

Small Use Gas Customer Prices and Fees

Not everyone is aware that Synergy can provide small use businesses with natural gas. It's no secret that by having your electricity and gas bundled together, you can save time and money.

If your business uses between 180GJ (approximately \$6,400 per year) and 1TJ (approximately \$31,000 per year) you could be eligible to switch your gas supply to Synergy.

We have two types of gas supply offers for small use businesses. A standard gas tariff and a more economical fixed term Synergy Gas Plan.

STANDARD GAS TARIFF

(Standard Agreement)



Standard tariff for all business types - this is known as a **standard contract**.



Used for a single site.



The State Government regulates the tariff rates of gas and consists of three costs; a daily supply charge, a rate for the first 100 units and a rate for any usage above that. These costs can change over time and are generally higher than a fixed term agreement.



The terms of a standard contract are governed by regulations and must be approved by the Economic Regulation Authority. A standard contract outlines the standard terms and conditions for all customers who pay standard tariffs for their gas.



Standard tariff rates are available for gas users between 180GJ – 1TJ per year.

SYNERGY GAS PLAN

(Non-Standard Agreement)



A Synergy Gas Plan agreement is tailored to your business requirements with competitive discounts off the gas tariff rate – this is known as a **non standard contract**.



Can be used across single or multiple premises.



The Synergy Gas Plan has two pricing options available to you. You may have a plan that does not include a daily supply charge and has a single flat rate or a plan that includes a daily supply charge, a rate for the first 100 units and a rate for any usage above that. Some plans may include metering and network charges, these charges are dependent on your energy usage.



As the Synergy Gas Plan is a non standard contract, the terms do not need approval by the Economic Regulation Authority. Variations can occur in price, fees and charges, contract length, payment options, and early termination or exit fees from provider to provider.



A Synergy Gas Plan is available for customers consuming between 180GJ and 1TJ. Synergy also offers a plan for customers consuming more than 1TJ. Contact us to find out more.

Once you have accepted the agreement, you can request a written copy of your standard or non-standard contract.

Regulated standard gas tariff (180GJ – 1TJ per year) - effective 1 July 2014

Non-residential – Mid-West/South-West area

Gas charge (cents per unit)		Supply charge
12.94	10.37	17.89
1GJ = 277.78 units 1 unit = 0.0036GJ		

All prices are inclusive of GST. Please note prices are subject to change from time to time.

Other Fees

Description of Fee	Price
Account establishment fee	\$33.80
Reconnection fee	\$21.51
Disconnection fee	\$60.97
Special meter reading fee	\$18.48
Meter test fee	\$192.53 The fee is refunded if the meter is found to be faulty
Meter replacement fee	Check upon application
Overdue account notice fee	\$4.75
Cheque dishonour fee	\$14.75
Direct debit dishonour fee	\$14.75
Rejected payment/dishonour fee (payment made at Australia Post)	\$24.20
Credit/debit card transaction fee A transaction fee of 0.53% incl. GST will apply for Visa/MasterCard credit cards or debit cards. American Express credit cards will incur a transaction fee of 1.68% incl. GST.	

All prices are inclusive of GST. Please note prices are subject to change from time to time.

For more info, phone us on **1300 859 333** or visit synergy.net.au/gas to complete an online quotation form.

Payment Methods

We know that running a business requires time. That's why we've made it fast and convenient to pay your bills, monitor your energy use, and make changes to your account online at any time.

Simply register at synergy.net.au/my_account

Other payment options include; Online credit card payment, Direct debit, BPAY®, BPAY View, Over the phone, Mail, CentrePay, In person.

Billing Methods and Frequency

We'll send your bill to the billing address we have on file, or to your e-mail if you've signed up for paperless billing on My Account. You'll generally get a bill every second month.