



“ WHAT YOU CAN EXPECT FROM US

Where our clients have electricity lines on your property i.e. your local Electricity Distribution Company, we may need to access your property for inspection and occasionally prune or clear vegetation. We will do our best to take care of your property and the natural environment during our visit. Our employees and contractors will always produce photo identification upon request and where practical, if you are not at home, will leave a calling card as a record of our attendance.”

CUSTOMER PROMISE

To all Vegetation Related Stakeholders - Issued November 2010

Introduction

The Vemco Group Vegetation Customer Promise is an ideal way to improve our services and actions with anyone who comes into contact with us. It does this by telling them the standards of service they should expect, what to do if something goes wrong and how to contact us in those instances.

The Customer Promise helps our employees as well, by setting out the standard of service that is expected of them in all activities they are involved with. It also helps our employees look at ways to improve what they do, particularly in relation to how it benefits you, the customer in the field.

Who is Vemco Group

Vemco Group is a well-established company with over 400 employees and 200 contractors, having grown significantly since we started our first operations in 1995 as a power utility contracting company.

A big part of our work is ensuring that vegetation does not come too close to overhead electricity lines. We do this work for clients such as electricity utilities, shire councils and private customers.

We have a strong commitment to this important work, as it helps to prevent bushfires, (adds continuity to power supply) and other public and vegetation safety related concerns. Even though we need to trim trees as part of our work, we aim to keep you informed of these works, to the highest ethical and professional standards.

Our Customers

As the work we undertake is often on behalf of clients such as electricity utilities and councils, you have a right to access a range of free information relating to vegetation affecting your electricity supply, such as relevant Codes of Practice and Legislation.

We will inform you of the client we represent and encourage you to make contact with us (or them), if you require any additional information.

Your Privacy and Confidentiality

We respect your privacy. We will only use or disclose your personal information in accordance with applicable laws relating to privacy and confidentiality. Occasionally we (or our client) may contact you to seek feedback on the services we have provided. The information we collect will only be used to improve our customer service.

Trimming trees near powerlines

The responsibility of trimming trees near powerlines depends on where the tree is located and the type of powerline it is near. Generally, the property owner is responsible for keeping trees a safe distance from the service line attached to the house and/or any Private Overhead Electricity Lines.

Your & Vemco Group's responsibilities

Your Property	You need to	Vemco Group will
Generally	<p>Keep trees on your property a safe distance from your service line and any Private Overhead Electricity Lines.</p> <p>Provide safe and unrestricted access for us to inspect, trim or remove trees near powerlines on your property.</p> <p>Inform us of any special needs you may have e.g. if we need to disconnect electricity supply to trim a tree.</p> <p>Inform us of any special requirements you are aware of in relation to the vegetation and its significance e.g. use of herbicide, any significant trees or heritage listed trees.</p> <p>Inform us of any unsuitable times for us to visit you and carry out our work, or if you have any special requirements before we enter your property.</p> <p>You are required to ensure that your own electrical equipment is safe.</p>	<p>If we are representing an Electrical Distribution Authority, we will:</p> <ul style="list-style-type: none"> • Keep trees clear of our clients' powerlines. • Provide written notice that trees need to be trimmed. <p>We will make every effort to notify you of any tree trimming requirements, our access needs, time of trimming, enquire if you wish to be present, any special clean-up requirements and if herbicide use is to be used.</p> <p>We will make every effort to contact you, if our scheduled works may need to change for any reason.</p> <p>Unless in an emergency situation, we will make every effort to notify you, prior to actual trimming of trees.</p> <p>If you are not at home, (where practical) we will leave a calling card as a record of our attendance.</p>

Safe access to your property

While carrying out work for our clients who have powerlines on their property, you need to give our employees and contractors safe and unrestricted access to the overhead electrical equipment on your property. You are required to ensure that your own electrical equipment is safe.

Our Commitment

We commit to be courteous and respectful in our dealings with you.

As we often need to enter a customer's property, we respect it is your home and commit to carry out our work to ensure a safe environment, whilst minimising any environmental impact or disruption to you.

We will make every endeavor to visit your property at times that are convenient to you. This may not be possible if emergency works are required to be carried out.

If you have an issue/complaint

If you are not happy with any part of the service we provide, we encourage you to contact us. If you are not happy with the outcome of your dealings with us, we encourage you to contact a senior manager at Vemco Group. Our contact details are listed below.

If after discussion with one of our senior managers, you are still unsatisfied, and the service we provide is for a third party i.e. an Electricity Distributor, we will provide appropriate contact details for our third party client, so you can discuss your issue/complaint with them.

How to contact Vemco Group

If you would like to contact us for a specific issue, or to provide feedback, please utilise the following contact methods:

Telephone

Mulgrave Head Office: 03 8542 0700
 Ballarat Regional Office: 03 5338 3300
 Adelaide Regional Office: 08 8251 7899
 Perth Regional Office: 08 9358 5000

Email: info@vemco.com.au | **Web:** www.vemco.com.au

Normal Business Hours are:

8.30am to 5.00pm, Monday to Friday.

