



**Guaranteed Service Levels and Rebates
For customers in Australian Capital Territory**

Version 2.0, March 2026



Guaranteed service level rebates for customers in the ACT

On 1 July 2020, changes to the Consumer Protection Code came into law to make sure that energy retailers operating in the Australian Capital Territory (ACT) meet guaranteed service levels. These changes were made by The Independent Competition and Regulatory Commission.

If we don't meet guaranteed service levels outlined in the list below, customers in the Australian Capital Territory (ACT) are entitled to a rebate.

When rebates may apply

You may be entitled to a rebate if certain guaranteed service levels are not met. Examples of situations where a rebate may apply include:

- delays in arranging electricity or gas connections
- wrongful disconnection of energy supply
- failure to meet required complaint handling timeframes
- failure to provide the required notice for planned interruptions or disconnections

The types of events that may give rise to a rebate, and the applicable rebate amounts, are determined by the ACT Consumer Protection Code.

Service level examples

The ACT Consumer Protection Code sets guaranteed service levels for a range of service activities. Examples include the following.

Electricity and gas connection

Guaranteed service levels apply to certain timeframes for arranging electricity or gas connections. Where the required service level is not met, a rebate may be payable in accordance with the ACT Consumer Protection Code.

Connection services may involve the electricity or gas distributor responsible for the network in your area. If we don't meet the following guaranteed service levels for electricity and gas connection timeframes, CovaU will pay a rebate of \$60 per day for every day beyond the guaranteed timeframe (maximum \$300).*

- If you request an electricity or gas connection before 2pm on a business day, you can expect to be connected on the same day.
- If you request an electricity or gas connection after 2pm on a business day, you can expect to be connected by the end of the next business day.
- If you request an electricity or gas connection on a non-business day (a weekend or public holiday), you can expect to be connected by the end of the next business day.
- If you request an electricity or gas connection for a specific date, you can expect to be connected by the date agreed between you and CovaU.



*When you contact us regarding a failure to meet the guaranteed service level for connection timeframes, we will investigate to confirm that we are responsible for the connection delay. If the connection delay is due to a CovaU error, we will pay the relevant rebate to your CovaU energy account.

Wrongful disconnection

In ACT, if your energy supply is wrongly disconnected, CovaU will pay a \$100 wrongful disconnection rebate if we disconnect your account in error.

In Victoria, if your energy supply is wrongfully disconnected, you may be entitled to a payment of \$500 per whole day and a pro rata amount for any part of a day that the supply of electricity is disconnected, capped at \$3,500, depending on the circumstances of the disconnection.

Complaint handling timeframes

Energy retailers must meet certain complaints handling timeframes. If these timeframes are not met, We'll provide a rebate of \$20 per complaint if we fail to respond to your complaints in a timely manner. We commit to:

- Acknowledge the complaint immediately or as soon as practicable;
- Reply with a direct response to your complaint within 20 business days, and align the timeframe mentioned in CovaU Complaint Policy

For information about how CovaU handles complaints, please refer to our [Complaint Handling Policy](#)

Planned interruptions

Where we arrange a planned interruption or disconnection that is within our control, we will provide the notice required under applicable energy regulations. If the required notice period is not provided, you may be entitled to a rebate under the ACT Consumer Protection Code.

CovaU will give you at least 4 business days' notice (unless you agreed to a shorter time) for any planned disconnection of your gas or electricity supply for updates to or installation of a meter or solar panels. We will pay you a \$50 rebate if we haven't met the guaranteed notice period for planned interruptions to your supply.

CovaU notice for planned interruptions cover interruptions within our control and are separate to any interruptions to your supply as a result of the electricity or gas distributor in your area.

More information

For further information about guaranteed service levels and rebate amounts, please contact our customer service team via [Help Center](#).

If you believe a guaranteed service level has not been met, you can contact us and we will review the matter.

How do I get a rebate?

We regularly monitor CovaU service levels. When we identify failures to meet our service level guarantees, we apply applicable rebates to customer accounts, alongside details of the type of rebate paid. If your account is in credit, you can contact us to request a refund instead.

If you think we haven't met our guaranteed service levels, please get in touch.