



Customer Service Charter



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

About Powerlink

Powerlink is a leading Australian provider of high voltage electricity transmission network services. Our customers include five million Queenslanders and 238,000 business.

We are a Queensland 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 15,300 circuit kilometres of transmission lines and 147 substations.

Our Commitment

This Charter confirms Powerlink's commitment to:

- The safety of our customers, the community, our contractors and our people
- Putting customers at the centre of our business and reflecting their voices and experiences with our Board, senior management and employees
- Genuine engagement with customers, using their feedback to drive continuous improvement and demonstrating how their input is shaping decision-making
- Publishing our performance annually against customer service metrics that have been developed in consultation with our Customer Panel
- Driving industry wide improvements in customer experience
- Respecting privacy and personal information.

Our Delivery Promise

Powerlink's promise is to deliver cost-effective, safe and reliable transmission services in the long-term interests of our customers. Our transmission services will be key to connecting Queenslanders to a world-class energy future.

We understand that our customers will also 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.

In navigating the power system transformation, we will collaborate with market participants, stakeholders and government to ensure the transmission network is developed with the long term interests of customers.

Our promise is to provide excellent customer service through close, respectful and transparent consultation with their representatives and reflecting their needs in our business planning and decisions.



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Service Standards

Network Performance

Powerlink is focused on maintaining a highly reliable, secure, safe and cost-effective transmission 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 & Community Engagement

Powerlink is committed to effectively engaging with customers and the communities in which we operate. Our Stakeholder Engagement Framework and Community Engagement Strategy clearly outline our commitments and actions to guide our engagement approach.

Find out more about how we engage with our customers and communities [on our website](#).

Energy Charter Commitment

Together with our industry colleagues from across the energy supply chain, we have committed to delivering better energy outcomes for not only our customers, but Australia as a whole, through The Energy Charter.

As a founding signatory, we are committed to the five Energy Charter principles which guide our thinking and actions to ensure our customers are front and centre in the transition to the new energy future. You can find out more on how we are supporting vulnerable customers and driving value [on our website](#).

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 time-frame and course of action to resolve. 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

Email 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. Please visit www.powerlink.com.au/privacy-statement to view our Privacy Policy.

Contact Us

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

✉ pqenquiries@powerlink.com.au

📄 PO Box 1193, Virginia, QLD 4014

Connect: [f](#) [t](#) [in](#) [v](#)