



Standard Retail Contract Disclosure Statement

- Important information you should know -

Tas Gas Retail

Tas Gas Retail has been a specialist natural gas retailer since 2003. We pride ourselves on excellent responsive customer service and currently supply natural gas to customers in Tasmania and country Victoria. Based in Tasmania, our staff are highly valued and are key to our ongoing success.

Standard Retail Contract

Your Standard Retail Contract is about the sale of energy to you as a small customer at your premises. It is a standard retail contract that starts with you having to sign a document agreeing to the terms and conditions. In addition to this contract, the energy laws and other consumer laws also contain rules about the sale of energy, and we will comply with these rules in our dealings with you. For example, the Energy Retail Code sets out specific rights and obligations about energy marketing, payment methods and arrangements for customers experiencing payment difficulties. The energy laws applicable in Victoria are the *Gas Industry Act 2001* and the Energy Retail Code made by the Essential Services Commission. A copy of the contract and other matters is on our website <https://www.tasgas.com.au/uploads/linkedfiles/tasgas.com.au/Retail-Contract-Terms-and-Conditions-VIC.pdf>

Tariffs and Charges

The tariffs and all associated fees and charges for the Gas Supply, if selected by the Customer, and Network Services are set out at: <https://www.tasgas.com.au/vic/residential/tariffs-charges>. As gas rates change periodically; we will notify you if the tariff rates change. Prices may vary in line with the Terms and Conditions and we will provide you with notice of these not later than your next bill. See Terms and Conditions for tariff definitions and how your rates, fees and charges may vary.

Your bill will show how much energy you've used based on an actual Meter Reading whenever possible. When we cannot obtain an actual Meter Read, your bill will be based on an estimate of your energy usage.

Cooling off period

Customers have a right to cancel this Contract within 10 Business Days from and including the day after you sign or receive this agreement. You may cancel this Contract within the Cooling off period by informing us either orally or in writing of your intention to cancel this Contract. If you do so, the Contract will end immediately.

Complaints and disputes resolution procedures

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 on 1800 750 750. We will handle your complaint in accordance with our standard complaints and dispute resolution policy. Our aim is to resolve phone enquiries at the initial contact, and written enquiries answered within 5 business days. You can get a copy at: <https://www.tasgas.com.au/vic/customer-service/complaints> or by asking us to send a copy to you.

We will inform you of the outcome of your complaint. Customers also have a right to refer complaints or disputes under this Contract to the Energy and Water Ombudsman Victoria (EWOV). EWOV is an independent disputes resolution body that can investigate and resolve many disputes under this Contract. To obtain details of EWOV's services visit: www.ewov.com.au or call EWOSV on 1800 500 509.

Customer Payment Support

We understand that financial challenges or difficulties can strike anyone. Tas Gas Retail's customer payment support program is for Victorian customers and provides support that goes beyond traditional payment plans. This support is confidential, free, and is designed to help you get back on track with your energy bills, repay your overdue bills and lower your ongoing usage costs. If you find yourself in this situation, please contact us on 1800 750 750 to discuss with one of our friendly and understanding consultants. More information on Customer Payment Support can be found: <https://www.tasgas.com.au/vic/customer-service/customer-payment-support>

Government funded energy charge rebates, concessions or relief schemes

The Department of Health & Human Services (DHHS) offers a variety of concessions and benefits to eligible cardholders to assist low-income Victorians with energy bills. If you have a relevant concession card, you may be eligible for:

- **Winter Gas Concession**

For more information about concessions visit the Department of Human Services website at: <http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions>

- **Utility Relief Grant**

For more information about concessions visit the Department of Human Services website at: <http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions/hardship/utility-relief-and-non-mains-utility-grant-scheme>

- **Non-Government Assistance**

For more information about non-government assistance, please visit:

- <https://www.salvationarmy.org.au/locations/victoria/>
- <https://www.anglicarevic.org.au/>
- <https://goodmoney.com.au/loans-services/#financial>
- <https://nils.com.au/>

If you would like further information on Government assistance schemes, energy rebates or other concessions or rebates available in Victoria please contact us by calling: 1800 750 750 or visit: www.vic.tasgas.com.au

Deaf or hard of hearing

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

- TTY users phone 133 677 then ask for 1800 750 750
- Speak and Listen users phone 1300 555 727 then ask for 1800 750 750
- Internet relay users connect to NRS (<https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub>) then ask for 1800 750 750
- SMS Relay text 0423 677 767

Interpreter Services

- Phone 131 450
- Skakel 131 450
- Τηλέφωνο 131 450
- 電話 131 450
- Telefono 131 450
- Điện thoại 131 450
- 磨练 131 450
- फोन 131 450
- هاتف 450 131
- ໂຮ່ນ 131 450
- Telefoon 131 450
- Telefoon 131 450

Numbers to know

In the event of a gas-related emergency or fault, please call:

- Faults and emergencies 180 2111
- Billing and general enquiries 1800 750 750

Office hours

- 8.30am to 5.00pm Monday to Friday

Is my privacy protected

We collect, use, hold and disclose your personal, credit related and confidential information (including metering data) where it is required under the Regulatory Requirements and in order to provide you with energy and related products and services. We may disclose this information to our related companies and our agents and contractors (such as mail houses, data processors and debt collectors) as well as to your Distributor and other energy retailers for these purposes and more broadly in connection with our provision to you of energy and related products and services. You can get a copy of this policy at: <https://www.tasgas.com.au/vic/help-centre/privacy> or calling: 1800 750 750 and asking us to send a copy to you.