

# Disconnection & Reconnection Procedure

October 2017



# Disconnection & Reconnection Policy

Energy On's Disconnection and Reconnection Policy complies with the National Energy Retail Law, National Energy Retail Rules, National Energy Retail Energy Regulations and the Essential Services Commission of Victoria's Energy Retail Code.

The following pages outline the Disconnection and Reconnection Procedure followed by the team at Energy On.

## Guidelines

The timeline for a billing cycle is shown below. Letters are sent to customers based on the dates within the table. The days are represented in business days.

Business Day	Status
Day 0	Bill Issue
Day 14	Pay-by date
Day 15	Friendly Reminder Sent
Day 17	Reminder Notice Sent
Day 23	Reminder Notice Due
Day 24	Disconnection Warning Sent
Day 30	Disconnection Warning Due
Day 31	Customer added to Disconnection List

Disconnections are not to occur during protected periods, i.e.

1. a business day before 8am and after 2pm for a residential customer or 3pm for a business customer; or
2. a Friday or the day before a public holiday; or
3. a weekend or a public holiday; or
4. the days between 20 December and 31 December (both inclusive) in any year;

Disconnections are not to occur unless the outstanding amount is greater than that identified below;

1. In NSW, ACT, Tas, QLD or SA the minimum disconnection amount is \$273 plus GST.
2. In Victoria, the minimum disconnection amount is \$120 plus GST.

## Disconnections

The below steps assume that there is no contact or payments made by the you, the customer. If we can contact you, you will be advised that disconnection is imminent as we have not received payment or advice from you during the regulated period identified above. To avoid disconnection, you must either make payment or enter into a payment plan.

1. Disconnection Warning Process
  - a. Day 25 – Our Customer Service team will complete at least 2 of the 3 options below;
    - i. Phone call to customer
    - ii. Text Message to customer
    - iii. E-Mail to customer
2. Disconnection Order Process
  - a. Day 31 – Relevant customer detail will be added to Disconnection List before 3:00 PM each Friday by Customer Service team. Customer Service Team will again attempt to contact you to halt disconnection.  
Customer Service team will complete at least 2 of the 3 options below;
    - i. Phone call to customer
    - ii. Text Message to customer
    - iii. E-Mail to customer
  - b. Customer Service Supervisor will dispatch disconnection list to relevant Field Technicians after 3:00pm Friday.
  - c. Disconnection will then proceed as advised.

## Reconnections

1. Reconnection occurs only if;
  - a. You, the customer, pays in full the amount outstanding, including fees and provides a genuine, full receipt from your financial institution that confirms payment,
  - b. Where disconnection has occurred for reasons of no Agreement, the customer returns a signed and completed Sale of Utility Agreement, with accompanying ID,
    - i. If you have not received an invoice for several months, our Billing Team will estimate the bill size and advise you of the estimated amount outstanding and discuss your ability to pay.
  - c. If you are unable to pay the full amount, including fees, you will be taken through the payment plan process. Reconnection will only occur if Energy On receives the initial up-front payment and the signed Payment Plan,
    - i. Our Credit Team will finalise the payment plan and co-ordinate with you to have the agreement signed and returned.
2. On confirmation of customer action;
  - a. Customer Service Supervisor arranges reconnections as soon as practicable.

## After Hours Disconnection and Reconnection Management

1. Customers are advised that information and payment arrangements regarding disconnection and reconnection can only be made during business hours.
2. Customers are advised that we cannot reconnect you until the following day and that you will only be reconnected if you have met the reconnection requirements listed above.