

Customer Service Standards Claim Form



Customer Service Standards for Network Reliability and Performance

This claim form is to be used to make claims under the Customer Service Standards (the 'Standards') for Network Reliability. For more information about the Standards, please refer to the Brochure on Ausgrid's website.

Customer Details: (form to be completed by electricity account holder)

Mr/Mrs/Ms _____ First Name: _____ Surname: _____

Business Name (if applicable): _____

Address: _____

Suburb: _____ Postcode: _____

Contact Telephone. (AH) _____ (BH) _____ (Mobile) _____

Postal Address (if different from above): _____

Suburb: _____ Postcode: _____

National Meter Identifier (NMI): _____ (refer to your last electricity bill to obtain your NMI)

Customer Service Standard Categories: (Please tick box to indicate which Standard you are claiming under. Only one Standard to be claimed under per form)

<input type="checkbox"/> Duration of Interruption For interruptions that last too long Metropolitan locations: 12 hours or longer Non-metropolitan locations: 18 hours or longer	<input type="checkbox"/> Interruption Frequency For too many interruptions within one financial year period Metropolitan locations: 4 interruptions each lasting 4 hours or longer Non-Metropolitan locations: 4 interruptions each lasting 5 hours or longer
Date: _____ (Claim must be submitted within 3 months of the event. If exact date is unknown please provide an approximation)	Financial Year : _____ (Claims under the Interruption Frequency Standard must be lodged within three months of the end of the financial year in which the claimed interruptions occurred i.e. by 30 September each year)

Signed: _____ Date: _____

Please note that a payment under the Customer Service Standards does not change the rights you may have against any person under law and does not represent an admission of legal liability by Ausgrid.

Send your completed claim to:

Mail: Customer Service Standards
Ausgrid
PO Box 365
CHARLESTOWN NSW 2290

Fax: (02) 4910 1749 or 1800 620 064 or Email: NCI_Group@ausgrid.com.au

For more information please telephone: 1800 069 952