

## **Summary of rights & entitlements for residential & small business customers located in the ACT**

These rights, obligations and entitlements apply alongside the [terms & conditions](#) you agreed to when you signed up to become an Amber customer.

### **Amber's prices**

We pass on true wholesale prices to our customers, which vary with the price of wholesale energy.

To give you peace of mind we guarantee that over the course of a financial year you'll never pay more than our [Annual Bill Guarantee](#) rates on average, or we will credit you the difference.

The prices in our [Energy Fact Sheets](#) reflect the maximum average price we would ever pass through over 12 months. See our [pricing page](#) for prices our customers are paying in your area based on historical data.

### **Do you offer GreenPower?**

Yes. See [here](#) for details.

### **Do I need to give you access to my premises?**

Yes. We need safe, convenient and easy access to the meter on your premises so that it can be read, as well as for maintenance, connection and disconnection purposes. If you don't provide this access and we bill you based on an estimate of your usage, we may charge you an additional fee if you ask for a bill based on your actual usage.

### **Will you disconnect me?**

We'll only arrange for you to be disconnected in accordance with our [terms & conditions](#), and after we have followed every step and procedure as set out in the regulatory requirements.

## Guaranteed Service Levels

You may be entitled to receive a payment from us if we fail to meet the following requirements.

	Parameter	GSL Threshold	Rebate
<b>GSL-E1</b>	Customer connection times	Same day (contact us before 2pm), next business day (contact us after 2pm or weekend/public holiday)	\$60 per day (maximum \$300)
<b>GSL- E2</b>	Wrongful disconnection	You are wrongfully disconnected	\$100
<b>GSL- E3</b>	Responding to complaints	You make a complaint and we fail to: 1. acknowledge the complaint as soon as practicable; and 2. Respond addressing the matters in the complaint within 20 business days	\$20
<b>GSL- E4</b>	Notice of planned interruption	4 business days notice not given, unless you have agreed to a shorter period.	\$50

### How will I know if I'm entitled to a payment?

We regularly check our processes to make sure we meet these service level standards. If identified, we will apply any rebates to your account as soon as practicable. You can also [contact us](#) if you think you're entitled to a payment and we will review your claim.

### Translation Services

For TTY assistance, please call one of these numbers, monitored 24 hours per day:  
TTY/voicecalls: 133 677 Translating and Interpreting Service (TIS): 13 14 50 Speak&Listen:  
1300 555 727 SMSrelay: 0423 677 767