



# Customer Service Charter

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**Our Customer Service Charter provides our customer service standards and responsibilities, and provides you with a clear understanding of what you can expect from us.**

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## About Powerlink

Powerlink is a leading Australian provider of high voltage electricity transmission network services, combining innovation with insight to deliver safe, cost effective and reliable solutions.

We are a State Government Owned Corporation which owns, operates and maintains the Queensland transmission network that extends 1700km from north of Cairns to the New South Wales border, and comprises 15,000 circuit kilometres of transmission lines and 139 substations. As a Transmission Network Service Provider, we are regulated by the Australian Energy Regulator under the National Electricity Rules, consistent with the National Electricity Objective.

We have a strong history of connecting people to the energy they need, providing electricity transmission services to almost four million Queenslanders, as well as large energy users and generators. Learn more about the Powerlink story at [www.powerlink.com.au/introduction](http://www.powerlink.com.au/introduction).

## Our Commitment

This Charter confirms Powerlink's commitment to:

- The safety of the community, our contractors and our people
- Placing the customer at the centre of everything that we do
- Listening to our customers to better understand their needs
- Resolving complaints in a professional and timely manner
- Using customer feedback to drive continuous improvement
- Genuinely engaging with customers, demonstrating how their input has improved decision-making
- Ensuring our customers see value in the services we provide
- Respecting privacy and personal information.

# Customer Service Charter

## Our Delivery Promise

**Powerlink's promise is to deliver safe, cost-effective and reliable transmission services in the long-term interests of our customers. Our transmission services play a key role in driving economic growth and enriching lifestyles.**

We understand that our customers will play a key role in how our network continues to evolve as we move towards a lower carbon future and provide greater choice in how energy is used and accessed.

We are committed to providing excellent customer service and interacting with customers in a respectful and transparent manner.

## Service Standards

### Network Performance

Powerlink is focused on maintaining a highly reliable transmission and cost-effective network and works closely with Energy Queensland to maintain supply to Queensland customers.

On occasion, there are circumstances beyond our control that can cause power outages. These include weather conditions, wildlife, trees and vandalism. We have comprehensive plans and highly skilled staff working 24/7 to safely respond to unplanned network outages, minimising any disruption to electricity supply or inconvenience to customers.

Powerlink works closely with customers to plan and coordinate network outages to minimise risks to supply and impacts to the market. Powerlink also takes real-time actions to mitigate impacts, including postponing planned interruptions to supply, in response to unplanned events on our network.

### Customer Engagement

Powerlink is committed to effectively engaging with customers, genuinely considering feedback received and demonstrating how engagement has improved decision-making. Our efforts towards placing the customer at the centre of everything we do are ongoing.

Find out more about how we engage with our customers at [www.powerlink.com.au/stakeholder-engagement](http://www.powerlink.com.au/stakeholder-engagement).

## Complaints Resolution

We encourage feedback from customers regarding Powerlink's performance as part of our commitment to continuous improvement.

Powerlink will acknowledge complaints received within 24 hours (one business day) of receiving the complaint. We will actively engage with customers to understand the nature of the complaint, and determine a suitable timeframe and course of action for resolution. Once all actions have been completed, we will follow up with our customers to confirm the complaint has been resolved.

Customers can contact Powerlink to lodge a complaint via:

**Phone** 1800 635 369

**Website** [www.powerlink.com.au/contact-us](http://www.powerlink.com.au/contact-us)

**Email** [pqenquiries@powerlink.com.au](mailto:pqenquiries@powerlink.com.au)

## Privacy

Powerlink understands the importance of protecting your privacy. For safety, security and for your peace of mind, we have a number of processes in place to safeguard the personal information you entrust to us. To view our Privacy Policy, please visit [www.powerlink.com.au/privacy-statement](http://www.powerlink.com.au/privacy-statement).

## Contact Us

 **07 3860 2111 (local) or 1800 635 369 (freecall)**

 **[pqenquiries@powerlink.com.au](mailto:pqenquiries@powerlink.com.au)**

 **PO Box 1193, Virginia, QLD 4014**

**Connect:**    