






Synergy Gas Customer Charter


Small use business customers





Do you need assistance in relation to this document?
If you don't speak English, call the telephone interpreter service
 (TIS National) on 13 14 50 to arrange an interpreter.

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هل أنت بحاجة إلى المساعدة بشأن هذه الوثيقة؟
 (TIS National) اتصل بخدمات الترجمة الفورية الهاتفية
على الرقم ١٣ ١٤ ٥٠ لندبر لك مترجما.

ဤစာစောင်နှင့်စပ်လျဉ်း၍ သင်အခက်အခဲ ရင်ဆိုင်နေရသလား။
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آیا شما در رابطه با فهمیدن این نوشته ضرورت به کمک دارید؟
به تلفون ١٣ ١٤ ٥٠  به خدمات ترجمانی کربک بزیتد با به شما
ترجمانی معرفی گردد.

Te ye yin kuöny duët wic tenöŋ athör kenë?
Cöl thëlëpun dugër koc kuony  (TIS Kutnhom) ten
13 14 50 tenöŋ ajuer ee dugër.

شما در مورد این مدرک به کمک نیاز دارید؟
به خدمات مترجم تلفنی  (تیس ملی) با شماره ١٣ ١٤ ٥٠
زنگ بزنید تا یک مترجم شفاهی فراهم شود.

需要有人帮助翻译这份文件吗？
请拨打13 14 50联系电话口译服务处
 (TIS National) 让我们为您安排一位翻译。

Je unahitaji usadizi kuhusu hati hii? Piga simu
kwa huduma ya mkalimani  (TIS Taifa) kwa 13 14 50
kupanga mkalimani.

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Our commitment to you

Thank you for choosing Synergy

Energy is more important to business than ever. So it's important that you get the most out of it, while keeping control of your costs.

As a valued customer, we're committed to giving you the best possible service, and this Customer Charter outlines your rights, obligations and expectations.

More details on your rights and responsibilities, in relation to the supply of gas, are outlined in the Gas Marketing Code of Conduct (Gas Marketing Code) and the Compendium of Gas Customer Licence Obligations (Gas Code of Conduct). You'll find these documents at **[synergy.net.au/gascharter](https://www.synergy.net.au/gascharter)**, or for a copy please call us on 13 13 54. You also have relevant rights under the Australian Consumer Law and the Privacy Act.

* The South West Interconnected System is the area that covers from Kalbarri in the North down to Albany in the South and East to Kalgoorlie.

Our Gas Charter

From 1 July 2007, in addition to electricity, Synergy has supplied gas to eligible customers located in the Western Australian South West Interconnected System* including the Perth metropolitan area, Mandurah, Rockingham and Geraldton.

We've designed The Synergy Gas Customer Charter specifically for our small use business customers who consume greater than 180GJ but less than 1TJ per annum (which equates to an annual spend of approximately A\$6,400 - A\$31,000).

All licensed gas retailers supplying small use gas customers in Western Australia must comply with the Gas Marketing Code and Gas Code of Conduct.



Distribution and Retail

Understanding Synergy's role

In Western Australia, the role of providing gas, delivering it to your business and selling it to you is not the responsibility of a single organisation. So while we're always doing our best to ensure your business has the gas it relies on, some aspects of providing gas are out of our control. We've described these roles in more detail below:

The Distributor (also known as the network operator)

In Western Australia, it's the role of the distributor to deliver gas to your premises and to connect your supply address to the distribution network. They're also responsible for managing and maintaining the energy distribution network, including gas pipelines, metering equipment, control centres and meters.

Different distributors exist for the supply of gas, such as ATCO Gas Australia.

The Retailer

That's us. We're responsible for the purchase and sale of gas on your behalf. Synergy sells gas from distributors to you. We organise your bills and contracts, manage your account and help you with your enquiries.

What we do for you

As a Synergy customer it's important you know what you're entitled to expect from us. That's why we've put together this Gas Customer Charter. It outlines the roles and responsibilities for you, as our customer, and us as your retailer, across a range of common business scenarios.

Building a new business premises

What you need to do

When you're building new premises please discuss your gas requirements with your building contractor or licensed gas fitter. Arrange for them to contact us with the agreed gas usage requirements at the site. These requirements are based on appliances and equipment and how many you intend to install. Synergy can then arrange for a quote to be forwarded to you.

What Synergy does

After we've reached an agreement with your building contractor or licensed gas fitter, we will then request for the connection of the gas service and meter. The time taken by the Distributor for connection varies depending on the distance from the gas main.

Once the Distributor has received final notice that your premises has been constructed or completed, we take care of automatically opening your new gas account.

If you wish to change your account details at any time, please contact us on **13 13 54**.

What the Distributor does

Once you've accepted the gas connection quote and you give us the OK to start your connection, we'll arrange for the site to be connected by the Distributor.

Moving premises

What you need to do

- ✦ To have the gas connected in an established business call us on **13 13 54**,
- ✦ Provide Synergy with three (3) business days' notice before vacating or moving into existing premises, and
- ✦ Provide a forwarding postal address for your final bill.

Part of your role is to inform us if your business changes premises, even if that premises already has gas connected. This isn't the responsibility of your estate agent, landlord or settlement agent.

It's important you get in touch with the dates you're moving, so we charge you for the correct amount of days at each premises.

If you're going to be away from your premises for a long time get in touch about supply options. Redirecting your bill to a nominated third party or payment in advance means you won't have to worry about your gas supply while you're away.

If your contact details change, please let us know on **13 13 54**.

What Synergy does

We organise for your Distributor to conduct a final reading of the meter at the premises you're leaving. We also establish a new account for your new address and provide you with a final bill for the premises your business is moving out of.

Disconnection

Why disconnections could happen

It's unfortunate, but occasionally – and usually unintentionally – contracts are broken. We'll do our best to get in touch and warn you beforehand, but under any of the circumstances listed below, it may be necessary for us to disconnect your gas supply:

- ✦ If you receive a disconnection warning, and we haven't received payment of the amount owing on your account by the date specified in the warning.
- ✦ If the agreed installment plan has been dishonoured.
- ✦ If you have obtained gas illegally.
- ✦ If you have denied us access to the gas meter for more than three (3) consecutive billing cycles.

Full details are in the standard gas agreement Terms and Conditions, available at **synergy.net.au/agreements**

What Synergy does

We know how important gas is to your business, so in the event that disconnection of gas may be necessary:

- ✦ We will first send you a disconnection warning letter.
- ✦ We can help provide alternative payment arrangements. Please call us on **13 13 54** if you are experiencing payment difficulties.

Where applicable under the Gas Code of Conduct, we won't disconnect your supply:

- ✦ After 3pm Monday to Thursday.
- ✦ On a Friday, Saturday, Sunday or Public Holiday.
- ✦ On a business day prior to a Public Holiday.
- ✦ If we have been notified of a complaint directly related to the reason for the proposed disconnection.

If you do not pay the total amount payable for any bill after we send a disconnection warning to you, then we can refer your debt to a debt collection agency for recovery and if we do so, you must pay any costs we incur in connection with the recovery of the unpaid bill (including the agency's fees and legal fees).

If your account remains overdue for more than 60 days and we have sent you two (2) notices requiring payment, we may give personal and credit information about you to credit reporting bodies. This will allow the credit reporting bodies to create or maintain a credit report containing personal and credit information about you.

This may limit your ability to obtain credit such as a bank loan for a car or a housing mortgage as default information may remain on your credit report for five years. For more information, our credit reporting policy can be viewed at **synergy.net.au/privacy_policy** or please contact us if you would like a copy.

To avoid this action, please pay your bills by the due date or if you are experiencing payment problems please contact us so we can discuss available assistance. If you leave it too late to contact us we may not be able to help.



Reconnection

What you need to do

If your gas supply has been disconnected you can arrange a reconnection. The first step is resolving the reason for your disconnection, for example making full payment of an outstanding bill.

Then you just have to contact Synergy on **13 13 54** and we'll arrange the reconnection of your supply. You'll be required to pay a reconnection fee and this will be itemised on your next bill.

What Synergy does

After you've have contacted us to organise your reconnection, we'll request that your Distributor reconnects your gas. If we receive your gas reconnection request prior to 3pm on any business day, we will request a standard reconnection that same day. In other cases we'll forward your request for reconnection on the next business day.

What the Distributor does

Your Distributor will reconnect your gas within two (2) business days of receiving our request, unless there's an emergency, they can't get access to the meter or it's unsafe to reconnect. If an excavation is required the Distributor can take up to 10 business days.

If the Distributor becomes aware there is unauthorised consumption of gas at your property they will notify Synergy and will not have to reconnect your supply until the issue is resolved.

To avoid disruption to your gas supply if you receive a disconnection notice, please call us on **13 13 54**.

Your gas bill

What you need to do

Bills are required to be paid by the due date specified on your bill. If at any stage, you are having difficulty paying your bill by the due date, please call us on **13 13 54** to discuss how we can help you.

What Synergy does

We receive readings from your Distributor at prescribed intervals so that we can produce your bill.

Running a business means you're always busy. That's why we see our role as helping you manage your payments as quickly and easily as possible. So we offer a range of bill payment options for your convenience. These options are shown on your bill, and include:

- ✦ Direct debit
- ✦ Electronic funds transfer
- ✦ Cheque
- ✦ BPAY
- ✦ Australia Post
- ✦ Telephone by Debit or Credit Card

Questions and Answers

How often will you send me a bill?

We'll send you a bill at least once every three months, in accordance with the billing cycle that we have set for our customers.

What does my bill include?

Your bill contains more than the balance of your account, it also provides you with useful information on how you're using energy, such as the:

- ✦ Billing period and physical supply address.
- ✦ Total gas consumption for the specified period.
- ✦ Meter reading data and ID number.
- ✦ Amount due and due date.
- ✦ Fees and charges (if appropriate) in addition to your gas supply charges.
- ✦ Account number and the various payment methods available to you.
- ✦ Key contacts and telephone numbers.

What are my fees and charges?

Please see the Synergy website for a summary of our fees and charges related to gas at **[synergy.net.au/gasfees](https://www.synergy.net.au/gasfees)**

How is my gas bill calculated?

The amount we bill you is based on a reading of the gas meter at your premises. The meter records how much gas you have used. Readings are taken in accordance with the relevant gas code and rules.

The gas meter measures the volume of gas you use, but we'll bill you according to the amount of energy in the gas you use. Because gas is a naturally occurring substance, the amount of energy in a given volume of gas, which is called the "heating value", changes from time to time.

The Distributor measures the heating value of gas at a number of places and we will use those measurements to calculate the heating value of the gas you use.

The reading on your meter is conclusive evidence of the volume of gas you have used, unless the meter is measuring inaccurately. You can request us to review the

bill, and we will do so. If the review finds that there was an error, we'll make the necessary adjustments.

If the Distributor or Synergy finds the meter is inaccurately measuring the volume of gas you use, we can arrange for the meter to be changed. There is no fee for this change.

For information about different types of meters or estimated bills, please call us on **13 13 54**.

Will you need to access my property?

Sometimes we'll need to arrange for the Distributor to enter your property, like for periodic meter reading purposes. If this is necessary, we'll ensure the Distributor respects your property and will be there for only the minimum time necessary.

The location of your gas meter is important not only for reading purposes, but may also be essential in the case of an emergency where the meter needs to be turned off. In these situations, we need your assistance to have safe, convenient and unhindered access to your premises and all associated gas installations.

Our staff and representatives carry official identification and will show it to you on request. Let us know if you have any special arrangements or requirements concerning access to your premises or property (regarding safety or security). We'll do our best to accommodate your needs.

If something at your premises (for example: an unleashed dog) represents a potential danger to the Distributors staff or representatives, it's part of your responsibilities to inform us and make alternative and appropriate arrangements.

How does Synergy protect my privacy?

Some of your information may be disclosed to third parties who form part of our product and service delivery, like billers, network operators and financial institutions.

We respect your personal information and are committed to keeping your personal information confidential, as outlined in our privacy policy. We'll always make it a priority to share only the necessary amount of your information.

For more information, you can see our privacy policy **synergy.net.au/privacy_policy**

What if I have a complaint?

We're committed to handling your complaints and enquiries in a courteous and efficient manner. Our complaints handling process includes guidelines to ensure that all complaints are handled professionally and are taken seriously. You can view our detailed policy and procedures at **synergy.net.au/complaints**

Our Customer Service Representatives are available to help you with any general questions or concerns that you may have and can be contacted on **13 13 54**.

We appreciate the opportunity to help resolve any issues you may have. If, after speaking with our Customer Service Representatives, you don't feel that we've resolved your complaint internally, you can take your complaint further by:

- ✦ Having the complaint escalated to a senior staff member, or
- ✦ Contact the Energy Ombudsman of Western Australia on:
 - ✦ Telephone: **(08) 9220 7588** or Freecall **1800 754 004***
 - ✦ Email: **energy@ombudsman.wa.gov.au**
 - ✦ Website: **www.ombudsman.wa.gov.au/energy**

*mobiles charged at applicable rates

Where can I get more information about my gas supply?

Understanding your energy agreement is important, so if you want to find more information regarding the supply of gas to your premises, try using the resources listed below.

Contracts

In Western Australia, the supply of gas is governed by individual contracts with customers. This makes it easy to find the terms and conditions of your supply in the one place. There are two main contract types – Standard and Non-standard.

Standard Contract

The terms of a gas standard contract are governed by regulations, and the Economic Regulation Authority must approve the contract. These contracts outline the standard terms and conditions for all customers who pay standard prices for their gas.

You can find out more about our gas standard fees and charges and those that apply to you at **synergy.net.au/gasfees**

You can connect via a gas standard contract over the phone or by fax.

To view a copy of the Standard Gas Agreement Terms and Conditions, visit **synergy.net.au/agreements**

Non-standard Contract

These contracts contain different terms and conditions to a standard contract, relating to special products and offers. These may include variations in price, contract length, payment options, and early termination or exit fees.

Non-standard contracts are negotiated directly with you and may require your written consent before they can take effect. These contracts must still adhere to general law requirements such as the Australian Consumer Law.

Gas Codes

All licensed gas retailers and their marketing representatives must comply with the Gas Marketing Code and the Compendium of Gas Customer License Obligations (referred to as the Gas Code of Conduct).

As well, we must be part of a scheme that outlines how retailers and distributors will work together to supply gas to customers. These are the REMCO market rules. These documents specify what is acceptable behaviour and information to be provided when dealing with customers who consume less than 1TJ of gas per annum.

The Gas Code of Conduct and the REMCO market rules also cover gas connections, billing, payment, disconnections, reconnections and complaints resolution. We'll notify you of any amendment to the Code that affects your rights as soon as we can after the amendment is made.

The Economic Regulation Authority

The Economic Regulation Authority, amongst other matters, is responsible for the regulation of gas trading and distribution licenses. Their contact details are Level 4, 469 Wellington Street, or you can call them on **(08) 6557 7900**.

The Director of EnergySafety

EnergySafety is responsible for safety regulation of the gas sector. They can be contacted on **(08) 9422 5200** or by visiting their website **www.commerce.wa.gov.au**

Our Website

As your gas retailer, we can provide you with a wide range of information regarding your gas supply, our products and services. The Synergy website is one of the best sources of information and advice on the following:

Account information: **synergy.net.au/myaccount**

Prices, charges and fees: **synergy.net.au/gasfees**

Billing information: **synergy.net.au/businessbilling**

Privacy policy, including our credit reporting policy: **synergy.net.au/privacy_policy**

Making an enquiry or complaint: **synergy.net.au/complaints**

If you couldn't find the information you need from any of these sources, our Customer Service Consultants are happy to answer your questions and can be contacted on **13 13 54**.

Using it Safely

Gas Safety

Please call **13 13 52** if there is an emergency involving your gas supply. This is the gas Distributor's 24-hour emergency help line. You should use this number in case of:

- ✧ Emergencies.
- ✧ Smell of gas.
- ✧ No gas.

You must use only licensed trade-persons for gas connection, appliance and equipment installation. And you should only use appliances in accordance with the manufacturer's instructions.

Gas supply is transported via underground pipelines. These pipelines can be accidentally damaged resulting in gas disruptions or expensive repair costs. You can minimise these risks by contacting the gas distributor before undertaking major external works or by visiting **www.1100.com.au** for more information.

As a Synergy customer you have certain obligations in terms of your gas usage. For example you should:

- ✧ Maintain your natural gas installation in a safe condition and protect equipment from damage and interference.
- ✧ Provide safe unhindered access to the gas meter.
- ✧ Not use gas in a manner that interferes with the Distributor's network equipment.

EnergySafety is responsible for safety regulation of the Western Australian electricity and gas sectors and provides safety advice.

To view EnergySafety's 'Safe use of gas' go to **www.commerce.wa.gov.au/energysafety/gas-safety-information**

Gas quality and reliability of supply

Reliability and quality of gas supply is the responsibility of the Distributor. There may be times when your energy supply needs to be disrupted for maintenance, expansion, repair, emergency, health or safety reasons.

At Synergy we ensure the gas distributor provides gas supply as prescribed by law. However, determining gas quality is the responsibility of the gas distributor.

If an unplanned gas interruption occurs, for example if your gas has stopped flowing unexpectedly, please contact the Distributor on **13 13 52** for information and advice.

Emergency situations

Gas retailers and distributors have various rights by law to act in emergency situations in order to protect health and keep people safe. These rights extend to the power to enter land, remove or repair network equipment and to interrupt, suspend or restrict the supply of gas.

If your gas service is the subject of an unplanned interruption, we, or the relevant Distributor, will endeavour to keep you informed as to the length of the delay. We'll also provide you with reasonable advance notice but by no later than any timeframes prescribed by law.

Get in touch

You'll receive our highest standard of service when we're responding to your enquiries. If you call us we'll do our best to answer your questions immediately. If that's not possible (for example, if we need to speak to a Distributor) we'll get back to you as soon as we have the information you need.

There are a number of ways you can contact us:

By phone

13 13 54 for business customers

Monday to Friday between 8am and 5pm
(excluding public holidays)

(08) 6212 2222 for calls outside Western Australia

(08) 9221 8608 TTY (if you have hearing or speech difficulties)

Need help with this guide? Call  **13 14 50** to arrange an interpreter or visit their website **tisnational.gov.au**

By mail

Synergy, GPO Box K851, Perth WA 6842

By fax

(08) 9221 4628

Internet

synergy.net.au/gas

Other Useful Numbers

For emergency or supply faults/interruptions call **13 13 52** (24-hour number).

You should use this number in case of:

- ✧ Emergencies.
- ✧ Smell of gas.
- ✧ No gas.

Thanks

Getting the most out of your energy isn't just about what you do with it, it's how you manage it, so...so we'd like to thank you for reading through the Synergy Gas Customer Charter for Small Use Business Customers.

We appreciate your time, and hope it's provided you with all the information you need with regard to your rights, obligations and expectations as a valued Synergy customer.

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synergy.net.au/gas