



## APPLICATION FOR CONNECTION, SALE AND SUPPLY

Before agreeing to connect a person's supply address and to sell and supply electricity to a person at that supply address, the District Council of Coober Pedy (DCCP) may require the person to:

- a. make an application to the DCCP (in person, by telephone or in writing) on a business day, and
- b. if requested by the DCCP:
  - i. provide acceptable identification;
  - ii. pay any relevant fees and charges applicable;
  - iii. provide contact details for billing purposes;
  - iv. provide contact details for the owner (or the owner's agent) of the supply address, if the request is made in respect of a supply address that is a rental property;
  - v. ensure that there is safe and convenient access to the meter and the
  - vi. electrical installation in order to connect the supply address;
  - vii. provide estimated electrical load information for the proposed electricity use at the supply address;
  - viii. pay any outstanding debt, or make arrangements for the payment of any outstanding debt, in relation to the connection, sale or supply of electricity to the person by the DCCP (other than a debt the subject of a bona fide dispute, or for which repayment arrangements have been made);
  - ix. provide certificates of compliance in respect of the electrical installation at the supply address;
  - x. provide evidence that the electrical installation at the supply address satisfies the technical requirements set out in the standard connection and supply contract; and
  - xi. agree to undertake any augmentation or extension required for the connection and ensure that the augmentation or extension has been completed.

## PAYMENT

- 30.1 Unless otherwise agreed with a customer, the pay by date specified in the bill must not be less than 12 business days after the date the DCCP sends the bill.
- 30.2 If a customer has not paid a bill by the due date, the DCCP may send to that customer a reminder notice that its bill is past due, giving the customer a further due date (not less than 5 business days after the date the notice is issued).
- 30.3 A DCCP may charge a business customer interest on a late payment, at a rate and on terms and conditions as approved by the Commission from time to time for a specific group of customers.

## SECURITY DEPOSITS AND ALTERNATIVES

- 38.1 The DCCP may require a customer to provide a security deposit at the time the customer makes an application for connection, or an application for reconnection after being disconnected, or before selling electricity to the customer.
- 38.2 Subject to approval and annual review by the Commission and to clause 38. 4:
  - a. the amount of a security deposit for a customer who is on a quarterly billing cycle must not be greater than 1.5 times the average quarterly bill; and
  - b. the amount of a security deposit for a customer who is on a monthly billing cycle must not be greater than 2. 5 times the average monthly bill.
- 38.3 The average quarterly and monthly bill for each category of customer will be as determined by the Commission from time to time.
- 38.4 The DCCP may increase a business customer's existing security deposit, where that deposit is insufficient to secure the business customer's current electricity usage taking into account the limits of security deposits as calculated using the average of the business customer's last bills.
- 38.5 The DCCP must not require a customer to provide a security deposit unless:
  - a. the customer has left a previous supply address without settling an outstanding electricity debt owing to that DCCP, the debt remains outstanding, and the customer refuses to make arrangements (acceptable to both parties) to pay the debt; or
  - b. the customer has within the previous two years been responsible for the use of electricity contrary to clause 24 of this licence; or
  - c. the customer is a new customer and:
  - d. has refused or failed to produce acceptable identification; or
  - e. has not provided information demonstrating a satisfactory history of paying electricity accounts; or
  - f. the DCCP has reasonably formed the view that the new customer has an unsatisfactory credit rating; and the DCCP has, in accordance with clauses 33 and 35 offered the customer an instalment plan or other payment option and the customer has refused, or failed to agree to, the offer.
- 38.6 The DCCP must accept a bank guarantee from a business customer as an alternative to a cash security deposit.
- 38.7 Where the DCCP has received a security deposit from a customer, the DCCP must pay interest, if any, to the customer, on the deposit at a rate and on terms and conditions as approved by the Commission.
- 38.8 Where a customer has been required by a DCCP to pay a security deposit and:
  - a. the customer completes 24 months (or such lesser time agreed with the customer) of paying its bills by the pay by dates for those bills; or
  - b. the customer ceases to purchase electricity from the DCCP at the supply address to which the security deposit relates and a final reading of the meter for that supply address is completed and the customer has not commenced purchasing electricity from the DCCP at a different supply address, the DCCP must return the security deposit and any interest to the customer.

## 30. WHAT YOU ARE RESPONSIBLE FOR

- 30.1 You are responsible for:
  - a. maintaining the electrical installation at your supply address in a safe condition;
  - b. ensuring that any changes to the electrical installation at your supply address are performed by an electrician lawfully permitted to do the work and that you keep an Electrical Certificate of Compliance issued in respect of any of the changes;
  - c. ensuring that the electrical installation at your supply address complies at all times with the requirements in the Schedule;
  - d. the protection of our equipment located at your supply address;
  - e. ensuring that any structures and vehicles are kept clear of our equipment;
  - f. ensuring a Notice of Alteration form is forwarded to us by you or your electrician when you change your electricity supply requirements by installing additional electrical appliances or equipment of capacity 2.5kW or greater;
  - g. seeking our approval prior to installing any additional appliances or equipment of capacity 5kW or greater, so that we can assess the ability of our network and your connection to the network to meet your additional requirements and advise you if any additional work is required and the associated costs (if any);
  - h. providing sufficient information to us, on request, so that we can calculate the electricity used by any unmetered loads that you have; and
  - i. where information on your unmetered load has been provided to us, advising us whenever there is a change to this unmetered load; and
  - j. ensuring safe and convenient access for our electricity officers to your supply address for the purposes expressed in clause 33, and responding promptly to any request made by us regarding such access.

## 31. WHAT YOU MUST NOT DO

- 31.1 You must not:
  - a. allow electricity supplied by us to be used other than at the supply address and in accordance with this contract;
  - b. use at the supply address electricity supplied for use at another supply address;
  - c. sell electricity to any other person except in accordance with a licence issued by the Commission or with an exemption granted under the Act;
  - d. tamper with, or permit tampering with, the meter or associated equipment;
  - e. allow electricity supplied to the supply address to bypass the meter;
  - f. damage or interfere in any way with our equipment;
  - g. make a connection to our distribution network or increase the capacity of an existing supply point;
  - h. allow a person who is not an electrician lawfully permitted to do the work to perform any work on the electrical installation;
  - i. use, or cause to be used, electricity in a manner that:
  - j. interferes with our distribution network;
  - k. interferes with the supply or quality of supply, to other customers; or
  - l. causes damage or interference to any third party;
  - m. give us false information about which tariff and charges should apply to you;
  - n. use electricity supplied under a specific tariff for a purpose other than as contemplated by that tariff;
  - o. install appliances or equipment of capacity 5kW or greater without receiving our approval, to allow us to determine if additional works are required and the associated costs (if any); or
  - p. otherwise use electricity or tamper with your electrical installation in a way contemplated as improper or illegal manner.

## 32. ILLEGAL USE

- 32.1 If you have breached clause 31 of this contact, we may, in accordance with our licence:
  - a. estimate the amount of electricity so obtained and bill you for that amount; and
  - b. recover that amount from you, as well as costs and interest; and
  - c. disconnect your supply address immediately