

Community prepayment

Written disclosure statement



**Cowell
Electric**



**Government of
South Australia**

Community pre-payment customer information

Pawaku nganmanytju payamilantjatjara

As a customer who pays for power, it is important to know what your responsibilities are and what the Retailer (Cowell Electric) is responsible for.

Nyuntu panya pawaku payamilalpai ka uti nyuntu kulinma nyuntumpa responsibility-tjara munu tjalamilalpai Cowell Electric-aku responsibility-tjara.

This is a summary of the *Terms and Conditions* for Cowell Electric to supply you with power.

Tjukurpa nyangangu tjakultjungkupai ara Cowell Electric-alu pawa ungkunyjtatjara.

The sections referred to in brackets tell you where you can find more information in the full ***Terms and Conditions***.

*Nyuntu nampa section-tjara tjaru nyangangi ka nampa nyanga tjana nintini tjukurpa waratjara ini panya **Terms and Conditions**.*



A) Contract start date (Sections 4 and 5)

Kuntraki nyuntumpa tjintu tjatamilantja (Sections 4 and 5)

Your Contract will start from the day that you begin paying for power - on or after 1 July 2022.

Kuntraki nyuntumpa tjaatamilalpai tjintu pawaku payamilanyangka – July 1-pangka munta palula malangka

B) Electricity retail fees and charges, and C) Other services charge (Sections 11 and 12)

Yaaltjitu payamilani pawaku munu C) Services kutjupa tjutaku payamilantja (Sections 11 and 12)

The power charges are in the tables below. Cowell Electric will let you know about any changes to these in writing. More information can be seen at www.raes.sa.gov.au

Payamilantja tjuatjara nyanga tjaru ngaranyi. Changes ngarala Cowell Electric-alu nyuntulakutu walkatjura iyalku. Tjukurpa kutupa tjuta nyangatja ngaranyi: www.raes.sa.gov.au

| Electricity retail fees & charges <i>Pawa payamilantjatjara</i> | |
|---|---------------------|
| Community pre-payment <i>Nganmanytju payamilantja</i> | Price (incl GST) |
| Supply charge (per day) <i>Tjintu kutjuku pawa tjunkunyja</i> | \$0 |
| Consumption (per kWh) <i>Yutjumilantja (per kWh)</i> | \$0.10 |
| Disconnection <i>Patintja</i> | |
| Zero-balance self disconnect <i>Walytjangku patini owe-amilantja wiyatjara</i> | \$0 |
| Remote disconnect/re-connect <i>Patunguru patini/alani</i> | \$0 |
| Manual disconnect (at property) <i>Walingka patintja</i> | \$100 |
| Other service provided <i>Services kutjupa tjuṯa</i> | |
| Meter fees <i>Meter-tjara payamilantjaku</i> | Price (incl GST) |
| Special meter reading (at property) <i>Walikutu pitjala ritamilantjaku</i> | \$100 |
| Charge for meter test <i>Meter testjamilantjaku</i> | \$165 |
| Meter Replacement <i>Meter nyuwana tjunkunyja</i> | |
| Result of meter fault <i>Meter kaṯakatinyangka</i> | \$0 |
| Result of customer damage <i>Meter kaṯantankunyangka</i> | Full cost |

D) State Government Energy Concessions

State Government-angku alpamilara payamilantja

The South Australian Government Energy Concession will be paid directly into your meter by Concessions SA. For information about other concessions, you can visit the website:

www.sa.gov.au/concessions or contact Concessions SA on **1800 307 758** or concessions@sa.gov.au

*Kapamantangku mani panya South Australian Government Energy Concession tjunkupai meter-ngka Concessions SA-wanungku. Alpa kutjupa tjutatjara nyawa www.sa.gov.au/concessions muntu Concessions SA ringamilala **1800 307 758** munta email iyala nyanga palulakutu concessions@sa.gov.au*

E) Payment options

Ara tjuta payamilantjaku

You can top up your meter at the Community Store, by phone or online portal (credit or debit card), Centrelink direct payment (CentrePay).

Contact Cowell Electric on **1800 485 788** for more information.

*Nyuntu mani payamilara tjunkupai tjuwangka, talapanangka, internet-pangka, CentrePay-ngka. Piruku kulintjaku ringamilala Cowell Electric-alakutu nampa nyangangka: **1800 485 788**.*

The minimum top up with a Meter Card at the store is \$10.

\$10-ngurun palya payamilani tjuwangka

F) Emergency Credit and Friendly Credit

If you run out of credit, you can use up to \$10 of Emergency Credit to keep the power on until you can top up. A message will appear on your meter when this is available.

Credit wiyaringkula palyan \$10 'Emergency Credit yutjumilani pawa ala kanyintjaku payamilantjaku patara.

Press 'A' on the meter keypad to accept Emergency Credit.

Meter keypad-pangku 'A' puuntara Emergency Credit mantjintjaku

Emergency Credit is like a loan. Next time you top up your meter you will need to pay back the loan before any credit is shown on the meter.

Emergency Credit panya loan purunypa. Ngula payamilanyangka nyuntu loan malakungku payamilantjaku credit kutjupa utiringkunyjtaku meter-ngka.

If you run out of credit and Emergency Credit, your meter will only disconnect your power between 10.00am and 3.00pm on a weekday.

Credit munu Emergency Credit wiyaringkula nyuntumpa pawa patiringkuku 10:00am-nguru 3:00pm-kutu Monday-nguru Friday-kutu.

Outside of these times your meter will go into Friendly Credit. Friendly Credit is like a loan. Next time you top up your meter you will need to pay back the loan before any credit is shown on the meter.

Ka taimi kutjupangka nyuntu credit wiyaringkula Friendly Credit mantjilpai. Friendly Credit panya loan purunypa. Ngula payamilanyangka nyuntu loan malakungku payamilantjaku credit kutjupa utiringkunyjtaku meter-ngka.

If you have trouble paying for your power, you should contact Cowell Electric as soon as possible on **1800 485 788** or email **accounts@cowellelectric.com.au**.

More information can be found at www.raes.sa.gov.au

Putu payamilara ringamilala Cowell Electric-alakutu mapalkungku nampa nyangangka: 1800 485 788 munta email nyangakutu iyala: accounts@cowellelectric.com.au

Tjukurpa pawatjara kutjupa tjuṯa ngaranyi nyangatja: www.raes.sa.gov.au

G) Connection and installation (Section 7)

If you have had power supplied to your house before 1 July 2022, the pre-payment system will be started on your meter from 1 July 2022 – we will tell you the day and time. There are no fees or charges for this.

July 1 2022-ngka kuwaripangka pawa walingka kanyira nyuntumpa nganmanytju payamilantja 1 July 2022-ngka alaringkuku ka nganana nyuntunya tjakultjungkuku tjaatamilantjatjara. Mani payamilalpai wiya tjaatarinytjaku.

H) and J) Leaving your house and ending the contract (Sections 6 and 34)

Walinguru pakantja munu kuntraki wiyantja (Sections 6 and 34)

If you are planning on leaving the house you are paying for power at, you need to let Cowell Electric know. Any remaining credit on the meter will be paid back to you. Please contact Cowell Electric on **1800 485 788** if you know you are going to change house.

Nyuntu walinguru pakantjikitjangku kulira Cowell Electric tjakultjura. Credit leftover ngarinyangka tjana nyuntunya malakugku untkuku. Walinguru pakantjaku ritiringkula ringamilala Cowell Electric nampa nyangangka: 1800 485 788

I) Complaints (Section 39)

Problem tjara (Section 39)

If you have any questions or problems with your electricity, contact Cowell Electric on **1800 485 788**. If the problem has not been resolved by Cowell Electric, the Energy and Water Ombudsman can be contacted on the below -

Website: www.ewosa.com.au

Call: 1800 665 565

Mail: GPO Box 2947, Adelaide SA 5001

Problem munu question pawatjara kanyirampa ringamilala Cowell Electric: 1800 485 788.

Ka Cowell Electric-alu problem pu tu lipularira tjapila Energy and Water Ombudsman -

website: www.ewosa.com.au

rinagamilala: 1800 665 565

postamilala: 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** and press 1 for Power Outage or Emergency.

Pawa patiringkunyangka munta emergency pawatjara Cowell Electric's Emergency Service ringamilala: 1800 805 020 munu 1 puuntara 'power outage or emergency'-tjara wangkanytjaku.

If you have a question or complaint about your pre-payment meter, meter card, or account, contact Cowell Electric on **1800 485 788** or email **accounts@cowellelectric.com.au**.

Question munta complaint kanyirampa nyuntumpa meter, meter card munta account-tjara Cowell Electric-angka wangka: 1800 485 788 or email accounts@cowellelectric.com.au

If you have a question or complaint about the RAES scheme generally, you can contact the Department for Energy and Mining on **(08) 8226 5500** or email **DEM.RAES@sa.gov.au**

Question munta complaint RAES scheme-tjara kanyirampa Department for Energy and Mining-anya wangka: (08) 8226 5500 or email DEM.RAES@sa.gov.au

L) Difficulty paying (Section 22)

If you are having trouble paying for credit for your meter you should contact Cowell Electric on **1800 485 788** or email **accounts@cowellelectric.com.au** to talk about payment options, and what concessions or payment assistance might be available.

Credit putu payamilara wangka Cowell Electric-ala on 1800 485 788 or email accounts@cowellelectric.com.au payamilantja munu alpatjara wangkanytjaku

We will check the information on your meter to see how you are going with topping up your credit. If you run out of credit 3 times during 3 months for longer than 4 hours each time, or if you have run out of credit for more than 24 hours, we will contact to find out if you need help.

Nganana meter nyuntumpa nyakula check-amilara nyuntula credit payamilalkatinytja. Nyuntu 3 months-nguru ara 3 credit wiyaringkunyangka munta 24 hour-nguru credit wiya nyinara nganana nyuntula wangkaku alpamilantjaku.

M) Life support (Section 35)

Cowell Electric won't disconnect the power for people who need life support.

A_nangu kutjupa tjutangku life support equipment kanyirampa cowell electric-panku pawa tjananmpa patilipai wiya

A life support customer is someone who has a document signed by a doctor saying that they need an oxygen concentrator; an intermittent peritoneal dialysis machine; a kidney dialysis machine; a ventilator for life support; a chronic positive airways pressure respirator; medically required heating or cooling; a nebuliser.

Life support equipment-tjara nyinapai tjutangku lita takatangku sign-amilanytjatjara mantjintjaku palumpa nyaa tju_tatjara: oxygen concentrator, intermittent peritoneal dialysis machine, kidney dialysis machine munta ventilator-tjara; a chronic positive airways pressure respirator; medically required heating or cooling; a nebuliser.

Contact Cowell Electric on **1800 485 788** or email **accounts@cowellelectric.com.au** if you or someone in your house has life support needs. You will need to complete a registration form.

*A_nangu nyuntumpa wal_ingka nyinapai equipment nyanga tjana purunypa tju_ta yutjumilanyangka wangka Cowell Electric on **1800 485 788** or email **accounts@cowellelectric.com.au**. Nyuntu registration form walkatjura iyantjaku.*



1800 485 788

accounts@cowellelectric.com.au

