees
- Vandalism and damage from vehicle collisions
- Extended periods of unusually high demand

You also have a role to play in maintaining safe and reliable electricity supply.

If you experience frequent or extended supply interruptions, or poor-quality supply (such as sustained low voltage), you may be entitled to compensation under the Network Quality and Reliability of Supply Code 2005. Contact us for details or to make a claim.

Thank you

Thank you for taking the time to read Eglinton Village Energy's Customer Charter. We hope it has provided you with a clear understanding of your rights, responsibilities, and what you can expect as a valued Eglinton Village Energy customer.

In line with the spirit of this Charter, please be assured of our ongoing commitment to delivering the highest standard of service today and every day.

If you have any questions regarding connecting to Eglinton Village Energy's network, you can reach us on **08 6186 9858**.

If you don't speak English, we will arrange an interpreter service. Please call 13 14 50 (TIS - Translating Service).

If you have hearing or speech difficulties, please call 133 677 (National Relay Service).

Email customerservice@eglintonvillageenergy.com.au

Visit our website at www.eglintonvillageenergy.com.au

For emergencies and supply faults/interruptions please call our 24/7 Faults and Outages line directly at **1800 920 062**.

