

Requirements of Tranche 1 due 31 March 23

Customer charters and compensation schemes (Q5)

Customer charter – means a document that describes an EDB's relationship with its consumers, including, for example, what consumers can expect from the EDB in its supply of electricity distribution services

1. Information in accordance with clause 2.5.3. Provide explanatory comments in the boxes below.
 - 1.1 EDBs are required to publicly disclose this information from 31 March 2023, must provide an initial copy of this information directly to the Commission on 31 March 2023, and thereafter submit this disclosure to the Commission whenever an update occurs.
 - 1.2 For existing charters only.
 - 1.3 There is no requirement for director certification for this disclosure
2. Where this information is already included in other disclosed documents, for example the AMP, use a specific reference/link back to published document and include the information as an extract in the boxes below.

Box 1: Provide the EDB's customer charter (including guaranteed service levels), if the EDB has a customer charter.

Although Top Energy does not have a specific customer charter there are service standards included in the published Current Default Distributor Agreement – Retailer document, in Schedule 1.

[Current Default Distributor Agreement - Retailer.pdf](#)

SCHEDULE 1 – SERVICE STANDARDS

- S1.1 This Schedule 1 sets out the Service Standards that the Distributor must meet when providing Distribution Services, including the Service Measure relevant to each Service Standard, the Service Levels that apply to each Service Measure, and any conditions that apply to any Service Measure.
- S1.2 The parties acknowledge and agree that:
- (a) the Distributor is not required to make any Service Guarantee Payments in the event that the Distributor fails to meet any Service Standards;
 - (b) there will be no consequences for breaching any Service Standard or Service Level, nor any associated procedural requirements.
- S1.3 If the Trader becomes aware of or suspects a breach of the Service Standards by the Distributor, the Trader must give the Distributor notice of the reasons why it suspects that there has been a breach.
- S1.4 If the Distributor breaches a Service Level, it must notify the Trader as soon as reasonably practicable and no later than 10 Working Days after becoming aware of the breach. The notification must include:
- (a) the ICP identifier(s) or the Network locality affected by the breach; and
 - (b) the reason for the breach.
- S1.5 The Distributor may set Service Standards in relation to the provision of Distribution Services under this Agreement. The Service Standards applying at the date of this agreement are set out in this Schedule. No more than once in any 12-month period ending on 31 March, and subject to providing 60 Working Days' notice, the Distributor may withdraw, amend, or add Service Standards. Within this notice period, without limiting the Distributor's discretion to determine the Service Standards, the Distributor must consider in good faith any feedback provided by the Trader.
- S1.6 The Services Standards are set out in the following table:

Box 2: Provide an explanation of any consumer compensation arrangements the EDB has in place

NA

Box 3: If the EDB has a customer charter or consumer compensation arrangement, a description of any change the EDB makes to its customer charter or consumer compensation arrangement, as soon as reasonably practicable after making the change.

NA