



# Customer Service Charter

WA Gas Networks Pty Ltd (WAGN) owns the majority of the reticulated gas infrastructure assets in Western Australia. The gas reticulation networks service the Greater Perth Metropolitan area, Mandurah, Geraldton, Kalgoorlie, Albany, Bunbury Busselton, Harvey, Pinjarra, Brunswick Junction and Capel.

Our combined networks are made up of approximately 12,000km of gas mains and associated infrastructure.

Over the past five years the annual growth of our networks has been approximately 260km with an average annual new customer connection rate of 20,000.

## Our Customer Service Charter

Our Customer Service Charter (**Charter**) outlines what you can expect as our customer and details our mutual rights and obligations.

This **Charter** applies to those **customers** who are classified as 'small use' which for these purposes equates to less than 1 terajoule of gas per year. The **Charter** has been developed in accordance with the Gas Customer Code (2008). Terms identified in bold in this **Charter** has the meaning given to them in the Code. We will make available for your inspection, at our office, a copy of the Gas Customer Code (2008). This document is also available on our website ([www.wagn.com.au](http://www.wagn.com.au)).

## Gas Distributor – Gas Retailer

WAGN is a gas **distributor**, the company that owns, operates, and maintains the pipelines and networks in your area. WAGN delivers gas to your gas meter. WAGN does not own, or sell, the gas that you consume.

Your gas **retailer** is the company you purchase your gas from, the gas **retailer** arranges for gas to be delivered to your property. Your gas **retailer** is the company that bills you for your gas consumption. Your gas **retailer** should be your first point of reference for queries. Their telephone number will be located on the top of your gas bill.

## Our Obligations to You

We will provide to you on request, at no charge, the following information:

- Our requirements in relation to your proposed new gas installation, or changes to your existing gas installation, including advice about supply extensions;
- An explanation for any unplanned interruption of supply to your supply address;
- Advice on facilities required to protect our equipment;
- Advice on how to obtain information on protecting your equipment;
- Advice on your gas usage so that it does not interfere with the operation of the distribution system;
- General information on the quality of your gas supply; and
- General information of the reliability of your gas supply.

## Reliability of Supply

There may be unavoidable situations due to accidents, health and safety risks, or emergency situations where as a result, WAGN may need to interrupt the supply of gas to your property. WAGN will use best endeavours to ensure the supply of gas is restored as soon as possible.

In the event supply is restricted to your property you can call WAGN on 13 13 52 to obtain information of the nature of the emergency and the estimated time when supply will be restored.

## Guaranteed Service Levels

WAGN offers a number of service level guarantees, as part of our commitment to excellent customer service. Further information on Guaranteed Service Levels can be found on our website.

## Disconnections

If your gas supply has been disconnected on request by your **retailer**, and the **retailer** has subsequently requested WAGN to reconnect supply, then subject to the **retailer** complying with any **retail market rules** applicable to the retailer WAGN must reconnect the supply address within 2 business days of receipt of the request. In the event of an emergency this does not apply.

## If you have a complaint

If you are not satisfied with the level of service you have received from WAGN you can lodge a complaint with us by calling 13 13 56 between the hours of 7am - 6pm Monday to Friday, you can also write to us or email - refer below for details.

If you are not satisfied with the response received from your first point of contact, we will ensure that your complaint is handled by the Stakeholder Relations Coordinator. We aim to review and resolve these complaints within 5 business days of receipt.

In the event that your complaint cannot be resolved, or you remain unsatisfied, you have the right to have your dispute dealt with by the Energy Ombudsman (WA). The Ombudsman receives, investigates and assists in the resolution of a range of enquiries and complaints that residential and small business may have with their gas company. It is an independent service, easy to access and free of charge to you.

If your complaint does not relate to our functions we will undertake to refer your complaint to the appropriate entity.

We will provide you with any assistance that you may require in relation to utilising our complaints handling process.

## Useful Contact Details

### **WA Gas Networks Pty Ltd**

12-14 The Esplanade  
Perth WA 6000

GPO Box W2030  
Perth WA 6846

P: 08 6213 7000  
F: 08 6213 7001  
E: [info@wagn.com.au](mailto:info@wagn.com.au)

### **Energy Ombudsman (WA)**

Level 12/44 St Georges Terrace  
PERTH WA 6000

PO Box Z5386  
St Georges Terrace  
Perth WA 6831

P: 1800 754 004  
F: 1800 611 279  
E: [energyombudsman@wa.gov.au](mailto:energyombudsman@wa.gov.au)

### **Economic Regulation Authority**

Level 6/197 St Georges Terrace  
PERTH WA 6000

P: 08 9213 1900  
F: 08 9213 1999

### **Energy Safety**

303 Sevenoaks Street  
CANNINGTON WA 6107

P: 08 9422 5200  
F: 08 9422 5244  
E: [energysafety@docep.wa.gov.au](mailto:energysafety@docep.wa.gov.au)

### **Gas Leak Emergencies**

13 13 52

If you require a telephone interpreter service, please phone 13 14 50 and ask to be connected to WA Gas Networks.

TTY users phone 133 677 then ask for WA Gas Networks.

If you would like a copy of this Charter in large print please call 13 13 56