We are a Tasmanian owned company who delivers power network services, creating value for our customers, our owners and our community.

We are responsible for the safe delivery of reliable electricity to our customers. TasNetworks distributes electricity to over 250,000 homes and businesses across Tasmania. We have a strong commitment to safety. To ensure we are all safe around electricity we provide education, advice and information about electrical safety in schools, to the community, contractors and our employees.
Our customer experience

We care for our customers and make their experience easier

Our customer service commitments

- We will listen and understand your needs
- We will keep you informed and do what we say
- We will communicate clearly, consistently and simply

Who we are

TasNetworks delivers power from generation sources to homes and businesses through our transmission and distribution networks.
Preparing for a new power connection
If you need a new connection, or your current connection requires alterations that involve changes or extensions to the electricity network, you will need to submit an application to TasNetworks. Before we can connect power to your premises we must make sure that electricity infrastructure exists at your property boundary and that the existing equipment is able to supply sufficient power to meet your needs. We recommend that you get in touch with us when you start the planning process to avoid delays. It is important to keep in mind that some types of connections can take a considerable amount of time if new infrastructure needs to be built.

Street Lighting
We operate and maintain sections of the street lighting system in Tasmania on behalf of some councils and other government road authorities. Once you have advised us of a defective street light in your street, and we are responsible for repair, we will replace it within 7 business days.

Meters
We own the majority of meters in Tasmania and are responsible for reading them quarterly on behalf of your retailer.

Further information on our services can be found at [tasnetworks.com.au](http://tasnetworks.com.au)
Your obligations

Access to your property
- To provide safe & clear access to our electrical infrastructure including meter box, at all times. We may need to access your property to read and maintain meters, perform inspections or repairs, clear vegetation, or carry out work requested by you.

Trees and vegetation
- To maintain a safe distance between vegetation on your property and the powerline servicing your house.
- To inspect, cut or remove vegetation that is too close to equipment on your property.

Private powerlines, power poles and other equipment on your property
- To maintain in a safe and working order.
- Fix any defects.
- Keep trees and branches clear.
- Rectify any safety defects or as notified by Worksafe Tasmania.

Your obligations are detailed in your Deemed Supply Contract with us available at www.tasnetworks.com.au/deemed_supply_contract. The Deemed Supply Contract details the contractual agreement between us and you in relation to the supply arrangements.
Our service guarantees

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply reliability and restoration</td>
<td>If interruptions to your supply exceed the limits set for duration or frequency. $80 up to a max of $160</td>
</tr>
<tr>
<td>Planned interruptions</td>
<td>If we fail to notify you of a planned interruption. $50</td>
</tr>
<tr>
<td>Connection of supply</td>
<td>If we don’t make the connection to your home or business on the agreed day. $30 every business day we are late up to $150</td>
</tr>
<tr>
<td>Making a claim under the charter</td>
<td>If we don’t respond to your claim within 10 business days, we will pay you $50 in addition to other payments that may be due to you. $50</td>
</tr>
</tbody>
</table>

**Note:** Our service guarantees apply to customers who purchase electricity supplied through the distribution system.
How to contact us

Report a fault or electrical emergency (24 hours, 7 days a week)
13 2004

General enquiries (9am-5pm Mon-Fri)
1300 137 008

Corporate switchboard
1300 127 777

Feedback and complaints
1800 060 399

Write to us
TasNetworks Pty Ltd PO Box 606
Moonah Tasmania 7009

Website enquiries
tasnetworks.com.au

Email enquiries
customerenquiries@tasnetworks.com.au

Follow us on Twitter @tasnetworks
Follow us on Facebook
Follow us on Linked In

Hearing & interpreter services
If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit relayservice.gov.au or call 1800 555 690.

If you require the assistance of an interpreter, please contact TIS National on 13 1450 and ask to be connected to any TasNetworks contact number.

Keeping your contact details up to date
To provide you with the best possible customer service we need to ensure we have up-to-date contact details. Contact your electricity retailer if your details change, including information regarding life support requirements.

Making a complaint
We are committed to providing you with the best service we can. If you have a query or complaint we encourage you to contact us so that we can investigate. If we cannot provide you with a response immediately, we will acknowledge your enquiry within 3 business days and either return your call or send a written reply within 10 business days. If the matter is not resolved with us, you have the right to refer any complaint to the Tasmanian Energy Ombudsman on 1800 001 170. The Ombudsman provides a free, independent complaints resolution service.

For more information regarding our Customer Charter and guarantees, please visit our website at tasnetworks.com.au or call us on 1300 137 008.