



Information for customers affected by the Roleystone Fires

Synergy is the electricity retailer for the South-West Integrated System (SWIS) which covers the area from Kalbarri in the north, east to Kalgoorlie and south to Albany.

IF YOUR HOUSE HAS BEEN DESTROYED

If your house has been destroyed, or is permanently uninhabitable, as a result of the Roleystone/Kelmscott fires, we will waive any outstanding debts you have with Synergy.

Please call us on 1800 220 605 to close your account and at the same time advise us that you have been affected by the fire. If an invoice arrives before you have had a chance to contact us, please call to let us know and we will make arrangements to correct our records and cancel the invoice.

WAIVING OF ACCOUNT ESTABLISHMENT FEE

If you have to move into another dwelling as a result of the fire, Synergy will waive the Account Establishment Fee. Please call 1800 220 605 to arrange connection and let us know that you have been affected by the fires.

WAIVING OF RECONNECTION FEE

If your residence was destroyed and you rebuild, the Account Establishment Fee will again be waived when you move back in. You will just need to make sure you let us know that you are moving back into a property that had been destroyed by the fires when you call to create your new account.

YOUR SYNERGY ACCOUNT

If you have been affected by the fires and are facing payment difficulties, please call us on 1800 220 605 to enter into a payment arrangement.

OTHER ISSUES

Please do not hesitate to contact Synergy on 1800 220 605 if you are facing hardship relating to your electricity account and your circumstances do not fit into any of the categories listed above, or if we can assist with any other matter

