

# Guaranteed Service Levels for outages



Ausgrid is committed to providing the best possible service to our customers that rely on us across Sydney, the Central Coast and the Hunter.

The NSW Government has detailed the level of service which Ausgrid, along with other electricity businesses, are expected to meet. These expectations are known as the Guaranteed Service Levels, formerly known as the Customer Service Standards.

## Categories and Standards

The Guaranteed Service Levels for outages dictate that any electricity account holder who is connected to the Ausgrid network may apply for a payment, regardless of their choice of energy retailer, if we do not meet these levels of service.

Ausgrid must pay claims under the Guaranteed Service Level (GSL) scheme if it exceeds certain standards in relation to the length of time that it interrupts a customer's supply of electricity and the frequency of such interruptions.

### What is not covered?

- A planned interruption (power outage)
- Outages classified as a major event day. A major event day can occur when Ausgrid's network experiences significant disruptions or outages that exceed its operational limits. This can include interruptions caused by severe storms, bushfires, floods, or significant unplanned equipment failure.
- An interruption resulting from a shortfall in generation, a failure or instability of the shared transmission system, a request or direction from an emergency service organisation, or a failure of another licence holder's distribution system
- An unplanned interruption lasting less than three minutes
- Any interruptions resulting from load shedding

### What is covered?

- ✓ **GSL1 category payment** - If you experience 20 total hours of interruptions or 10 interruptions in a single financial year you are eligible for a payment of \$120.00.
- ✓ **GSL2 category payment** - If you experience 48 total hours of interruptions or 20 interruptions in a single financial year you are eligible for a payment of \$148.93.

### How long do I have to claim?

Under the regulations set by the NSW Government, you must apply for a claim within three months of the end of the financial year (by 30 September each year).

### Making a claim

If we have not been able to meet these levels of service, you can submit a claim by visiting [ausgrid.com.au/claims](https://ausgrid.com.au/claims)



For more information visit [ausgrid.com.au/gsl](https://ausgrid.com.au/gsl)

