



ACT Consumer Protection Code & GSLs

V1 | September 2025
Compliance and Regulation

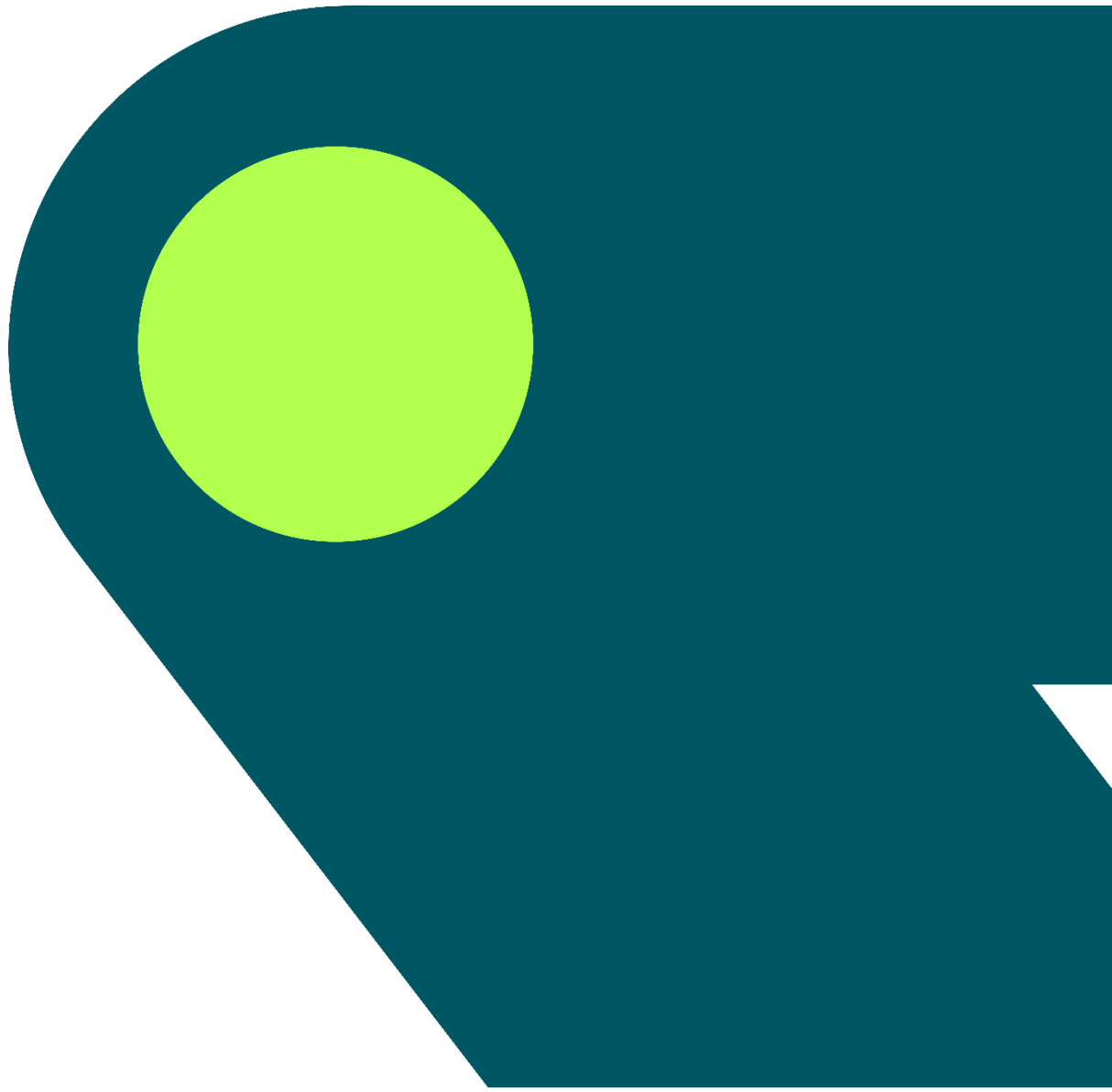


Table of Contents

1. Introduction.....	3
2. Your right to information.....	3
3. Guaranteed Service levels.....	4
4. Complaints.....	5
5. Our Rights.....	5
6. More Information.....	5

1. Introduction

The purpose of this document is to show and meet the requirements that fall on SmartestEnergy Australia (SEA) whilst retailing to electricity customers in the Australian Capital Territory (ACT).

The *ACT Consumer Protection Code 2020* (Code) commenced on 1 July 2020 and applies to all electricity customers in the ACT.

2. Your right to information

Information about the charges applicable to the services that we are providing you with can be found in your agreement with us. You can ask us to make a copy of the charges available to you, free of any charge.

You have a right to request that we provide you with information about:

- The services that we provide to your premises;
- To the extent the information is readily available:
 - The charges for the services that we provide to your premises;
 - The meter readings for the services that we provide to your premises; and
 - Your account with us; and
- Information held by us that relates to your account (including any historical billing Information).

If you need an interpreter, please contact us through the Translating and Interpreting Service (TIS National) on:

- **Phone:** 131 450
- **Online:** www.tisnational.gov.au

If you have a hearing or speech impediment, please contact us through the National Relay Service on:

- **Phone:** 1300 555 727
- **Online:** www.health.gov.au/contacts/national-relay-service

To access this information in large print or a language other than English, please contact us using any of the following methods:

- **Email:** help-aus@smartestenergy.com.au
- **Phone:** 1300 176 031

3. Guaranteed Service levels

From 1 July 2020, the following retailer Guaranteed Service Levels (GSLs) and associated rebates are applicable.

Guaranteed Service Levels	Parameter	GSL Threshold	Rebate
GSL-E1	Customer connection times	Connection not provided by required date	\$60 per day (max \$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; and2. Provide a response addressing the complaint matters within 20 business days	\$20
GSL -E4	Notice of planned interruption	4 business days' notice not given, unless the NERL retailer has obtained consent from the customer for a shorter period	\$50

Times required for connection – GSL-E1	
If the request is made by the customer before 2:00pm on a business day	On the same day
If the request is made by the customer after 2:00pm on a business day	By the end of the next business day
If the request is made on a non-business day	By the end of the next business day

You are entitled to receive a rebate under the Code if we fail to meet any applicable GSL outlined above. If we fail to meet any applicable GSL, we will credit the applicable rebate in your next invoice and will include a supporting statement informing you of the relevant GSL that the rebate relates to.

If you believe that we have failed to meet a GSL and are entitled to receive a rebate, you may contact us by any of the following methods:

- **Email:** help-aus@smartestenergy.com.au
- **Phone:** 1300 176 031

4. Complaints

If you encounter any issues or would like to provide feedback, our team is here to work with you to resolve matters fairly and transparently. If you have a complaint, please contact us by any of the following options:

- **Email:** help-aus@smartestenergy.com.au
- **Phone:** 1300 176 031

If you are not satisfied with how we have addressed a complaint that you have raised with us, you can contact the ACT Civil and Administrative Tribunal who is the energy ombudsman in the ACT.

The ACT Civil and Administrative Tribunal's can be contacted by the following methods:

- **Email:** tribunal@act.gov.au
- **Phone:** (02) 6207 1740
- **Online:** www.acat.act.gov.au/general/contact-us
- **Post:** GPO Box 370, Canberra, ACT, 2601

5. Our Rights

We have the right to be paid for the services that we provide to you as our customer. The details on the payment terms and conditions can be found in your agreement with us.

We have the right to disconnect or restrict your electricity supply if you do not pay your bills, but we will only do so in accordance with the applicable regulatory requirements and the terms of your agreement with us.

We need to have safe and unhindered access to the meter on your premises.

6. More Information

For more information, please refer to the [ACT Consumer Protection Code 2020](#).