

## Community Prepayment Customer (CPC) – Written Disclosure Statement

Pursuant to the *Pre-payment Meter System Code (PMSC/03)*, small customers must be provided with a Written Disclosure Statement (WDS) outlining important information relevant to the Remote Area Energy Supply (RAES) Community Prepayment Customer Terms and Conditions of Supply (CPC Contract).

### A) Contract Start Date (Sections 4 and 5)

Your CPC Contract will start from the day that you begin using electricity at your supply address, on or after 1 July 2022.

### B) Electricity Retail Fees and Charges and C) Other Services Charge (Sections 11 and 12)

The fees and charges relevant to the CPC Contract are set out in the tables below. Any changes to tariffs, fees and charges will be advised to you in writing and will operate from the day stated by us. Full schedules are available on the RAES website [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

Electricity Retail Fees and Charges	Price (incl GST)
<b>Community Pre-Payment</b>	
Supply Charge (per day)	Nil
Consumption (per kWh)	\$0.10
<b>Disconnection</b>	
Zero-Balance Self Disconnect	Nil
Remote Disconnect/Re-Connect	Nil
Manual Disconnect (at property)	\$110

Other Service Provided	Price (incl GST)
<b>Meter Fees</b>	
Special Meter Reading (at property)	\$110
Charge for Meter Test	\$185
Meter Reversion Fee	Nil
<b>Meter Replacement</b>	
Result of Meter Fault	Nil
Result of Customer Interference	Full Cost

### D) State Government Energy Concessions

The South Australian Government Energy Concession will be paid directly into your meter by Concessions SA. If you wish to check your eligibility or apply for other Government Concessions, you can visit the website [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or contact Concessions SA on [1800 307 758](tel:1800307758) or [concessions@sa.gov.au](mailto:concessions@sa.gov.au)

### E) Payment Options

A range of payment options are available for adding funds to your pre-pay account. These include at the Community Store, by phone or online portal (credit or debit card), direct deposit, Centrelink direct payment (CentrePay) or by cheque/money order. Cash payment facilities may also be available in some townships and Communities. Please contact Cowell Electric on [1800 485 788](tel:1800485788) for full details.

**The minimum recharge by a Pre-payment Meter Card at the store is \$10 per pre-payment meter.**

### F) Emergency Credit and Zero-Balance Disconnection

Emergency Credit of \$10 is programmed into your pre-pay meter, which is available if your pre-pay balance reduces to below the Low Credit Threshold of \$5. A message will appear on your meter's display indicating low credit/disconnection and the availability of emergency credit.

**The \$10 Emergency Credit can be accessed by pressing '7' then 'A' on the meter keypad.**

Emergency credit is available only once per low-credit period. The cost of any emergency credit used will be deducted from your next pre-pay account recharge.

**The Pre-payment Meter System Code requires that your pre-pay meter can only disconnect your electricity supply between 10.00am and 3.00pm Monday to Thursday.**

Outside of these times, including on public holidays, your consumption will be recorded as a negative balance on your pre-pay account, the cost of which must be repaid before reconnection can occur.

## OFFICIAL

If you have difficulties paying your bill, or maintaining a sufficient pre-pay account balance to meet your daily consumption charges, you should contact Cowell Electric Supply as soon as possible on [1800 485 788](tel:1800485788) or email [retail@cowellelectric.com.au](mailto:retail@cowellelectric.com.au) to discuss options available to you.

Detailed instructions are available on the RAES website [www.raes.sa.gov.au](http://www.raes.sa.gov.au)

### G) Connection and Installation (Section 7)

If you are an existing RAES customer with an active electricity connection prior to 1 July 2022, your pre-pay metering system will be activated on or after 1 July 2022 at a day and time advised to you. There are no fees charged for switching on the pre-pay system.

If you are not an existing customer, or do not have an active electricity connection at the premises that you wish to connect, a generation levy and/or distribution network connection costs may apply. Please contact Cowell Electric on [1800 485 788](tel:1800485788) or visit the website [www.raes.sa.gov.au](http://www.raes.sa.gov.au) for full details.

### H) Termination and Reversion and J) Right to Rescind (Sections 6 and 32)

You may rescind the CPC contract for your supply address at any time by advising Cowell Electric (in writing, verbally or by electric communication) that you wish to terminate your contract.

Upon termination of the CPC contract, your account will be closed, and your premises will be disconnected from the distribution network. Any remaining pre-pay balance on the meter will be refunded to you. Please contact Cowell Electric on [1800 485 788](tel:1800485788) for full details.

### I) Dispute Resolution (Section 39)

If you are unable to reach a satisfactory solution after contacting Cowell Electric (RAES Operator) or the Department for Energy and Mining (RAES Administrator), you may refer the matter to the Energy and Water Ombudsman SA (EWOSA), a free, independent service that investigates and resolves disputes between customers and electricity retailers when you are unable to solve an issue directly.

website: [www.ewosa.com.au](http://www.ewosa.com.au)

Call: [1800 665 565](tel:1800665565)

Mail: GPO Box 2947, Adelaide SA 5001.

### K) Contact Details and Emergency Service (Section 39)

To report an outage or an electrical emergency, phone Cowell Electric's Emergency Service on [1800 805 020](tel:1800805020) and press 1 for Power Outage or Emergency.

If you have a query or complaint relating to the sale of electricity to you, your pre-pay meter, pre-pay card or pre-pay account, or the connection or supply of electricity to your premises, you should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [retail@cowellelectric.com.au](mailto:retail@cowellelectric.com.au).

If you have a query or a complaint relating to the RAES scheme generally, you may contact the Department for Energy and Mining on [\(08\) 8226 5500](tel:0882265500) or email [DEM.RAES@sa.gov.au](mailto:DEM.RAES@sa.gov.au)

### L) Difficulties in Paying (Section 22)

If you are having difficulties in paying a bill or maintaining a sufficient pre-pay balance you should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [retail@cowellelectric.com.au](mailto:retail@cowellelectric.com.au) to discuss payment options and, where applicable, government concessions or payment assistance.

We will identify situations where you may be experiencing difficulties paying your bill, such as if you self-disconnect 3 times within 3 months for longer than 240 minutes on each occasion; or disconnect for more than 24 hours. If this occurs, we will contact you to discuss payment options and relevant assistance.

### M) Life Support (Section 35)

It is a requirement of the *Cowell Electric Supply Electricity Retail, Distribution and Generation Licence* that a pre-payment metering system self-disconnection feature must be disabled where a customer at the supply address requires a life support system.

A life support customer is defined as someone who has a document signed by a medical professional stating the customer requires an oxygen concentrator; or an intermittent peritoneal dialysis machine; or a kidney dialysis machine; or a chronic positive airways pressure respirator; or Crigler Najjar syndrome phototherapy equipment; or a ventilator for life support; or in relation to a particular customer—any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support..

You should contact Cowell Electric Supply on [1800 485 788](tel:1800485788) or email [retail@cowellelectric.com.au](mailto:retail@cowellelectric.com.au) to discuss registration of a life support customer residing at your supply address.