

## Guaranteed Service Levels

CitiPower and Powercor has a commitment to provide a reliable and high-quality service to customers. Our Guaranteed Service Levels demonstrate this commitment. If we do not meet a Guaranteed Service Level we may compensate customers.

Guaranteed Service Levels are regulated by [Victoria's Essential Services Commission](#).

<b>Supply Reliability</b>	<p>We (unless excused by the Essential Services Commission) will make a GSL payment where the customer experiences:</p> <ul style="list-style-type: none"><li>• more than 20 hours of unplanned sustained interruptions in a year (\$100) or more than 30 hours of unplanned sustained interruptions in a year (\$150) or more than 60 hours of unplanned sustained interruptions in a year (\$300);</li><li>• more than 10 unplanned sustained interruptions in a year (\$100) or more than 15 unplanned sustained interruptions in a year (\$150) or more than 30 unplanned sustained interruptions in a year (\$300);</li><li>• more than 24 momentary interruptions in a year (\$25) or more than 36 momentary interruptions in a year (\$35) .</li></ul>
<b>Connections</b>	<p>For each day that we are late in connecting the customer's electricity supply by the agreed date, we will make a GSL payment of \$100 a day, to a maximum of \$500.</p>
<b>Appointments</b>	<p>We will make a GSL payment of \$40 if we arrive more than 15 minutes after agreed time.</p>
<b>Street Light Repairs</b>	<p>We will make a GSL payment of \$40 to the first customer who reports a faulty streetlight immediately neighbouring their home or business, if we have not repaired the fault within two working days.</p>

If you have an enquiry about these Guaranteed Service Levels or believe you are eligible for compensation, you can contact us on **1300 301 101 (CitiPower)** or **13 22 06 (Powercor)**.

