

a few things you need to know

Gas supply

Standard form contract
Terms and conditions



keeping it fair

alintaenergy

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1 What these terms and conditions are about

These are the terms and conditions of the legally binding *contract* for us to sell you *gas* at the *supply address*, and for you to pay us for that gas.

These terms and conditions set out *our* rights and obligations and *your* rights and obligations regarding that sale.

(Note: In this document we use *italics* to show you that some terms are defined in clause 32).

2 We will sell you gas

2.1 Gas supply

We will sell you gas on these terms and conditions.

You can use as much gas as you want. The size of the *meter* limits the rate at which you can use gas. This is unlikely ever to be a problem for you, but if it is we can arrange (sometimes at extra cost to you) to have a larger *meter* installed.

These terms and conditions allow us to arrange for your gas supply to be turned off or reduced in some situations.

2.2 Service standards

We will supply gas to you in accordance with the standards of service set out in:

- (a) *our customer charter*; and
- (b) *relevant regulations* and *relevant codes*.

3 You will pay the standard prices

3.1 You must pay us a standard price

You must pay us a standard *price* for gas we supply to you under the *contract*.

3.2 What are the standard prices?

There are two types of standard *price*: a residential *price* and a non-residential *price*.

In addition, there is a different residential *price* and non-residential *price* for each of:

- (a) the Coastal area (this extends from Geraldton to Busselton and includes Perth); and
- (b) the Albany area; and
- (c) the Kalgoorlie-Boulder area.

A standard *price* can include a fixed component and a usage component that consists of a number of “steps”, where the cost of gas changes depending on how much gas you use.

The fixed component and the steps of the usage component will be listed when we *publish* the standard *price* (see clause 32.2 about how we *publish* things).

A standard *price* will be no more than the maximum *price* permitted by the *Gas Tariffs Regulations*.

3.3 Which standard price do you pay?

Your bill will show which price you are paying.

Unless you qualify to pay the residential *price*, you must pay the non-residential *price*.

To qualify to pay the residential *price*, the *supply address* must be a “dwelling”, and you must use your gas only for residential use. We can decide whether you qualify to pay the residential *price*.

A “dwelling” is a house, flat, home unit or other place of residence.

(Under the *Gas Tariffs Regulations*, a residential *price* will be payable for a *supply address* which is not a dwelling if the gas supplied to the *supply address* is separately metered and is solely for residential use.)

3.4 If you are paying the residential price, you must not use gas for a non-residential use

If you are paying the residential *price*, you must not use gas for any non-residential use (for example, in a business or for commercial purposes) without giving us reasonable notice.

We can apply the non-residential *price* to you from the time you use gas for a non-residential use.

If you don't give us reasonable notice of a non-residential use, we can backdate the non-residential *price* to the start of the non-residential use (up to a maximum of 12 months).

3.5 You must also pay fees

You must pay any *fees* which apply to you, in addition to the standard *price*.

We can charge you the following *fees*:

- (a) account application; and
- (b) *meter* testing (see clause 4.2); and
- (c) overdue notices (see clause 7.3); and
- (d) final *meter* readings (see clause 16); and
- (e) turning off your gas in some circumstances (see clauses 20.1, 20.2, 20.4 and 20.7); and
- (f) turning your gas back on in some circumstances (see clauses 20.1, 20.2, 20.4, 20.7 and 20.8); and

- (g) removing or physically disconnecting the *meter* (see clause 22); and
- (h) replacing or physically reconnecting the *meter* (see clause 22); and
- (i) other non-standard connection costs.

We can charge other *fees* as well.

We will *publish* the *fees* (see clause 32.2 about how we *publish* things).

3.6 We can change the standard prices and the fees

We can change any standard *price* or *fee*, and add new *fees* or remove *fees*, from time to time (in accordance with the *Gas Tariffs Regulations*). When we do so, we will *publish* the changed *price* or *fee*, or the new *price* or *fee*, and the date from which the change commences (see clause 32.2 about how we *publish* things).

The *price* or *fee* will change on the *published* date.

4 How we calculate the amount of gas you have used

4.1 Metering

The *meter* measures the volume of gas you use, but we will bill you according to the amount of energy in gas you use. (Volume is measured in cubic metres or cubic feet; energy is measured in *units*.)

Because gas is a naturally occurring substance, the amount of energy in a given volume of gas (called the “heating value”) changes from time to time. The *network operator* measures the *heating value* of gas at a number of places, and we will use those measurements to calculate the *heating value* of gas you use. Then, we will use that calculated *heating value* to convert the *meter’s* volume reading into an energy value, measured in *units*.

The reading on your *meter* is conclusive evidence of the volume of gas you have used, unless there is a metering inaccuracy.

If we or the *network operator* find that 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.

4.2 You can ask for a meter test

You can ask to have your *meter* tested, to ensure it is measuring accurately. If it is measuring accurately, you must pay a *meter* testing *fee*. If it is not measuring accurately:

- (a) you do not need to pay a *meter* testing *fee*; and
- (b) the *network operator* will decide whether the *meter* needs to be repaired or replaced; and

- (c) clause 8 explains how we will deal with any undercharging or overcharging caused by the inaccurate *meter*.

There is no *fee* for having an inaccurate *meter* repaired or replaced, unless you have damaged or interfered with the *network equipment*.

(By “accurate”, we mean measuring at least as accurately as the law requires.)

We will try to respond to your request for a *meter* test within seven (7) *business days*.

5 We can base your bill on estimates of your gas use

If we don’t have an actual *meter* reading available in time to prepare your bill (for example, if it wasn’t possible to access your *meter* to read it, or you are leaving the *supply address* and need a final bill immediately), we can use estimates of the volume of gas you use based on either:

- (a) your prior billing history; or
- (b) if you have no prior billing history, our estimate of the average gas use:
 - (i) at the *price* you are paying; or
 - (ii) for your type of *meter*; or
 - (iii) at the *supply address*.

If we use estimates in your bill:

- (c) we will say on your bill that we have done so; and
- (d) the estimates will be calculated using the methods set out in the *retail market rules*; and
- (e) except in the case of a final bill, we will adjust your bill if an actual *meter* reading subsequently becomes available.

If we use estimates in your bill because it wasn’t possible to access your *meter* and later you request us to replace your bill with a bill based upon an actual *meter* reading, we will do so if you allow us to access your *meter* and if you pay us a reasonable charge.

Wherever the *contract* refers to a *meter* reading, it includes an estimation under this clause.

6 How we will bill you

6.1 When bills are issued

We can decide how often we bill you. It will normally be either (approximately) once every three months or once every month.

We can change how often we bill you.

6.2 Contents

Each bill will show:

- (a) the dates of the *meter* readings at the start and end of the billing period; and

- (b) the *meter* reading at the end of the billing period; and
- (c) the number of *units* of gas *you* used during the billing period; and
- (d) the average daily cost of gas consumption; and
- (e) the average daily consumption; and
- (f) the *price* or *prices* which applied to *you* for the billing period; and
- (g) any other *fees*, charges or adjustments (for the billing period and also outstanding from previous bills); and
- (h) the interest rate we have charged on any outstanding amounts; and
- (i) the *meter* number or property number; and
- (j) the amount payable or in credit for the billing period (taking all the above into account); and
- (k) the due date, which will be at least 12 *business days* after the date of the bill; and
- (l) a summary of payment methods and instalment payment options available to *you* under clause 7.2; and
- (m) *our* contact telephone number for billing and payment enquiries; and
- (n) the 24-hour contact telephone number for faults and emergencies; and
- (o) the *supply address* to which the bill relates and any relevant mailing address; and
- (p) *your* name and *your* account number; and
- (q) the charge for any other goods and services provided, together with a description of those goods or services; and
- (r) (if *you* are paying the residential *price*), details of any concession that *we* or the Government offer, how *you* may find out if *you* are eligible for such concessions and the value of any concessions provided to *you*; and
- (s) the availability of interpretation services; and
- (t) the availability, upon payment by *you* of a charge, of an Authority approved meter accuracy test and the refund of the testing charge to *you* if the meter is found to favour *us* by more than allowable in the relevant distribution standards; and
- (u) *our* contact telephone number if *you* are experiencing financial difficulties; and
- (v) the details of any *refundable advance*; and
- (w) the contact details for the gas industry ombudsman.

We will itemise *prices*, *fees*, charges or adjustments and any *refundable advances* separately in each bill.

If we provide any additional goods or services to *you* and we choose to include them in *your* bill, we will itemise the charges for such goods and services separately, and:

- (i) if *you* tell *us* how *you* wish to apply any payments received from *you* for the goods and services – we will apply those payments in accordance with *your* wishes; or
- (ii) otherwise – we will apply those payments, to the *prices*, *fees*, charges or adjustments in clauses 6.2(f) and 6.2(g), before allocating the payments to the goods and services.

If such goods or services include electricity we will apply those payments equally to the electricity charge and the *prices*, *fees*, charges or adjustments in clauses 6.2(f) and 6.2(g), before allocating the payments to any other goods and services.

7 Paying your bill

7.1 You must pay your bill

For each bill, *you* must pay the full amount payable by the due date. We will give *you* options as to how *you* can pay *your* bill. The bill will show the options available, which include:

- (a) paying in person; and
- (b) paying by mail; and
- (c) paying by direct debit; and
- (d) paying by BPay; and
- (e) (for residential customers) paying by credit card over the telephone and online.

7.2 Instalment payments

If *you* are paying the residential *price*, *you* may wish to pay *your* bill by instalments:

- (a) in advance towards *your* next bill; or
- (b) for amounts *you* owe to *us* (including disconnection and reconnection *fees*) and continuing gas use.

If *you* are going on holidays or will be away from home for a long period *you* may wish to pay *your* bill in advance or redirect *your* bill to another address.

We may also offer *you* instalment plans or other payment options:

- (c) generally; or
- (d) as an alternative to *you* paying a *refundable advance*.

You must contact *us* if *you* wish to use any of the above options.

We will consult with *you* as to the details of *your* instalment plan, in accordance with the *customer service code*.

If *you* have had two instalment plans cancelled in the previous 12 months due to non-payment, we do not have to offer *you* another instalment plan unless *you* give *us* reasonable assurance that *you* will comply with it.

7.3 If you don't pay your bill

If *you* don't pay the full amount payable by the due date:

- (a) we can charge *you* interest on the amount *you* haven't paid (clause 7.5 explains how we set the interest rate); and
- (b) we can turn off *your* gas (clause 20.1 explains how we can turn off *your* gas in this case); and
- (c) we can charge *you* a *fee* for each overdue notice we send *you*; and
- (d) we can shorten *your* billing cycle which means *you* may have to pay *your* bills more frequently. Once on a shortened billing cycle, if *you* pay three consecutive bills by the due date of each bill, *you* can request to be placed back on *your* original billing cycle.

If *you* pay by cheque and the cheque is dishonoured or reversed (these are often called "bounced"), and as a result we have to pay bank fees, *you* must reimburse *us* for those fees and also pay *us* an administration *fee*.

If *you* still haven't paid *your* bill in full after two (2) overdue notices, we can refer *your* debt to a debt collection agency. If we do, *you* must pay the agency's fees and any reasonable legal costs incurred in recovering *your* debt.

7.4 If you are having trouble paying

If *you* can't afford to pay *your* bills, *you* should let *us* know as soon as possible. *You* can write to *us*, call *our* Customer Service Centre, or email *us*. *Our* contact details appear in clause 33 and will appear on each bill.

Within 3 business days of *you* informing *us* that *you* can't afford to pay *your* bill, we will assess *your* situation and if we consider that *you* are experiencing payment difficulties or financial hardship, we will then offer *you*:

- (a) the option of paying by instalments that are interest-free and fee-free under clause 7.2; and/or
- (b) additional time to pay *your* bill; and/or
- (c) the option of getting *us* to redirect *your* bill to a third person; and/or

- (d) information about Government assistance programs or concessions; and/or
- (e) information about independent financial counselling services and other relevant consumer representative organisations available to *you*.

If *you* request *us* to temporarily suspend all debt recovery and disconnection procedures, and *you* make an appointment with a relevant customer representative organisation to assess *your* capacity to pay, then we will temporarily suspend action for at least 15 *business days*.

7.5 Interest rate

The interest rate *you* pay on amounts *you* haven't paid *us* will be the standard interest rate we *publish* for customers paying the standard *price you pay*. We can change the standard interest rates from time to time, and when we do we will *publish* the change (see clause 32.2 about how we *publish* things).

(The interest rate will be three (3) percentage points above the quoted rate for a one (1) month bank bill quoted by one of the Commonwealth Bank of Australia, Australia and New Zealand Banking Group Limited or National Australia Bank Limited.)

8 If we undercharge or overcharge you

8.1 Undercharging

If we undercharge *you* because of an error, including a *meter* error, then we can ask *you* to make a correcting payment, but:

- (a) the correcting payment will only relate to errors for (at most) the 12 months before *your* most recent bill; and
- (b) we will show the correcting payment as a separate item in *your* bill, with an explanation; and
- (c) we will not charge *you* interest on the correcting payment.

You can pay the correcting payment by instalments under clause 7.2. We will not charge *you* interest on these instalments.

Clause 20.7 explains what happens if we undercharge *you* because of fraud, or because *you* have breached the *contract* (for example, by bypassing the *meter*).

8.2 Overcharging

If we overcharge *you* then:

- (a) we will tell *you* within ten (10) *business days* after we discover the overcharging; and

- (b) we will give you a correcting refund; and
- (c) we will not pay you interest on the correcting refund.

You can choose whether we make the correcting refund as:

- (i) a credit to your account; or
- (ii) a payment to you; or
- (iii) a payment to someone else (if you tell us who, in writing),

except where the amount of a correcting refund is less than \$45, in which case we will automatically credit the amount to your account.

9 Information available to you

If you request it we will supply you with a copy of:

- (a) our customer charter; or
- (b) the Energy Coordination (Customer Contracts) Regulations 2004 or any relevant code; or
- (c) the fees and prices payable under the contract; or
- (d) information about how you can use energy more efficiently; or
- (e) your billing data for the previous 2 years (you may also request billing data for the period prior to this time subject to a reasonable charge); or
- (f) information about Government assistance programs or financial counselling services (see clause 7.4 above); or
- (g) information on the types of concessions available to you and contact details of the organisation responsible for administering those concessions; or
- (h) information about our complaints handling process and how to contact the gas industry ombudsman if you are not satisfied with our handling of your complaint (see clause 12 below); or
- (i) a combination of any or all of the above.

Unless a law or our trading licence requires us to provide the information free of charge, we can ask you to pay a reasonable charge.

10 Things you must tell us

You must tell us as soon as possible:

- (a) if there is a change in the person responsible for paying your bills; or
- (b) if there is a change in your billing address or contact details; or
- (c) if you change the way you use gas (for example, if you are paying a residential price and wish to use gas for a non-residential use); or
- (d) if you change something at the supply address which makes our access to the meter more difficult; or

- (e) if you are planning a change to your equipment which might affect the quality or safety of any gas supply to you or anyone else; or
- (f) if you become aware of any gas leak or other problem with the network equipment, at or reasonably close to the supply address.

11 Things you must not do

You must not tamper with or bypass the meter, or allow anyone else to do so.

You must not, without our permission, turn your gas back on at the meter if it has been turned off by us or the network operator.

12 Complaints

We will manage any complaint by you in accordance with Australian Standard on Complaints Handling (AS ISO 10002:2006).

You may make a complaint to us about anything we have done or have failed to do. If you are not satisfied with our response, you can raise the complaint to a higher level within our organisation.

If you are not satisfied with our handling of your complaint, you may refer the complaint to the gas industry ombudsman.

13 Network equipment and your equipment

Everything before (upstream of) the point where gas leaves the meter is network equipment. We or the network operator will inspect and look after network equipment.

Everything after (downstream of) the point where gas leaves the meter is your equipment.

You must:

- (a) inspect and look after your equipment; and
- (b) keep your equipment in good working order and good condition; and
- (c) not let anyone other than a certified gas installer work on your equipment; and
- (d) protect network equipment from damage and interference; and
- (e) not use gas in a way that interferes with network equipment or with the supply of gas to anyone else, or in a way that causes loss to anyone else.

14 You must allow access to the supply address

You must let us or the network operator have safe and unrestricted access to the supply address when we or the network operator need it:

- (a) to read the meter; or
- (b) to inspect or work on any network equipment; or

- (c) to turn off *your* gas supply if *we* or the *network operator* think it necessary; or
- (d) to inspect *your equipment* (although *we* are under no obligation to do so); or
- (e) (at any reasonable time) for any other reason having to do with the *contract*.

We must give *you* notice before *we* or the *network operator* come onto the *supply address*, except:

- (i) for a routine *meter* reading or *meter* replacement; or
- (ii) in an emergency; or
- (iii) if *we* suspect gas is being used illegally at the *supply address* (for example, if *we* suspect that *you* are bypassing *your meter*).

Subject to *relevant regulations* and *relevant codes*, *we* will usually give *you* at least 24 hours notice before *we* or the *network operator* come onto the *supply address* (except for planned maintenance, where *we* will give *you* at least four (4) days notice).

A person coming onto the *supply address* on *our* behalf must show *you* official identification that he or she is *our* agent.

15 Moving into the supply address

15.1 New gas connection

You must apply to *us* before *we* will supply gas to a *supply address* without an existing connection. *We* do not have to supply gas to *you* unless:

- (a) adequate gas supply is available (at the required volume and pressure) at the boundary of the *supply address*; and
- (b) *your equipment* complies with *relevant regulations*; and
- (c) a *meter* is installed at the *supply address* and available for *our* use and *you* let *us* or the *network operator* (as applicable) have access to the *supply address* under clause 14; and
- (d) any other requirements under *relevant regulations* are met.

If the above conditions are met, *we* will do *our* best to arrange for the *network operator* to connect *you* to a new gas connection at a new *supply address* within 20 *business days* or at another time agreed with *you*, where:

- (i) *you* have applied (in person, by telephone or in writing) and provided *us* with acceptable identification; and
- (ii) if the *supply address* is a rental property, *you* have provided *us* with contact details of the property's owner or agent; and
- (iii) *you* have agreed to pay all relevant *prices* and *fees*; and

- (iv) *you* have provided *us* with contact details for billing; and
- (v) *you* have provided security if *we* have required it (see clause 15.3 below); and
- (vi) *you* have no outstanding debt relating to the supply of gas by *us* (other than debt which is either the subject of a dispute or for which *we* have agreed to an alternative payment plan with *you*); and
- (vii) *you* have arranged for *us* to be provided with any notices and other information that *we* have requested; and
- (viii) *you* have let *us* or the *network operator* (as applicable) have access to the *supply address* under clause 14.

We will charge *you* for gas used at the *supply address* from the date gas is turned on at the *supply address*.

15.2 Existing gas connection

You must apply to *us* before *we* will supply gas to a *supply address* with an existing connection. *We* do not have to supply gas to *you* unless:

- (a) adequate gas supply is available (at the required volume and pressure) at the boundary of the *supply address*; and
- (b) *your equipment* complies with *relevant regulations*; and
- (c) a *meter* is installed at the *supply address* and available for *our* use and *you* let *us* or the *network operator* (as applicable) have access to the *supply address* under clause 14; and
- (d) any other requirements under *relevant regulations* are met.

If the above conditions are met, *we* will do *our* best to arrange for *you* to be connected either within one (1) *business day* or by another time agreed with *you*, where:

- (i) *you* have applied (in person, by telephone or in writing) before 3pm on the previous day; and
- (ii) *you* have provided *us* with acceptable identification; and
- (iii) if the *supply address* is a rental property, *you* have provided *us* with contact details of the property's owner or agent; and
- (iv) *you* have agreed to pay all relevant *prices* and *fees*; and
- (v) *you* have provided *us* with contact details for billing; and
- (vi) *you* have provided security if *we* have required it (see clause 15.3 below); and

- (vii) you have no outstanding debt relating to the supply of gas by us (other than debt which is the subject of a dispute or for which we have agreed an alternative payment plan with you); and
- (viii) you have arranged for us to be provided with any notices and other information that we have requested; and
- (ix) you have let us or the network operator (as applicable) have access to the supply address under clause 14.

We will arrange for you to be connected in accordance with the standards maintained by the network operator.

We can ask you to pay for all gas used at the supply address since the final meter reading was taken (clause 16 explains when the final meter reading is taken).

If we don't do a final meter reading on the day the previous customer moved out, we will estimate how much gas you used and how much the previous customer used. We will try to share the cost of gas between you and the previous customer:

- (1) so that you and the previous customer each pay a fair share; and
- (2) so that we don't overcharge or undercharge you.

15.3 Security

We can require you to provide us with adequate security against your future gas bills before connection to supply or continuation of supply.

We will only require security where:

- (a) you are a customer new to a supply address and do not have a satisfactory established account payment record in the same name at another supply address; or
- (b) you are a customer new to a supply address and do not have an acceptable credit reference; or
- (c) your gas has been turned off in accordance with clause 20.1, under the contract or a previous contract.

We may require the security as either or both:

- (i) a payment deduction authority for us to deduct payment for bills from your nominated credit card or bank account; or
- (ii) a refundable advance.

The amount of the refundable advance shall be no greater than 1.5 times the average bill if you are on quarterly billing, and 2.5 times the average bill if you are on monthly billing. Average billing shall be calculated with reference to the consumption of similar customers or business types.

The refundable advance will be kept in a separate account and separately identified in our accounting records. Interest will accrue on the refundable advance at the bank bill rate (as defined in the relevant regulations). Interest will accrue daily and will be capitalised every 90 days.

We will only use the refundable advance (plus any accrued interest) to offset any amount you owe to us:

- (i) if you have failed to pay a bill resulting in gas being turned off at your supply address; or
- (ii) if you do not pay your final bill; or
- (iii) if you have failed to pay a bill but we agree to use the refundable advance to avoid the need to turn your gas off; or
- (iv) at your request if you are vacating the supply address or you ask us to turn gas off at the supply address; or
- (v) to offset any amount you owe us if you transfer to another gas supplier.

Where we use the refundable advance in accordance with this clause, we will provide you with an account of its use and pay the balance (if any) of the refundable advance together with remaining interest to you within ten (10) business days.

Where you have provided a refundable advance as security in accordance with this clause and you have completed two (2) years of payment of our bills by the due date of the initial bill we will, within ten (10) business days, inform you of the amount of the refundable advance including any interest payable and use this to credit your account unless otherwise instructed by you.

16 Moving out of the supply address

If you move out of the supply address you must:

- (a) give us at least three (3) business days notice; and
 - (b) give us an address where the final bill can be sent.
- We will take a final meter reading and then issue you with a final bill. We can charge you a fee for doing this.

If you leave the supply address and a new customer enters into a contract for that supply address, you will not be required to pay for any gas supplied after the new customer becomes obliged to pay for gas.

If we don't read the meter on the day you move out, we will estimate as per clause 5 how much gas you used and how much the next customer used. We will try to share the cost of gas between you and the next customer:

- (i) so that you and the next customer each pay a fair share; and

(ii) so that we don't overcharge or undercharge *you*. If you give us at least three (3) *business days* notice before you move out, we will not ask you to pay for gas supplied after the day you move out.

If you don't give us at least three (3) *business days* notice before you move out, we can ask you to pay for gas used at the *supply address* for up to five (5) *business days* after you have notified us that you have moved out. If you are forced to move out (for example, by eviction) with less than three (3) *business days* notice, and you let us know immediately, we will not ask you to pay for gas used at the *supply address* beyond the period of notice you were given.

17 If things happen beyond your control

You must pay your bill by the due date shown on the bill, even if something happens which is beyond your control.

Otherwise, if something beyond your control happens which makes you breach the *contract*:

- (a) you must tell us immediately; and
- (b) we will excuse that breach for as long as the thing beyond your control lasts.

18 If things happen beyond our control

If something beyond our control happens which makes us breach the *contract*, you must excuse that breach for as long as the thing beyond our control lasts.

Because we don't operate the gas distribution network (clause 30 explains this further), one of the things which can happen beyond our control is that the *network operator* doesn't transport gas. We will use our contract with the *network operator* to try to make sure that this does not happen.

19 We can change these terms and conditions

19.1 How we can change these terms and conditions

We can change these terms and conditions without your consent (although before we can do this we must submit the changes for approval by the *Economic Regulation Authority* in accordance with *relevant regulations*).

We will *publish* the changed terms and conditions and the date from which the change commences (see clause 32.2 about how we *publish* things). The terms and conditions will change on the *published* date.

19.2 If you don't like the changed terms and conditions

If you don't agree to the changed terms and conditions of the *contract*, you can end the *contract*. Clause 24 explains how to do that.

20 When your gas can be turned off, and when it will be turned on again

20.1 Unpaid bills

We can turn off your gas or arrange for the *network operator* to turn off your gas if:

- (a) you haven't paid your bill for this *supply address* (or any previous address) in full by the due date shown on the bill; and
 - (b) we haven't agreed to an alternative payment plan for the amount you owe us; or
 - (c) we have agreed to an alternative payment plan for the amount you owe us but you don't keep to that plan.
- Your gas cannot be turned off if the unpaid amount of your bill:
- (d) is for our supplying or installing an appliance; or
 - (e) is less than your average bill over the past 12 months and you have agreed with us to repay the amount; or
 - (f) doesn't relate to the supply of gas but relates to some other good or service.

Before your gas can be turned off for non-payment of a bill, we will:

- (g) give you (in writing):
 - (i) a "reminder notice" at least 14 *business days* after the date the bill was issued, advising that payment is overdue and requiring you to pay by a specified date (which will be at least 20 *business days* after the date the bill was issued); and
 - (ii) if you then fail to pay by the date specified in the reminder notice, a "disconnection warning notice" at least 22 *business days* after the date the bill is issued, requiring you to pay by a specified date (which will be at least 10 *business days* after the date of the disconnection warning notice); and
- (h) do our best to contact you (in person, by telephone, by electronic means or in writing); and
- (i) if you are paying the residential price:
 - (i) offer you an alternative payment plan; and
 - (ii) give you the information required in clause 6.2(r); and
- (j) if you are not paying the residential price, offer you terms for an extension of time to pay beyond the original due date shown in the bill (which may include payment of interest); and

We will not turn off your gas (or arrange for the *network operator* to turn off your gas) unless you have not accepted an offer under clauses 20.1(i) (i) or (j), or you accept an offer but don't take any reasonable action towards settling the debt within the time specified in the offer.

We will comply with the *customer service code* when we turn off *your* gas or arrange for the *network operator* to turn off *your* gas.

We can charge *you* a *fee* for turning off (or arranging for the *network operator* to turn off) *your* gas.

If *your* gas is turned off for this reason and *you* either pay the amount due or agree to an alternative payment plan within ten (10) *business days* after *your* gas is turned off, we will turn *your* gas back on or arrange for the *network operator* to turn *your* gas back on.

Otherwise, we will turn *your* gas on or arrange for the *network operator* to turn *your* gas back on again when *you* pay the bill in full or agree to an alternative payment plan.

We can charge *you* a *fee* for turning *your* gas back on (or for arranging for the *network operator* to turn *your* gas back on).

20.2 Not allowing access to the meter

If *you* don't give *us* or the *network operator* safe and unrestricted access to the *supply address* to read the *meter*, we can turn off *your* gas or arrange for the *network operator* to turn off *your* gas. Before *your* gas is turned off for this reason:

- (a) we or the *network operator* will try to access the *meter* on at least three (3) consecutive *meter* readings; and
- (b) we will give *you* a written notice each time we or the *network operator* can't get access; and
- (c) we will give *you* a chance to give *us* or the *network operator* access by some other reasonable means; and
- (d) we will try to contact *you* personally, by telephone or in writing; and
- (e) we will give *you* a written disconnection notice five (5) *business days* before *your* gas is actually turned off.

We can charge *you* a *fee* for turning off *your* gas or arranging for the *network operator* to turn it off.

If *your* gas is turned off for this reason and *you* provide access to the *meter* within ten (10) *business days* after *your* gas is turned off, we will turn *your* gas back on or arrange for the *network operator* to turn *your* gas back on. We can charge *you* a *fee* for turning *your* gas back on (or for arranging for the *network operator* to turn *your* gas back on).

20.3 Emergencies

We can always turn off *your* gas or arrange for the *network operator* to turn off *your* gas without giving notice to *you* in an emergency, or if necessary to reduce the risk of fire or to comply with a law.

In this case, *you* can get information on the nature of the emergency and an estimate of when gas supply is likely to be restored by contacting the 24 hour emergency line.

We will try to turn *your* gas on or arrange for the *network operator* to turn *your* gas on again as soon as possible (and in any case, within 20 *business days* after the situation has been rectified).

Nothing in the *contract* limits *our* statutory powers in relation to emergencies and safety.

20.4 Health or safety reasons

We can always turn off *your* gas or arrange for the *network operator* to turn off *your* gas for other health or safety reasons, but before *your* gas is turned off for this reason:

- (a) we will give *you* a written notice explaining what the health or safety problem is; and
- (b) where we think it possible, we will give *you* five (5) *business days* to fix the problem, if we think it is a problem *you* can fix; and
- (c) where we think it possible, we will give *you* a written notice of disconnection a further five (5) *business days* before *your* gas is actually turned off.

We can charge *you* a *fee* for turning off (or arranging for the *network operator* to turn off) *your* gas if the problem is *your* fault or is in *your* equipment.

If we or the *network operator* have turned *your* gas off, after we are satisfied that *you* have fixed the problem, we will try to turn *your* gas on or arrange for the *network operator* to turn *your* gas on again as soon as possible (and in any case, within 20 *business days* after the situation has been rectified).

We can charge *you* a *fee* for turning *your* gas back on (or for arranging for the *network operator* to turn *your* gas back on) if the problem was *your* fault or was in *your* equipment.

20.5 Legal requirement

We can turn off *your* gas or arrange for the *network operator* to turn off *your* gas for a period of time without notice to *you*, if required by law to do so. In this case, or if we ask *you* to use less gas or stop using gas, *you* must do as we ask.

We will do *our* best to turn on *your* gas or arrange for the *network operator* to turn *your* gas on again as soon as possible.

20.6 Planned maintenance

We can turn off *your* gas or arrange for the *network operator* to turn off *your* gas when it is necessary for the *network operator's* work on the gas network. Subject to any *relevant regulations*, we will give you at least four (4) days notice.

We will do *our* best to turn *your* gas on again or arrange for the *network operator* to turn *your* gas on as soon as possible (and in any case within 20 *business days* after the situation that caused *your* gas to be turned off has been rectified).

20.7 Unauthorised use of gas

We can turn off *your* gas or arrange for the *network operator* to turn off *your* gas:

- (a) if *you* commit a fraud relating to *our* supply of gas to *you* at the *supply address* or any other *supply address*; or
- (b) if *you* get gas supplied to the *supply address* illegally; or
- (c) if *you* get gas supplied to the *supply address* in breach of the *contract*; or
- (d) if *you* get gas supplied to the *supply address* in breach of a *relevant code* or *relevant regulation*.

We can charge *you* a *fee* for turning off (or arranging for the *network operator* to turn off) *your* gas, and we can ask *you* to pay any reasonable costs incurred in the process of turning off *your* gas.

In addition, we or the *network operator* can measure (or estimate if necessary) any *units* of gas which *you* haven't paid for, and ask *you* to pay for those *units*.

If we or the *network operator* turn off *your* gas for this reason and *you* stop obtaining *your* gas in the unauthorised way and pay all amounts owing within ten (10) *business days* after *your* gas is turned off, we will turn *your* gas back on or arrange for the *network operator* to turn *your* gas back on.

We can charge *you* a *fee* for turning *your* gas back on (or for arranging for the *network operator* to turn *your* gas back on).

If we think *you* have used gas illegally, we can tell the *Economic Regulation Authority*, the Director of Energy Safety or the Police (as appropriate), and give them any information we have in relation to *your* illegal use.

20.8 Refundable advance

We can turn off *your* gas or arrange for the *network operator* to turn off *your* gas if *you* haven't paid *your refundable advance* or provided any other *security* as required under clause 15.3. Before *your* gas is turned off for this reason, we will give *you* a written disconnection notice five (5) *business days* before *your* gas is actually turned off.

If *you* pay the *refundable advance* within ten (10) *business days* after we turn *your* gas off, we will turn *your* gas back on.

We can charge *you* a *fee* for turning *your* gas back on (or for arranging for the *network operator* to turn *your* gas back on).

21 When your gas cannot be turned off

Your gas cannot be turned off:

- (a) where *you* have provided us with a written statement from a *medical practitioner* that continued supply of gas is necessary to protect the health of a person living at the *supply address*; or
- (b) where *you* have agreed to an alternative payment plan under clause 20 and *you* have not deviated from this plan; or
- (c) if *you* have made a complaint, directly related to the reason for *your* gas being turned off, to the gas industry ombudsman, and the complaint remains unresolved; or
- (d) if *you* have made an application for a Government concession or grant and the application has not been decided; or
- (e) where the unpaid amount in *your* bill doesn't relate to the supply of gas but relates to some other good or service; or
- (f) after 3pm on a weekday, or on a Friday or the day before a public holiday or a weekend or public holiday (except where required for a planned interruption).

The above do not restrict clauses 20.3, 20.4, and 20.5. In addition, clauses 20.1 to 20.8 usually require us to do things before *your* gas can be turned off.

22 If you have been disconnected, the meter can be removed or physically disconnected

Whenever *your* gas is turned off under the *contract*, we can remove the *meter* or physically disconnect the *meter* (or arrange for the *network operator* to do this), at the same time *your* gas is turned off, or at a later time.

The *fees* for turning off *your* gas and turning *your* gas back on can include separate *fees* for:

- (a) removing or physically disconnecting the *meter*; and
- (b) replacing or physically reconnecting the *meter*.

23 When your gas will be turned back on

We will try to have *your* gas turned back on according to the deadlines in the following table:

If you ask us to turn your gas back on...	...then we will try to have your gas back on
before 3.00pm on a <i>business day</i>	on the same day
after 3.00pm on a <i>business day</i> , or on a day which is not a <i>business day</i>	on the next <i>business day</i>
after 3.00pm on a <i>business day</i> or on a day which is not a <i>business day</i> , and you pay our <i>fee</i> for turning your gas back on after-hours	on the same day

(The above deadlines will not apply if the *meter* has been removed or physically disconnected.)

24 Ending the contract

24.1 You can end the contract

You can end the *contract* at any time, but (unless you transfer to another gas supplier under clause 24.3) you must give us at least three (3) *business days* notice of the day you want the *contract* to end.

If you have entered into the *contract* as a result of *door to door marketing*, you can end the *contract* within ten (10) days after you enter into it ("cooling-off period") by giving us notice that you want the *contract* to end. We will not supply you gas during the *cooling-off period* unless you request us to supply you with gas during the *cooling-off period*.

If you request us to supply you with gas during the *cooling-off period* but end the *contract* during the *cooling-off period*, you must pay us for any gas supplied.

Clause 24.4 explains what happens when the *contract* ends.

24.2 We can end the contract

We can end the *contract*, or turn off your gas or arrange for the *network operator* to turn off your gas, without giving notice to you if you:

- (a) become insolvent; or
- (b) go into liquidation; or
- (c) commit an act of bankruptcy; or
- (d) commit a substantial breach of the *contract* (for example, if you *bypass your meter* or allow

gas delivered to your *supply address* to be used at another *supply address*).

We can end the *contract* by writing to you saying the *contract* is ended. Clause 24.4 explains what happens when the *contract* ends.

We can agree with you on alternative ways of dealing with one of these situations.

If we end the *contract*, or turn off your gas or arrange for the *network operator* to turn off your gas, under this clause, before we supply you gas again we can require you to give us a *refundable advance*. This *refundable advance* will be incorporated as a special condition to the *contract*.

24.2A When we cannot end the contract

Other than if you commit a substantial breach of the *contract* (for example, if you *bypass your meter* or allow gas delivered to your *supply address* to be used at another *supply address*), we will not end the *contract* if you commit a breach of the *contract* unless:

- (a) we have a right to disconnect supply under the *contract*, a written law, or a relevant code; and
- (b) we have disconnected supply to all supply addresses covered by the *contract*.

24.3 When the contract ends

If you enter into a different contract with us, the *contract* ends when the *cooling-off period* of the new contract ends.

If you enter a contract with a different gas supplier, the *contract* ends when you have been transferred to the other gas supplier in accordance with the *retail market rules*.

If your gas is turned off under the *contract*, the *contract* won't end until you no longer have any right to have your gas turned back on under the *contract*, law or a *relevant code*.

24.4 What happens when the contract ends

If either you or us end the *contract*, on the last day of the *contract* we will:

- (a) turn off your gas or arrange for the *network operator* to turn off your gas; and
- (b) take (or arrange for the *network operator* to take) a final *meter* reading.

We will then issue you with a final bill.

Subject to any *relevant regulation* or *relevant code*, we will charge you a *fee* for turning off your gas (or having the *network operator* turn off your gas), taking (or having the *network operator* take) a final *meter* reading, and issuing a final bill.

We can arrange for the *network operator* to remove any *network equipment* at any time after the *contract* ends, and you must let the *network operator* have safe and unrestricted access to the *supply address* to enable it to do so.

If you wish to start buying gas from us again, you will need to apply for a new contract.

Ending the *contract* does not release you or us from an obligation (such as an obligation to pay bills) which arose before the *contract* ended.

25 You must not assign the contract

The *contract* is personal to you. You must not assign, transfer, subcontract or otherwise dispose of any of your rights or obligations under the *contract* unless we agree.

26 We can assign the contract

We can assign the *contract*, without notice to you, to any person or company who we believe has reasonable commercial and technical capability to perform its obligations under the *contract*. If we do, we will tell you about the assignment, either before or as soon as is reasonably practicable after it happens.

27 Duration

The *contract* will come into effect on the day we open your account at the *supply address*. Unless you or us end the *contract* earlier under clause 24, the *contract* will continue for a period of one (1) year from the day it came into effect.

However, if one (1) year passes without either you or us ending the *contract* under clause 24, the *contract* will automatically be renewed for an additional one (1) year period, and so on, until either you or us ends the *contract* under clause 24.

28 Confidentiality

We will:

- (a) keep your information confidential; and
- (b) only use your information for business purposes (for example, for debt collection purposes or to fully investigate complaints); and
- (c) not pass on your information to anyone else, except where:
 - (d) we have your prior consent; or
 - (e) disclosure is required to comply with any accounting or stock exchange requirement (such information disclosed will, as far as possible, be in an aggregated form); or
 - (f) disclosure is required to comply with any legal or regulatory requirement, or in the course of legal or other proceedings or arbitration; or

- (g) the information is in the public domain other than by breach of this clause; or
- (h) we think you have used gas illegally, and where we may give any information we have, in relation to your illegal use, to the people set out in clause 20.7; or
- (i) you have not paid your gas bill, and we disclose information to a credit reporting agency, but we will not provide information about a default to a credit reporting agency if:
 - (i) you have made a complaint in good faith about the default and the complaint has not been resolved; or
 - (ii) you have requested us to review your gas bill and the review is not yet completed.

29 Protection for us (Exclusion clause)

This clause means that you might not be able to get compensation from us for some losses you might suffer as a result of our actions. The effect of this clause may be limited by law, in which case it has effect only as far as the law allows.

Despite anything else the *contract* says, and despite anything outside the *contract*, we will only ever be liable to you for direct damage. We will not in any circumstances be liable to you for indirect damage, including:

- (a) indirect loss; or
- (b) consequential loss; or
- (c) business interruption loss; or
- (d) lost profits; or
- (e) loss of an opportunity; or
- (f) your liability to other people under contracts or otherwise.

30 Network operator

We supply gas, but don't own or operate the gas distribution network. The network is operated by the *network operator*, a separate company.

Where the *contract* refers to us or the *network operator* doing something (such as turning off your gas supply, or having access to the *supply address*, or inspecting, looking after or reading the *meter*), it will often be the *network operator* that does so in our place.

We will try to make sure that our contract with the *network operator* obliges the *network operator* to do any things that these terms and conditions oblige us to do, but which in fact can only be done by the *network operator*. (For example, we promise in these terms and conditions that if your gas is turned off due to work on the network, we will turn on your gas (or arrange for the *network operator* to turn on your gas) as soon as possible, but in fact this depends on how quickly the *network operator* completes the work.)

We will also try to make sure that when the *network operator* does things in *our* place under these terms and conditions, it complies with *relevant codes* and *relevant regulations* to the extent they apply.

31 Special Conditions

Any special conditions which we agree with you can add to, or change, these terms and conditions. Nothing in the *contract* obliges you to agree to any special conditions.

32 Interpretation

32.1 Definitions

In these terms and conditions, unless the contrary intention is shown:

“**business day**” means a day which is not a Saturday, Sunday or public holiday in Western Australia; and

“**contract**” means the legally binding agreement between you and us, of which these are the terms and conditions; and

“**cooling-off period**” has the meaning given to it in clause 24.1; and

“**customer charter**” means the Alinta Energy Customer Charter in effect from time to time; and

“**customer service code**” means the Compendium of Gas Customer Licence Obligations (also known as the Gas Customer Code) (unless an alternative customer service code is approved by the *Economic Regulation Authority*, in accordance with *our trading licence*, in which case it means the approved code); and

“**door to door marketing**” means the marketing practice under which —

- (a) a marketing representative –
 - (i) goes from place to place;
 - (ii) makes telephone calls; or
 - (iii) uses electronic means, seeking out persons who may be prepared to enter, as customers, into contracts; and
- (b) the marketing representative or some other marketing representative then or subsequently enters into negotiations with those prospective customers with a view to arranging contracts; and

“**Economic Regulation Authority**” means the body established by the *Economic Regulation Authority Act 2003*; and

“**fee**” means a fee other than a standard price; and

“**network operator**” means the operator of the network from time to time and includes its employees, subcontractors, agents and successors in title; and

{Note: The *network operator* is called the ‘gas distribution operator’ in the *Energy Coordination Act 1994* and other *relevant regulations*.}

“**Gas Tariffs Regulations**” means the *Energy Coordination (Gas Tariffs) Regulations 2000* and the *Gas Corporation (Business Disposal) (Gas Tariffs) Regulations 2000*; and

“**heating value**” has the meaning given to it in clause 4.1; and

“**medical practitioner**” has the meaning given to it in the *Medical Act 1894*; and

“**meter**” means the equipment we have installed (or will install) at the *supply address* to measure the volume of gas you use (and includes the short lengths of gas pipe which protrude from the meter); and

“**network equipment**” means the *meter* and any pipes, pressure regulators or other equipment used to transport, measure, or control gas for delivery to you, before (upstream of) the point where gas leaves the *meter*; and

“**payment deduction authority**” means a verifiable consent authorising us to deduct monies from a customer’s nominated credit card or bank account in payment of energy bills; and

“**price**” means the charge for selling gas as determined from time to time and *published* by us, and can include a fixed component and a usage component; and

“**publish**” means to publish a thing in the ways set out in clause 32.2; and

“**refundable advance**” means an amount of money or other arrangements acceptable to us as security against you defaulting on the payment of a bill; and

“**relevant codes**” means any codes and standards applying to *our* supply of gas to you under the *contract* including (as at the date of the *contract*) the *customer service code*, the *Gas Marketing Code of Conduct 2004*, and the *Australian Standard on Complaints Handling (AS ISO 10002:2006)*; and

“**relevant regulations**” means any laws and regulations applying to *our* supply of gas to *you* under the *contract*, including (as at the date of the *contract*) the *Energy Coordination Act 1994*, the *Energy Coordination (Customer Contracts) Regulations 2004*, and the *Gas Tariffs Regulations*; and

“**retail market rules**” is defined in section 11ZOA of the *Energy Coordination Act 1994*; and

“**security**” means either a *payment deduction authority* or *refundable advance* (or other form as agreed by *us*) required by *us* as security against payment of bills; and

“**supply address**” means the address to which gas will be supplied under the *contract*; and

“**trading licence**” means *our* trading licence under the *Energy Coordination Act 1994*; and

“**unit**” is a measure of the amount of energy in gas, with one unit equalling 3.6 megajoules, which is the same energy as 1 kilowatt-hour or one unit of electricity; and

“**we**” and “**us**” means Alinta Sales Pty Ltd (ABN 92 089 531 984) trading as Alinta Energy of Level 13 The Quadrant, 1 William Street, Perth, Western Australia, 6000, and includes *our* employees, subcontractors, agents and successors in title; and

“**work**” includes installing, operating, maintaining, renewing and replacing any *network equipment*; and

“**you**” means the person to whom gas is (or will be) supplied under the *contract*; and

“**your equipment**” means all pipes and equipment used to transport, control or use gas after (downstream of) the point where gas leaves the *meter*.

32.2 How we publish things

Where these terms and conditions say that we will *publish* a thing, we will:

- (a) advertise the thing in the *The West Australian* newspaper (except where the thing relates solely to the Kalgoorlie-Boulder area, in which case we will advertise the thing in the *Kalgoorlie Miner* newspaper); and
- (b) place details of the thing on *our* website; and
- (c) post *you* a notice of the thing (this notice may be sent before *your* next bill, or may be sent with or printed on *your* next bill).

Where *we* are required by law to do so, we will also *publish* a thing by putting a notice in the Government Gazette.

The address of *our* website appears in clause 33 and will appear on each bill.

32.3 Simple English

These terms and conditions are written in a “simple English” style. Accordingly, where:

- (a) a contract or other document might traditionally or ordinarily be expected to have expressed an idea in a particular form of words; and
- (b) a provision of these terms and conditions appears to have expressed the same idea in a different form of words in order to use a clearer or simpler style, the ideas are not to be taken to be different just because different forms of words were used.

For example:

- (i) “do *our* best” means “use best endeavours”; and
- (ii) “try” means “use reasonable endeavours”; and
- (iii) “end”, in relation to the *contract*, means “terminate”; and
- (iv) “can” means there is a discretion as to whether the thing stated is done or not done; and
- (v) “will” and “must” both mean that the thing stated has to be done.

32.4 Other rules of interpretation

Interpretation Act

The rules of interpretation contained in the *Interpretation Act 1984* apply to the interpretation of these terms and conditions, and any special conditions under clause 31, as though the *contract* were a written law, unless the contrary intention is shown.

Use of italic typeface

The fact that italic typeface has been applied to some words or expressions, it is solely to indicate that those words or expressions may be defined in clause 32.1 or elsewhere, and in interpreting this *contract* the fact that italic typeface has or has not been applied to a word or expression is to be disregarded. This clause 32.4 does not limit the application of clause 32.1.

Examples

Examples do not limit the generality of a clause (including when the example is introduced by the word “including” or similar words).

Laws, regulations, codes etc.

A reference to a law, regulation, code or standard is a reference to that law, regulation, code or standard as amended or replaced from time to time.

Notes

Where information in this *contract* is set out in braces (namely “{” and-”}), the information:

- (a) is provided for information only and does not form part of this *contract*; and
- (b) is to be disregarded in interpreting this *contract*.

32.5 Miscellaneous

Applicable law

The *contract* is entered into under Western Australian law.

No waiver

A failure, delay or partial exercise of a power or right by *us* is not a waiver of that power or right, and does not preclude a further exercise by *us* of that or any other power or right under the *contract*.

Entire agreement

The *contract* constitutes the entire understanding between *you* and *us* concerning the subject matter of the *contract*. This clause operates to the extent permitted by law.

Severability

If any clause of these terms and conditions is found to be invalid or not enforceable, all other clauses will continue to be valid and enforceable.

Notices

Unless these terms and conditions say otherwise, notice does not have to be in writing.

Any written notice given under these terms and conditions must be sent to the address for service in the *contract*. Notice is deemed to be given according to the following table:

In the case of...	notice will be deemed to have been given ...
oral communication, in person or by telephone	at time of communication
personal delivery	upon delivery
posting	two (2) <i>business days</i> after posting
facsimile	upon proof of transmission

Electronic communication

We have the ability under the contract to engage in electronic commerce with you. We won't start using electronic commerce without agreeing with you. We can set any rules about how electronic commerce is to operate and what things may be communicated electronically, and we will tell you how to find out what those rules are.

33. Contact details

If you need to contact *us*, our contact details at the date of the *contract* are:

Postal address

Locked Bag 55
PERTH WA 6849

Telephone/facsimile/e-mail

Residential (WA) Monday to Friday 8.00am to 5.00pm

Telephone 13 13 58

Facsimile 08 9486 3346

E-mail customer.services@alintaenergy.com.au

Business (WA) Monday to Friday 8.00am to 5.00pm

Telephone 13 13 58

Facsimile 08 9486 3951

E-mail energy.sales@alintaenergy.com.au

Outside WA Monday to Friday 8.00am to 5.00pm (WST)

Telephone 1800 677 945

E-mail energy.sales@alintaenergy.com.au

Overseas Monday to Friday 8.00am to 5.00pm

Telephone +61 8 9486 3000

E-mail customer.services@alintaenergy.com.au

Emergencies (WA) 24 hours a day, 7 days a week

Telephone 13 13 52

Internet

<http://www.alintaenergy.com.au>

Any changes to *our* contact details will be *published*.

Alinta Sales Pty Ltd trading as Alinta Energy
ABN 92 089 531 984

Locked Bag 55 Perth WA 6849

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