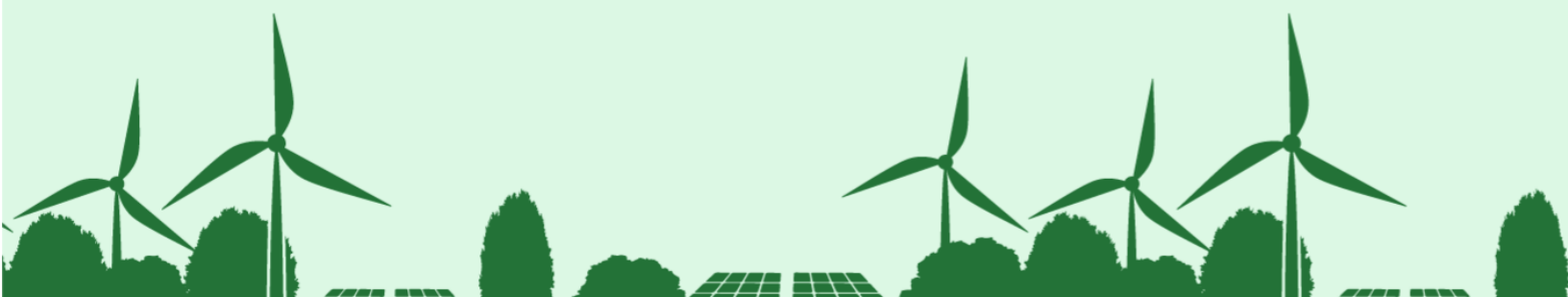




Community Electricity Networks Frequently Asked Questions

October 2023



Report a fault or emergency

If your fault or emergency is life-threatening or dangerous, please call 000 for emergency assistance immediately.

If only your residence is affected, you should check your electrical fuse box. Your master safety switch might have tripped due to an overload of an electrical item in your residence. We highly recommend that you contact your qualified electrician for advice and service.

If your residence and the surrounding area is affected, there will be an electrical outage across your neighbourhood. Call the local network service provider for assistance. The telephone number for that service provider is located on the notice inside your switchboard door and on the top right-hand side of your ASENSO bill.

Who is ASENSO?

ASENSO or Australian Sustainable Embedded Network Operations, is a proudly 100% Australian owned and operated, Electricity Embedded Network Operator with the purpose of building a better future for Australians.

ASENSO specializes in creating and managing affordable and sustainable Community Electricity Networks.

What is a Community Electricity Network

A Community Electricity Network (CEN) is a private electricity network within your community. Your CEN utilises a mixture of Green Powered Electricity generated in your community, from onsite Solar PV systems and distributed throughout the Community.

All Grid Drawn electricity is sourced from Green Wind Power generated in South Australia

The Communities we service lead the way by enjoying sustainable, connected community environments. EV charging facilities are available to your home and are also available to visitors to the Residents Clubs.

Most importantly, you will have a positive impact on the environment and your family by enjoying green electricity from ASENSO at no additional cost.

What is the benefit of being part of a CEN?

You will be part of a sustainable connected community, with clean electricity and innovative technology, while receiving competitive electricity bills, with green power at no extra cost.

If you choose to install solar panels, you will also receive a feed in tariff. Your excess generated electricity will be used within the community.

Can I put solar panels on my roof?

Yes, you can put solar panels on your roof. In doing so, you must adhere to your Estates' Residential Solar & Battery Policy.

Does ASENSO provide Consumer protections?

Yes, ASENSO is governed by the same Electricity Regulators Legislation as other retailers. You have the same protections as you would find with any electricity provider. To view our policies online, please visit www.asenso.com.au

Help and support

Our team is here to make sure your experience with ASENSO is as simple and carefree as possible. For any questions, feedback or information, please contact our Customer Care team:

Our contact details:

Phone: 1300 0 ASENSO (1300 027 366)

Email: info@aseno.com.au

Website: www.aseno.com.au

Hours: 8.30am – 5.00pm AEST, Monday to Friday

Interpreter Service: [13 14 50](#) | 口译服务 | خدمة مدمجرتما ليهفشلا | Dịch vụ thông dịch | Servizio di interpretariato | Servicio de intérprete | Υπηρεσία διερμηνέων

Moving in or out

How can I have my electricity services connected?

First, you will need to sign up with ASENSO.

You can visit www.aseno.com.au to connect or call [1300 027 366](tel:1300027366) and our customer service team will assist you.

Once we know your details and address, an ASENSO account will be created, and we will arrange for the electricity to be connected. A standard connection should occur the next business day after ASENSO receives your completed registration, or one business day before you are due to move in.

For the service to be connected on the same business day, we will need to receive your application before mid-day on the day before you move in.

What fees do you charge when I move in and when I move out?

The disconnection fee is charged when you move out and the meter needs to be disconnected.

If you need to be reconnected, a re-connection fee will apply

The fee amount is applicable based on the distribution network of the supply address as per the below, rates are GST inclusive:

Sustasco - \$??.??

SAPN -

You may be charged a higher connection fee if you request an urgent connection, outside of normal business hours.

How do I disconnect my account when I move out?

Log in to your ASENSO 'My Account' and complete the move out notification or call us on [1300 027 366](tel:1300027366) and tell us when you are moving out.

Your electricity meter will provide us with a final reading at midnight on the day you move out, and it will be remotely de-energised at that time.

What if I forget to tell you I'm moving out?

If you don't tell us that you are moving out, you'll remain responsible for all electricity used at the premises until ASENSO receive a new registration.

For example, if you move out without telling us and a new resident moves in without registering a new account, you are still responsible for paying for all electricity used until a new registration is received.

Billing

How often will I be receiving a bill?

ASENSO will bill you for your usage each month.

What is the best way to pay my account?

The easiest and most convenient way to pay your account is by Direct Debit which can be setup when you register for an account.

Direct Debit ensures that your account is always paid on time, allowing you peace of mind. You can set up direct debit when you first register or by calling us on 1300 027 366.

You can also pay your account by;

- Online – visit [PAY MY BILL](#)
- Phone – by calling [1300 027 366](#)
- BPAY – using the details provided on your bill
- EFT – using the details provided on your bill
- Centrepay – Call us on [1300 027 366](#) for assistance

I'm having trouble paying my account, can you assist me?

If you're having trouble paying your account, please call us on 1300 027 366 and let us know.

We have a number of ways to make bill paying simpler and easier to manage, Options include

- Bill Smoothing
- An extension to pay your bill.
- Joining a Payment Plan
- You may qualify for a government funded concession.

Remember, if we don't know you are having trouble, it may result in disconnection and associated charges so please contact us as soon as possible

Why is there a difference between my previous bills and my latest bill?

Most people consistently use their electricity each month. In summer we turn our cooling on and in winter, we turn our heating on so there would usually be little change in the electricity you use from month to month.

If you experience an unusually higher or lower account, it could be related to higher or lower usage during unusually hotter or colder weather.

ASENSO data management systems allow us to identify unusual usage patterns.

- If you ask us to check your meter, we can have a technician attend and test if your meter is faulty.
- If the meter is found not to be faulty, we will ask you to pay for this service.
- If the meter is found to be faulty, we will fix the problem, and we will cover all costs.

Some other reasons for higher-than-normal usage or changes in usage patterns are:

- New electricity appliances
- More people using electricity in your residence
- More days in the month, e.g. January and March accounts are usually higher than the February account because February can be two or three days shorter

Is there a fee for paying with Visa or MasterCard?

No, we do not charge a fee for paying by Visa or MasterCard credit cards. We do not accept Diners or American Express.

My Account

What is 'My Account'?

MY Account is ASENSO's customer portal where you can access your account at any time to;

- View your current and historical accounts
- Pay your bill
- Advise us that you will be moving out and when
- Contact us with any questions you may have regarding our services
- View your current and historical accounts
- View ASENSO current policy's

Is my financial and personal information safe and secure with ASENSO?

ASENSO strictly adheres to Data Security principals. All personal account details are kept in accordance with ASENSO's Privacy Policy.

Your payments are managed under the Payment Card Industry, Data Security Standards (PCI/DSS) regulation. For more information you can view the ASENSO Privacy Policy [HERE](#).

Power of Choice

Do I have to use ASENSO?

You can choose to use another electricity retailer if you wish.

If you do choose to use a different electricity retailer, you may receive two separate bills, one bill for 'Electricity only' from your chosen electricity retailer and, because ASENSO own the electricity network across the community, you will receive a second bill for Network and Supply to Property charges from ASENSO.

What is an 'Electricity Only' invoice?

An 'Electricity Only' invoice is how your electricity provider will invoice you for your consumption of electricity only.

'Electricity Only' contracts are made at the discretion of electricity retailers, so they may be difficult to obtain.

What are Supply to Property charges?

Supply to Property charge is not related to your monthly consumption of electricity. Supply to Property charges are the charges that you incur for being connected to the local electricity network. This will appear on your monthly bill as Supply to Property charge.

I have received an offer from a major retailer for a better price. What can you do to match the deal?

Let us have the details of the offer from the major retailer, and if it's genuine, we will consider matching, or better.

Life Support

If you, or anyone at your home or business premises depends on life support (or to put this another way, are 'life support dependent'), this needs to be registered on your account.

What is life support equipment?

- Life support equipment means the following:
- an oxygen concentrator;
- an intermittent peritoneal dialysis machine;
- a kidney dialysis machine;
- a chronic positive airways pressure respirator;
- CriglerNajjar syndrome phototherapy equipment
- a ventilator for life support; and
- in relation to a particular customer—any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.

Can I register a person for Life Support?

Yes, you must let us know if you or another person at your premises requires life support equipment. Contact us as soon as this is required, we will send a Medical Confirmation Form to complete and return to us and we will ensure the person and address is registered, we will also make sure that the Local Distribution Network Provider is informed.

If you have chosen a retailer other than ASENSO, you will need to contact that retailer to register.

Can electricity still be disconnected if my premises is registered as needing life support equipment?

Yes, however where the disconnection is planned, we or your distributor will give you notice as required by the National Energy Retail Rules.

Your electricity supply may also be disconnected in an emergency or where there is a fault in the electricity network. You will not have any prior notice of such disconnections.

If you would like further assistance in planning for electricity supply interruptions, please contact us.

What should we do if our electricity is disconnected, and we need life support?

Firstly, if there is a risk of injury or death you should call Emergency Services on 000.

If your electricity is disconnected without notice you can also contact your distributor – we will have provided their contact details to you once you have notified us of your life support requirements.

You should contact us if there is no longer a need for life support at the premises or if you are planning to move.

If you decide to change retailer at your premises and a person residing at your premises continues to require life support equipment, you should advise your new retailer of that person's requirements.

Energy Usage

What is a smart meter?

A smart meter (also known as an advanced meter or 'type 4' meter) is a device that measures when and how much electricity is used at your premises. It sends this information back to your ASENSO, without your meter needing to be manually read by a meter reader.

Smart meters can also do other things remotely, like allow the electricity supply to be remotely switched on and off without the need for a field technician, measure the power quality at your premises and notify your electricity distributor when the power goes out

What is a tariff?

ASENSO applies electricity pricing tariffs that are 'regulated': where the price is set by government. These are known as Default Market Offers. (DMO's)

ASENSO tariffs are guaranteed to be less than the DMO applicable to your distribution jurisdiction

Consumption Estimation

Where meter data has not been received from your meter during a billing period, our data management systems recognise this and we are advised. We will then monitor the data from the meter to identify if this is an ongoing problem or a result of communications interference.

If it is deemed to be an intermittent error, we will make an estimate of consumption for the billing period based on previous consumption patterns and will bill according to the estimate.

Where there is an ongoing data transfer issue, we will contact you to arrange a meter investigation.

Marketing Material Opt-Out

How do I stop receiving marketing material?

If you do not wish to be contacted by ASENSO for marketing purposes, you can join our No Contact list by calling [1300 027 366](tel:1300027366)

Complaints

How do I make a complaint?

ASENSO would like to understand your problem and do what we can to address it right away. Should something go wrong, please contact us on 1300 027 366 or go to our website [HERE](#).

The current contact details for the Energy Ombudsman in each state are below:

Energy & Water Ombudsman South Australia

Free call: **1800 665 565**

Online: <https://www.ewosa.com.au/>

On-Line: [Submit a Complaint | Energy & Water Ombudsman SA \(ewosa.com.au\)](#)

Mail: GPO Box 2947 Adelaide SA 5001

Energy & Water Ombudsman VIC

Free call: **1800 500 509**

Free fax: 1800 500 509

Online: <https://www.ewov.com.au/>

Email: ewovinfo@ewov.com.au

Mail: Reply Paid 469 Melbourne VIC 8060

Energy & Water Ombudsman NSW

Free call: **1800 246 545**

Free fax: 1800 812 291

Online: <https://www.ewon.com.au/>

Email: complaints@ewon.com.au

Mail: Reply Paid 86550, Sydney South NSW 1234

Energy & Water Ombudsman QLD

Free call: **1800 662 837**

Free fax: (07) 3087 9477

Online: <https://www.ewoq.com.au/>

Email: info@ewoq.com.au

Mail: PO Box 3640 South Brisbane BC Qld 4101

For further information, view our complaints policy [HERE](#)