25. WHAT IF THE METER COMPANY’S LIABILITY FOR LOSS OR DAMAGE?

In this case, once you have made a request to your network company to agree to co-operate in good faith with any investigation by your network company or its agents, you must ensure that any meter or electricity supply equipment which is used to measure and/or provide information about electricity consumption is not used or tampered with in any way. You must also ensure that you have not caused any damage to any meter or electricity supply equipment which is used to measure and/or provide information about electricity consumption.

26. WHAT IS THE METER COMPANY’S LIABILITY FOR LOSS OR DAMAGE?

If the network company causes you loss or damage, you may recover such loss or damage from the network company, subject to the terms and conditions set out in this agreement. You may also recover such loss or damage from the network company, subject to the terms and conditions set out in this agreement. You may also recover such loss or damage from your point of supply, subject to the terms and conditions set out in this agreement.

27. WHAT WILL IT COST TO BECOME A CUSTOMER?

In this case, once you have agreed to the supply of electricity to your premises, you may be liable to pay a connection fee, subject to the terms and conditions set out in this agreement. You may also recover such connection fee from your point of supply, subject to the terms and conditions set out in this agreement.

28. WHAT IS THE ROLE OF THE METER COMPANY?

In this case, once you have agreed to the supply of electricity to your premises, you may be liable to pay a connection fee, subject to the terms and conditions set out in this agreement. You may also recover such connection fee from your point of supply, subject to the terms and conditions set out in this agreement.

29. WHAT WILL IT COST TO BECOME A CUSTOMER?

In this case, once you have agreed to the supply of electricity to your premises, you may be liable to pay a connection fee, subject to the terms and conditions set out in this agreement. You may also recover such connection fee from your point of supply, subject to the terms and conditions set out in this agreement.

30. WHAT WILL IT COST TO BECOME A CUSTOMER?

In this case, once you have agreed to the supply of electricity to your premises, you may be liable to pay a connection fee, subject to the terms and conditions set out in this agreement. You may also recover such connection fee from your point of supply, subject to the terms and conditions set out in this agreement.
electricity supply may be rationed or restricted.

10. WHEN WILL WE DISCONNECT YOUR SUPPLY?

If you agree that in respect of your premises:

• you have instructed us to disconnect your supply;  
• you have made an overseas or out of hours disconnection request; or
• we believe it is necessary to prevent any loss or damage to property or to persons, we may disconnect your supply.

11. WHAT WILL YOUR SUPPLY REGRESS?

If we request us to do a supply regression:

• you may have to pay for any losses incurred or damaged property;  
• you may be liable for any costs we incur in connection with the supply regression;  
• any prepaid amounts will be returned to your account; and  
• you are liable for any costs that are incurred by you in connection with the supply regression.

12. WHEN WILL WE RECONNECT YOUR SUPPLY?

If we reconnect your supply:

• you may have to pay for any losses incurred or damaged property;  
• you may be liable for any costs we incur in connection with the reconnect;  
• your prepay account will be restored; and  
• you are liable for any costs that are incurred by you in connection with the reconnect.

13. WHAT IS OUR MAXIMUM LIABILITY?

If you agree that in respect of your premises:

• you have instructed us to disconnect your supply;  
• you have made an overseas or out of hours disconnection request; or
• we believe it is necessary to prevent any loss or damage to property or to persons, we may disconnect your supply.

14. HOW WILL WE CONTACT YOU?

If we need to contact you:

• you may be liable for any costs we incur in connection with the contact;  
• any prepaid amounts will be returned to your account; and  
• you are liable for any costs that are incurred by you in connection with the contact.

15. OUR PERFORMANCE STANDARDS

We must supply electricity to your premises at quality and reliability standards that are reasonable and that are consistent with the national electricity rules, the national electricity code, and the technical requirements of the supply point.

16. HOW DO YOU PAY YOUR PREPAY ACCOUNT?

You may be liable for any costs we incur in connection with the payment, and you are liable for any costs that are incurred by you in connection with the payment.

17. WHAT ARE YOUR OBLIGATIONS?

If you agree that in respect of your premises:

• you have instructed us to disconnect your supply;  
• you have made an overseas or out of hours disconnection request; or
• we believe it is necessary to prevent any loss or damage to property or to persons, we may disconnect your supply.

18. CAN I CHANGE THIS AGREEMENT?

You may change this agreement:

• if you inform us that you wish to do so;  
• if you provide us with a written request to do so; or
• if we agree to do so in writing.

19. HOW WILL WE CONTACT YOU?

If we need to contact you:

• you may be liable for any costs we incur in connection with the contact;  
• any prepaid amounts will be returned to your account; and  
• you are liable for any costs that are incurred by you in connection with the contact.