



ACT Consumer Protection Code

The ACT Consumer Protection Code applies to all customers in the ACT.

From 1 July 2020, the following retailer's Guaranteed Service Levels (GSLs) and associate rebates are applicable.

Guaranteed Service Levels	Parameter	GSL Threshold	Rebate
GSL-E1	Customer connection times	Connection not provided by required date	\$60 per day (max \$300)
GSL-E2	Wrongful disconnection	Where customer is wrongfully disconnected	\$100
GSL-E3	Responding to complaints	Upon receiving a complaint, utility does not: 1. Acknowledge the complaint immediately or as soon as practicable; and 2. Provide a response addressing the complaint matters within 20 business days.	\$20
GSL-E4	Notice of planned interruption	4 business days' notice given, unless the NERL retailer has obtained consent from the customer for a shorter period	\$50

You are entitled to receive a rebate under the Code if we fail to meet any applicable Guaranteed Service Levels outlined above. Rebates will be paid as a credit on your next invoice. We will provide a supporting statement to inform your business of the applicable Guaranteed Service Level rebate.

You may also apply for a rebate by contacting us via the following methods:

Phone: 1800 514 843

Email: enquiries@iberdrola.com.au

Website: www.iberdrola.com.au

Post: Level 22, Governor Phillip Tower, 1 Farrer Place, Sydney NSW 2000

For more information, please refer to the ACT [Consumer Protection Code](#)