

# CUSTOMER CHARTER



**Tas Gas**  
The heart of your home

## **INTRODUCING TAS GAS RETAIL**

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## **WELCOME TO TAS GAS RETAIL**

Natural gas is the ideal energy source to ensure you have the comfortable lifestyle you deserve at an affordable price. We are pleased you have chosen natural gas as your clean, safe and convenient energy source.

In this Customer Charter (Charter) you will find information on how you will receive your bill, what payment options are available to you, our responsibility to the Regulator and your rights as the customer. You will also find information on your responsibilities like maintaining easy access to your gas meter and notifying us if you change address.

The Charter is a plain English summary of the terms and conditions under which Tas Gas Retail will provide natural gas to residential and commercial customers. The formal terms and conditions are available upon request, with the terms and conditions being subject to regulations governing the retail sale and use of natural gas in Tasmania.

Thank you for choosing Tas Gas Retail. We look forward to providing you with natural gas for relaxing long hot showers and the instant warmth of a flame effect fire.

## **ABOUT TAS GAS RETAIL**

### *Who we are and what we do*

Tas Gas Retail is Tasmania's specialist natural gas provider. We buy and sell natural gas to industrial, commercial and residential users.

### *What is the difference between Tas Gas Retail and Tas Gas Networks?*

Tas Gas Retail buys and transports natural gas from Victoria to Tasmania and delivers it to points around Tasmania where Tas Gas Networks takes carriage of it and delivers it through its network to our customers. Tas Gas Retail and Tas Gas Networks are separate companies.

Tas Gas Networks:

- owns and operates the gas distribution networks which includes the pipework up to the meter on your property;
- installs, maintains and owns the gas meter located on your property;
- is responsible for meter reading; and
- is responsible for responding to gas emergencies.
- For contact details see back page.

### *Who does this Charter apply to?*

This Charter outlines the relationship between Tas Gas Retail and all our customers who use less than 10,000 GJ of natural gas per annum. Customers using more than 10,000 GJ of natural gas per annum may have individual contracts with Tas Gas Retail and Tas Gas Networks.

To become a Tas Gas Retail customer you first need to complete and submit a Tas Gas Retail application form. We will review your application and contact you if we need any further information. Once we have approved your application and any conditions of account, this Charter and your application forms the Contract between us.

Tas Gas Retail and you, (the customer), both agree to abide by these terms and conditions. Tas Gas Retail must comply with the Tasmanian Gas Retail Code issued under the Gas Act 2000. The contract terms cannot be inconsistent with the Retail Code, and Tas Gas Retail must provide a current copy of the Charter to the Regulator.

By signing the application form you agree to abide by terms and conditions contained in that document and this Charter.

## **ACCOUNT SERVICES**

### *How often will I receive a bill?*

Customers using more than 1,000 GJ per annum may receive a bill every month. Most customers will be billed quarterly. Bills will be delivered by Australia Post, or by email.

### *How does Tas Gas Retail calculate my account?*

Your natural gas account for each billing period will include the fixed daily tariff applicable to your account plus a variable tariff based on the natural gas you have consumed.

Tas Gas Networks will read your meter and supply us with the meter reading. Your meter must be read at least once per year.

In the circumstance where we cannot access your meter, we may estimate your natural gas consumption. This estimate will be based on historical or industry profile data and will be indicated on your account. Tas Gas Retail will correct your bill with either a credit or debit on the next account for which we have an actual meter reading.

### *What pricing applies to my account?*

Tas Gas Retail will publish the standard tariffs on our website ([www.tasgas.com.au](http://www.tasgas.com.au)). For pricing on larger accounts contact your Tas Gas Retail account manager. Tariffs are reviewed annually however in some circumstances (such as the introduction of a carbon tax) the tariff may change more than once in a year.

### *How long will I have to pay my bill?*

You have 13 business days from the issue date on your bill to pay the total amount owing including GST. This due date will be clearly shown on the bill.

### *Translation and hearing impaired services*

If you are deaf, have a hearing or speech impairment Tas Gas Retail can be contacted through the National Relay Service. For interpreter services Tas Gas Retail can be contacted via the Translating and Interpreting Service (TIS). Contact details for these services are listed on the back page.

### *How can I pay my account?*

Tas Gas Retail provides a range of payment options for your convenience. These include payment in person at authorised Australia Post shops, mailing us a cheque, by credit card, direct debit and BPAY. Tas Gas Retail provides direct debit payment options on monthly, fortnightly and weekly intervals to assist with personal budgeting.

### *Flexible Payment Choices*

A range of payment options are available to assist your budgeting and avoid bill shock. If for any reason you are experiencing difficulty paying your bill, please contact our friendly customer service centre to discuss payment plans and debt reduction arrangements. Tas Gas Retail will respect your privacy and is here to help.

### *Set & Forget Direct Debit*

The easiest way to make payments. Have your bill payment automatically deducted from your nominated account when it is due or set up a fixed regular payment to be deducted from your account. Visit [www.tasgas.com.au](http://www.tasgas.com.au) to download a Direct Debit application form or call 1800 750 750.

### *Bill smoothing (for multiple bills)*

Tas Gas Retail can also offer you a long term payment plan that allows you to pay the same amount off your account weekly, fortnightly or monthly. The amount you pay can be based on an estimate of your usage to ensure your account is manageable and within your budget. This amount is reviewed by us at least annually to see if any adjustments need to be made.

### *Short Term Payment Plan (for single bills)*

If you find that you cannot pay your bill in full when you receive it, contact Tas Gas Retail to organise a payment plan to pay off the remaining amount. You can put it into weekly, fortnightly or monthly payments until the amount is paid.

### *Bill Payment Extension*

A 10 day extension from the bill due date is available when you need more time to pay. You can request an extension by calling 1800 750 750 or request online at [www.tasgas.com.au](http://www.tasgas.com.au).

### *Centrepay Deductions*

If you receive a Centrelink payment you can get an amount deducted every fortnight to help offset your account when it arrives. Tas Gas Retail can help you set this up and manage how much needs to be taken out to ensure that your bill is manageable.

### *Outstanding accounts*

You will receive a reminder notice if your bill remains unpaid for more than 2 days after the due date. Outstanding accounts may be referred to a debt collection agency and you will be liable for any recovery costs.

### *Can I have my account reviewed?*

Yes. You can question the amount shown on your natural gas account if you believe there is a discrepancy. Tas Gas Retail will review your account without charge. To have your bill reviewed call our customer service centre on 1800 750 750.

If Tas Gas Retail determines that the disputed account is correct, an account statement will be sent to you and you must pay the outstanding balance. Alternatively, a credit amount and explanation will appear on your next account.

## *Account Information*

Your natural gas bill will contain among other things:

1. your account number;
2. due date for payment;
3. amount you have to pay;
4. a gas emergency contact number;
5. any messages that we have to share;
6. contact details for customer assistance services;
7. detachable payment slip to accompany your payment by cheque or in person at  
Australia Post
8. gas usage history and a seasonal comparison of the daily average usage;
9. meter reading data and charges;
10. payments and transaction summary since last bill; and
11. payment methods.



Mr F R Endly  
80 Test Road  
HOBART TAS 7000

Account 2000xxxxxx 1

Payment Due 26/09/2019 2

Amount To Pay \$317.04 3

In case of gas emergency contact  
Tas Gas Networks 180 2111 4

|||

Tas Gas Retail Natural Gas Statement # 134xxxxx

Date of Issue 09/09/2019

### Statement Summary

Opening Balance	\$179.96
Payments Received - Thank you (see reverse for details)	-\$179.96
Balance Brought Forward	\$0.00
Current Invoices	\$207.04
Other Charges (see reverse for details)	\$110.00
<b>Closing Balance</b>	<b>\$317.04</b>

\* THIS ACCOUNT HAS BEEN DISCONNECTED. PLEASE PAY YOUR ACCOUNT IN FULL AND CONTACT 1800 750 750 IF YOU NEED RECONNECTION 5

### Customer Information Services

For more information about Tas Gas Retail or to view our Customer Charter, please visit: [www.tasgas.com.au](http://www.tasgas.com.au)

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 1800 555 677 and then ask for 1800 750 750
- Speak and Listen users phone 1800 555 727 and then ask for 1800 750 750
- Internet relay users connect to the National Relay Service ([www.relaysservice.com.au](http://www.relaysservice.com.au)) and then ask for 1800 750 750

If you require the services of an interpreter then please call 13 1450

If you would like assistance with understanding your bill payment options then please call 1800 750 750. 6



Please detach and send the payment slip to process your payment



### Payment Slip

Mr F R Endly  
80 Test Road  
HOBART TAS 7000

Account 2000xxxxxx

Payment Due 26/09/2019

Amount To Pay \$317.04

Date Paid

Amount Paid

(Please fill in)



\*844 1959 000002000xxxxxx 41

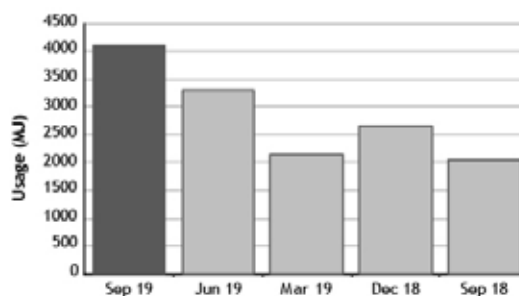
Please see over for other payment options



Invoice Period: 12/06/2019 - 06/09/2019 (87 days)  
 Site Location: 80 Test Road HOBART TAS

**Average Daily Usage**

This bill 47.29 MJ/day  
 Same time last year 50.17 MJ/day



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Meter Serial	Last Read	Date	New Read	Date	Usage (m <sup>3</sup> )	Factor	Usage (MJ)
18E7TG0120	252	11/06/19	354	06/09/19	102	40.3330	4,113.966

Charges	Quantity	Units	Rate	Tax Incl. Amount
Natural Gas Residential Tariff (12/06/2019 - 6/09/2019)	4,113.966	MJ	0.038929	\$160.15 #
Residential Daily Tariff (12/06/2019 - 6/09/2019)	87	Days	0.539000	\$46.89 #

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Total Invoiced Amount Including GST \$207.04

GST Included \$18.82

# denotes taxable supply

**Transactions**

**Payments Received**

Date	Transaction Description	Tax Incl. Amount
26/06/2019	Agency WPAC 26/06/2019 Batch 26/06/2019	-\$ 179.96

Total Payments Received -\$ 179.96

**Other Transactions**

Date	Transaction Description	GST	Tax Incl. Amount
05/09/2019	Special Meter Read - Residential BH	\$ 10.00	\$ 110.00

Total Other Transactions \$ 10.00 \$ 110.00

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**How to Pay**



**Payment by Direct Debit**  
 The easiest way to make payments.  
 Visit [www.tasgas.com.au](http://www.tasgas.com.au) to download a Direct Debit Application Form or call 1800 750 750



**Payment by Mail**  
 Please remove the payment slip and mail with your  
 Cheque to: Tas Gas Retail  
 PO Box 858  
 LAUNCESTON TAS 7250

Please ensure you write your name and customer number on the back of the cheque. Please allow 10 days for processing.



Pay your account online using Visa or Mastercard at [www.tasgas.com.au](http://www.tasgas.com.au)  
 Pay your account by phone using Visa or Mastercard by calling 1300 313 346



**Billers Code:** 120246  
**Reference:** 2000xxxxxx  
**Telephone and Internet Banking - BPAY**  
 Call your bank, credit union or building society to make this payment from your cheque or savings account.  
 More info: [www.bpay.com.au](http://www.bpay.com.au)

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## **SERVICE CHARGES**

Tas Gas Retail may charge your account with service charges as detailed below. These charges include GST and may be reviewed annually.

### *Schedule of Fees and Charges*

New installation - minimum charge*	POA
Residential Meter Testing (when found accurate)	\$110
Commercial Meter Testing (when found accurate)	\$330
Final Meter Reading Business Hours	\$110
Final Meter Reading After Hours	\$275
Disconnection Business Hours	\$110
Disconnection After Hours	\$275
Reconnection Business Hours	\$110
Reconnection After Hours	\$275
Special Meter Reading Business Hours	\$110
Special Meter Reading After Hours	\$275
Account Management Fee	\$15
Other Services Requested by the Customer	POA
Technician Attendance Fee	\$110
Connection cost recovery charge**	\$2750

\*The new installation charge will be confirmed to the customer prior to Tas Gas Networks making the connection. It will depend on the length of the service line required and the number and type of appliances to be connected.

\*\* Once the meter is installed at your property you have 90 days to connect your appliances. Where appliances are not connected within this time frame the full connection fee of \$2750 applies. The fee is passed through from Tas Gas Networks.

## **DISCONNECTION AND RECONNECTION**

The Tasmanian Gas Retail Code sets out conditions under which the retailer or the distributor may disconnect your natural gas supply. This section outlines Tas Gas Retail's rights and obligations to you under the Retail Code.

### *Disconnection for non-payment*

Tas Gas Retail may seek disconnection of your natural gas supply if any of the following has occurred:

- you have failed to pay your account within the timeframe specified in this Charter and a subsequent payment plan cannot be agreed between you and Tas Gas Retail;
- Tas Gas Retail has reasonable grounds to suspect you have committed an offence relating to the illegal use of natural gas; in this case the proposed disconnection must be reported to the Director of Gas Safety;
- you have requested or given your prior consent to the disconnection; or
- if you break more than one payment plan in a one billing period.

### *Preventing a disconnection*

If you have been issued with a disconnection notice and you then pay the outstanding account or agree with arrangements that are satisfactory to Tas Gas Retail, we will make all reasonable efforts to cancel disconnection. A disconnection or technician attendance fee may apply, particularly if a technician has already been called to your property.

You are responsible for the payment of all costs incurred by Tas Gas Retail in relation to any disconnection or reconnection of your natural gas supply while you are our customer. Details of payment options and plans are listed on page five of this Charter.

### *Disconnection for other reasons*

Natural gas may be disconnected for other reasons including but not limited to:

- a gas supply emergency;
- health and safety concerns;
- at the direction of the Regulator;
- you don't provide the network provider with safe access to the meter in accordance with the regulations;
- planned maintenance; or
- non-compliance with account conditions.

### *Disconnection requested by the Distributor or Director of Gas Safety*

Tas Gas Networks may request disconnection of a customer under the Tasmanian gas regulations. Where the timeframes allow, Tas Gas Retail will give you notice of any disconnection requested within 5 business days of being notified by the network provider of the proposed disconnection.

The Director of Gas Safety may direct disconnection of any unsafe installations at any time.

## *Reconnection*

As soon as any of the following arrangements have been made, Tas Gas Retail will arrange reconnection of your gas supply as soon as possible:

- the account is paid;
- a payment plan for your account has been agreed between you and Tas Gas Retail;
- in the case of an emergency or maintenance, when it is safe to do so; or
- an agreement is reached between you and Tas Gas Retail.

In most circumstances, a reconnection fee may apply which is a charge passed through from Tas Gas Networks. Tas Gas Retail will endeavour to secure your reconnection on the same business day providing you agree to one of the above arrangements before 3.00pm. If an arrangement is made after 3.00pm, your reconnection will take place the next business day. If an agreement is reached to reconnect a property out of hours (including weekends and public holidays), an After Hours Reconnection Fee may apply.

Tas Gas Retail will endeavour to meet these obligations however, reconnection is undertaken by Tas Gas Networks and as such Tas Gas Retail cannot guarantee a timely reconnection.

## *Emergency Reconnections/Disconnections*

In the event of an emergency Tas Gas Retail may contact you and request that you turn off your gas supply at the meter. Tas Gas Networks or its representative may disconnect supply without contacting you. All reconnections must be undertaken by Tas Gas networks or its representative to ensure your safety.

Information about outages will be available on [www.tasgas.com.au](http://www.tasgas.com.au).

## **OTHER RESPONSIBILITIES: YOURS & OURS**

*To be eligible for an account and maintain an account with Tas Gas Retail, you need to:*

- be over the age of 18 to hold an account;
- provide truthful and accurate information;
- apply for a natural gas account using our application form;
- provide your contact details and adequate identification;
- provide your property details including the owner or agent if the property is rented;
- contact us and update your contact details or address as soon as they change;
- be respectful and polite in your contact with Tas Gas Retail and associated entities;
- provide clear and safe access to your meter for meter reading and any other purpose related to this Charter; and
- pay your account including any applicable fees and charges by the due date.

*In return, Tas Gas Retail will:*

- provide accurate and timely accounts;
- be respectful and polite in our contact with you;
- respond in a timely manner to enquiries;
- aim to resolve complaints within five business days;
- advise changes to tariffs on our website;
- communicate any changes to this Customer Charter on our website or via your bills;

and

- fully comply with the conditions of our Gas Retail Licence, the Tasmanian Gas Retail Code, Privacy Act 1988 and the Customer Satisfaction Standard (AS 1002:2014).

### *Changing your connection details*

If you change address, please tell us at least 3 business days before you move so that we can finalise your account for your current supply address. If you fail to do so, you may be responsible for the cost of any natural gas consumed at that supply address for 3 business days after the date we receive such a notice from you.

You may request a change to the supply address on your account to a new address where natural gas is connected. If the connection is already available, Tas Gas Retail will make every effort to make the transfer of your account to the new supply address seamless.

If natural gas is not currently available at your new address you may be required to pay a connection charge reflecting the costs of getting a gas supply to you.

### *Termination of the Contract*

If you have been disconnected for breaching the Contract, Tas Gas Retail may terminate the Contract by giving you notice in writing. By terminating the Contract, Tas Gas Retail is no longer obliged to sell you natural gas. You are obliged to pay any outstanding accounts to Tas Gas Retail and to seek an alternative retailer for your gas supply.

### *Looking after your gas meter*

When you request a natural gas connection, Tas Gas Networks will install the connection from its network up to your meter if the network is available at your address. Please remember that the network connection up to and including the gas meter remains the property of Tas Gas Networks.

You must provide safe, unhindered access to your meter for Tas Gas Network's employees or its representatives to undertake installation, meter reading, maintenance, connection, disconnection or any other task related to this Charter. These people will always carry or wear official identification and will show it to you upon request.

This right of access will continue for 6 months after terminating this Contract to enable the network provider to remove its metering equipment from your premises (if required).

If you have a dog or there is something else at your supply address that may pose a danger or threat to these people. You must tell us and then take all necessary steps to ensure we have safe, unhindered access to the meter and any other network components.

## **PRIVACY INFORMATION**

### *Is my privacy protected?*

The information you provide Tas Gas Retail will be handled with integrity. The management of your account may require Tas Gas Retail to provide information to the distributor, specifically for the purpose of installing and distributing natural gas to you, or in an emergency situation. We may also provide details to other retailers, but only at your request.

We will provide you with a copy of your personal information upon request. If you believe the information we have is incorrect, please notify us.

Tas Gas Retail is committed to privacy in accordance with the Australian Privacy Principles issued by the Office of the Australian Information Commissioner.

### *Complaint Process*

Tas Gas Retail is committed to providing our customers with high quality, reliable service. If problems do arise we will work towards resolving them as soon as you contact us. Our aim is to resolve phone enquiries at the initial contact, and have written enquiries answered within 5 business days of receipt.

All complaints are handled in line with the Tas Gas complaints and handling policy and procedures, which ensures that requirements set in the Customer Satisfaction Standard (AS 1002:2014) are met.

If you have contacted Tas Gas Retail by phone but feel that your complaint or issue has not been resolved, we request that you put your complaint in writing and mail it to us. If you are not satisfied with the resolution of the complaint, you may escalate your complaint to the Tasmanian Energy Ombudsman. If your complaint relates to the way we have dealt with your credit information you can escalate your complaint to the Credit and Investments Ombudsman.

If you have a complaint regarding Tas Gas Networks we will refer it to them on your behalf or alternatively they can be contacted directly. See back page for contact details.

## DEFINITIONS

**Account Management Fee** A fee charged by us to recover, in part, the cost of managing an overdue account.

**Contract** consists of the application form, any conditions of account and this Charter. Together they form the Contract between us.

**Customer Charter** A document prepared in accordance with the Tasmanian Gas Retail Code setting out the services provided by the retailer and the rights, entitlements and obligations of the customer.

**Director of Gas Safety** A person appointed by the Tasmanian Government to oversee all matters regarding safety of gas supply and installations.

**Due Date** A date 13 business days after the issue of a retail account which is the date payment is due.

**Fixed Daily Tariff** This is the fee you pay each day regardless of how much gas you actually use.

**MIRN** is an acronym on your bill which stands for meter installation registration number.

**Gas Supply Emergency** An emergency situation is one that may affect one or more customers and may include situations (but not limited to) such as gas leaks, gas shortages or natural disasters.

**Supply Address** The physical address where the gas connection is made. This is the address we will supply natural gas to.

**Tasmanian Gas Retail Code or Retail Code** A code of practice issued under Section 38A Gas Act 2000.

**Tasmanian Ombudsman** The Ombudsman provides complaint investigation services to customers who are unable to resolve problems with their gas retailer or network provider.

**Credit and Investments Ombudsman** The Ombudsman provides complaint investigation services to customers who are unable to resolve problems in respect to the manner in which credit information is handled.

## **CONTACT DETAILS**

### *Tas Gas Retail contact details*

Office hours	8:30 am to 5:00 pm
Telephone	1800 750 750
Fax	(03) 6336 9385
Street address	5 Kiln Court St. Leonards Tas 7250
Postal address	PO Box 858 Launceston Tas 7250
Email address	info@tasgas.com.au
Website	tasgas.com.au
ABN	90 110 370 726

*Interpreter, call TIS National on 131 450.*

### *National Relay Service*

TTY users phone 1800 555 677 (ask for 1800 750 750)  
Speak & listen phone 1800 555 726 (ask for 1800 750 750)  
www.relayservice.com.au (ask for 1800 750 750)

### *If you are having trouble paying your account*

Office hours	1800 750 750
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### *Energy Ombudsman Tasmania*

Phone	1800 001 170
Fax	(03) 6233 8966
Street Address	99 Bathurst Street Hobart 7000
Postal Address	GPO Box 960 Hobart 7001
Email	energy.ombudsman@ombudsman.tas.gov.au

### *Credit & Investments Ombudsman*

Phone	1800 138 422
Fax	(02) 9273 8440
Postal Address	PO Box A252 South Sydney NSW 1235
Website	www.cio.org.au
Email	info@cio.org.au

### *Tas Gas Networks*

Phone	1800 770 018
Street Address	5 Kiln Court St Leonards, Tas 7250
Postal Address	PO Box 858 Launceston, Tas 7250
Website	tasgasnetworks.com.au

## **GAS EMERGENCY**

In the event of a gas leak or smell of gas in your home

Turn off supply at your meter by turning down the red lever (some levers may be yellow), open doors and windows, remove ignition sources, then contact your gasfitter.

*Gas leak or smell of gas in street or at meter*

Contact The Gas Emergency and Outage Number on 180 2111.

Disruption to supply

Tas Gas Retail or Tas Gas Networks will contact you directly or via the media, depending on the circumstances.

*Gas emergency and outage (including loss of gas supply) 24-hour contact phone*

# **180 2111**

For information on any current gas outages or emergencies go to [tasgas.com.au](http://tasgas.com.au)

