







































For more information on voltage variations, including industry guidelines, visit [www.unitedenergy.com.au](http://www.unitedenergy.com.au)

Please contact us directly if you have any concerns about the quality of your electricity supply.

## DISPUTE RESOLUTION

We strive to provide you with outstanding customer service every time you contact us. However, if you should ever feel the service we provide is less than satisfactory, a complaint can be lodged by contacting either your retailer or United Energy via [www.unitedenergy.com.au](http://www.unitedenergy.com.au) and we will do our best to resolve it satisfactorily.

If you are not completely satisfied with our response, you are entitled to a review of your complaint by senior management within our company. If we are still not able to resolve the issue to your satisfaction, you may contact the Energy and Water Ombudsman of Victoria (EWOV).

EWOV is an independent service which receives, investigates and resolves enquiries and complaints against electricity companies.

## THE ENVIRONMENT

At United Energy, we are committed to reducing the impact of our business operations on the environment. Our vision is to responsibly manage our network and their environmental impacts while delivering the community's energy needs.

One of our guiding environmental principles is to ensure management, employees and sub-contractors have the necessary skills, training, knowledge and resources to meet their environmental obligations and responsibilities while complying with all applicable environmental legislation.

# TREES

Trees that are not maintained can cause significant damage to the network, and may cause a fire.

## OUR RESPONSIBILITIES

Please never attempt to clear or trim trees within the vicinity of powerlines. The pruning or removal of trees on your property, or on road reserves in rural areas near the powerlines, is our responsibility (except in relation to the overhead service line between a pole and your premises). If you are concerned about vegetation near powerlines, please contact us on 1300 131 689.

Trees on the road reserves in urban areas are the responsibility of your local council. Please contact your council first if you have any concerns about these trees, however, if you are not given a satisfactory response, please contact us on 1300 131 689.

## YOUR RESPONSIBILITIES

It is your responsibility to keep trees and branches on your property away from the overhead service line that runs from the pole to your premises.

Where trees or other vegetation pose a danger we may provide you with written notice to clear the vegetation from the service line. We recommend that you engage only Registered Electrical Contractors or authorised vegetation control companies to undertake this work.

If the line remains uncleared after a reasonable period following our notice, and therefore unsafe, we may instruct our contractor to perform the work and bill you. If you are a tenant, you are responsible for contacting your property owner about clearing trees and vegetation from the service line. If your neighbours' trees are affecting your service line, please contact us on 1300 131 689.

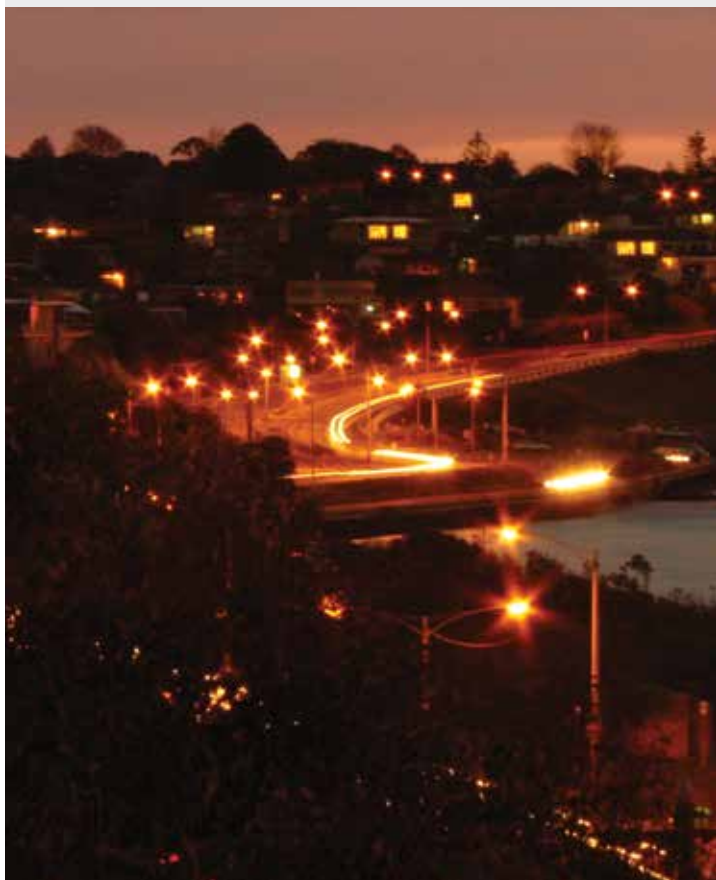
The Electricity Safety (Electric Line Clearance) Regulations set out the clearances required and who is responsible for carrying out the pruning. You may request a copy of these regulations from Energy Safe Victoria (ESV), or they can be located at [www.esv.vic.gov.au](http://www.esv.vic.gov.au)

## STREET LIGHTING

We provide public lighting services to local government and VicRoads in your area. However, on some of the major roads, VicRoads owns and maintains the street lighting assets. If you notice a faulty streetlight or have any questions, please call us on 132 099 (24 hours).

If the faulty streetlight is on a pole displaying a VicRoads label, please call VicRoads on 131 171.

We have regular patrols to identify and repair faulty lights on main roads, however, we encourage public support to identify any lights that may be missed.



# CONTACT US

## CUSTOMER SERVICE DESK

Monday to Friday 8am–6pm  
1300 131 689

## EMERGENCY/FAULTS 24 HOURS

132 099

## TELEPHONE INTERPRETING SERVICE

131 450

## POSTAL ADDRESS

PO Box 449  
Mt Waverley VIC 3149

## EMAIL ADDRESS

[info@ue.com.au](mailto:info@ue.com.au)

## WEBSITE

[www.unitedenergy.com.au](http://www.unitedenergy.com.au)



# DIRECTORY

## ENERGY SAFE VICTORIA (ESV)

4 Riverside Quay  
Southbank VIC 3006

### Postal address

PO Box 262  
Collins Street West  
Melbourne VIC 8007

### Telephone

(03) 9203 9700

### Website

[www.esv.vic.gov.au](http://www.esv.vic.gov.au)

## ESSENTIAL SERVICES COMMISSION (ESC)

Lvl 37, 2 Lonsdale St  
Melbourne VIC 3000

### Telephone

1300 664 969

### Website

[www.esc.vic.gov.au](http://www.esc.vic.gov.au)

## ENERGY AND WATER OMBUDSMAN OF VICTORIA (EWOV)

GPO Box 469D  
Melbourne VIC 3001

### Telephone

1800 500 509

### Website

[www.ewov.com.au](http://www.ewov.com.au)

## AUSTRALIAN ENERGY MARKET OPERATOR (AEMO)

### Postal address

GPO Box 2008  
Melbourne VIC 3001

### Telephone

1300 858 724

### Website

[www.aemo.com.au](http://www.aemo.com.au)

## AUSTRALIAN ENERGY REGULATOR (AER)

### Postal address

GPO Box 520  
Melbourne VIC 3001

### Telephone

1300 302 502

### Website

[www.aer.gov.au](http://www.aer.gov.au)



13 14 50

## UPDATE

This Customer Charter is correct as of September 2016.

We will advise you of any material updates to your rights and responsibilities via [www.unitedenergy.com.au](http://www.unitedenergy.com.au).

Please keep this Customer Charter in a safe place for future reference.

Your National Meter Identifier (NMI) is a unique meter number that identifies your metering installation in the National Electricity Market (you can obtain this from your electricity bill). You should record this NMI here for easy reference.

NMI:

A horizontal line with 11 vertical tick marks, representing a form for recording the National Meter Identifier (NMI).

