



Synergy Gas Customer Charter

Small Use Business Customers



需要有人幫助翻譯這份文件嗎？請撥打 13 13 53 讓我們來安排一位翻譯。

Avez-vous besoin d'aide par rapport à ce document?
Téléphonez-nous au 13 13 53 pour organiser un interprète.

Benötigen Sie beim Ausfüllen dieses Dokuments Hilfe?
Rufen Sie 13 13 53 an, um einen Dolmetscher zu bestellen.

Serve aiuto con questo documento?
Chiamateci al 13 13 53 per richiedere un interprete.

Cần giúp đỡ để dịch tài liệu này, xin gọi chúng tôi số 13 13 53 để sắp xếp một thông dịch viên cho bạn.

هل تحتاج الى مساعدة لترجمة وثيقة ؟ أتصل بنا على الرقم 131353 وستحصل بمساعدتنا على من يقدم لك خدمات الترجمة الشفوية.

Χρειάζεστε βοήθεια με το έγγραφο αυτό; Καλέστε μας στο 13 13 53 για να κανονίσουμε διερμηνέα.

需要有人帮助翻译这份文件吗？请拨打 13 13 53 让我们来安排一位翻译。

**To have a large print version
of the Customer Charter please
contact 1300 859 333.**

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Our service commitment to you.

Thank you for choosing Synergy.

Synergy is committed to providing you with courteous, professional and prompt service. This Customer Charter outlines your rights, obligations and expectations as a valued Synergy customer.

Further details on your rights and responsibilities in relation to the supply of gas are outlined in the Natural Gas Customer Service Code AG 755-1998 as well as our standard gas agreement. For a copy of the code please call us on 1300 859 333.



We are committed
to providing you
with a courteous,
professional and
prompt service.

Our Gas Charter.

From July 1, 2007 in addition to electricity, we are entitled to supply gas to customers located in various areas of the Western Australian South West Interconnected System* including the Perth metropolitan area, Mandurah, Rockingham and Geraldton.

The Synergy Gas Customer Charter is designed specifically for our small use business customers who consume 180GJ (which equates to approximately A\$4,000) of gas per annum but less than 1TJ (which equates to approximately A\$22,000) per annum.

* The South West Interconnected System is the area that covers from Kalbarri in the North down to Albany in the South and East to Kalgoorlie.

Understanding the roles of distribution and retail.

Within the energy market in Western Australia, the role of providing gas, delivering it to your business, and selling it to you is not the responsibility of a single organisation. These different roles include:

- The Distributor (also known as the network operator) - responsible for the delivery of gas to your premises. In Western Australia, the distributor is responsible for the connection of your supply address to the distribution network, for managing and maintaining the energy distribution network which, depending on the energy source, consists of gas pipelines, metering equipment, control centres and meters. Different distributors exist for the supply of gas.
- The Retailer - responsible for the purchase and sale of gas on your behalf. Synergy sells gas to you, provides your bills, manages your account and answers your enquiries.

The Synergy Gas Customer Charter outlines the roles and responsibilities for you, our customer, and us as your retailer.



The Retailer -
responsible for the
purchase and sale of
gas on your behalf.

What we do for you.

Building a new business premises

What you need to do

Please discuss your gas requirements with your building contractor or gas plumber and arrange for them to contact us with the agreed gas usage requirements at the site based on the appliances you intend to install. Synergy can then arrange for a quote to be forwarded to you.

What Synergy does

We will arrange for the connection of the gas service and meter within 5 business days to a premise where a gas main runs past the property.

Once the Distributor has received your final notice that your premises have been constructed or completed, we automatically establish your new gas account.

If you wish to change your account details, please call us when you receive your first bill.

What the Distributor does

Once the gas connection quote is accepted and you advise us to commence the connection, we will arrange for the site to be connected by the Distributor.

Moving premises

What you need to do

To have the gas connected in an established business, please call us on 1300 859 333.

- Provide Synergy with three (3) days notice before vacating or moving into existing premises, and
- Provide a forwarding address for your final bill.

If you are moving into premises where gas is already connected, please keep in mind that notifying us of your move is your responsibility and not the responsibility of your estate agent, landlord or settlement agent.

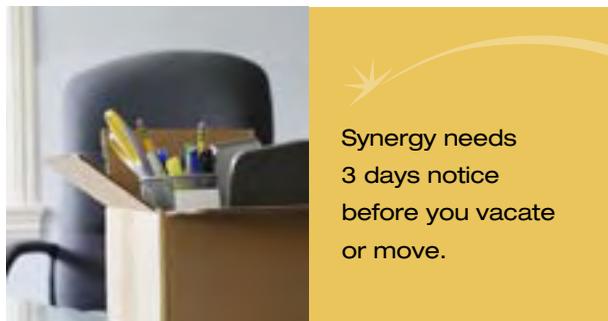
If you intend to be away from your premises for a long period of time, please let us know and we can discuss supply options while you are away, such as redirecting your bill to a nominated third party or payment in advance.

If your contact details change, please notify us on 1300 859 333.

What Synergy does

On your behalf, we organise for the relevant Distributor to conduct a final read of the meter at the premises you are vacating.

We also establish a new account for your new address and provide you with a final bill for the premises you are vacating.



Disconnection

What you should know

Under any of the circumstances listed below, it may be necessary for us to disconnect the gas supply to your premises:

- If you receive a disconnection warning, and we have still not received payment of the amount owing on your account by the date specified in the warning, or
- If you have obtained gas illegally, or
- If you have denied us access to the gas meter for more than three (3) consecutive billing cycles.

Full details are in the relevant standard gas agreement Terms and Conditions, available at www.synergyenergy.com.au/agreements

What Synergy does

In the event that disconnection of gas may be necessary:

- We will firstly send you a disconnection warning letter
- We may be able to provide alternative payment arrangements. Please call us on 1300 859 333 or Freecall* 1800 208 254 (*mobiles charged at applicable rates) if you are experiencing payment difficulties.

Where applicable under the relevant gas industry codes, we will not disconnect your supply:

- After 3pm Monday to Thursday, after 12noon on a Friday, or on a Saturday, Sunday or Public Holiday or on a business day prior to a Public Holiday, or
- When a customer has made a complaint directly related to the reason for the disconnection.

Reconnection

What you need to do

If your gas supply has been disconnected and the reason for disconnection no longer exists (for example: if full payment has been received) please contact Synergy on 1300 859 333 or Freecall* 1800 208 254 (*mobiles charged at applicable rates) to arrange reconnection of your supply. In this instance you are required to pay a reconnection fee and this will be itemised on your next bill.

What Synergy does

When the reason for disconnection no longer exists, and you have contacted us to organise reconnection, we will organise for the relevant Distributor to reconnect your gas:

- If your supply address is located in the Perth metropolitan area or the major centres of Bunbury, Mandurah, Albany, Kalgoorlie or Geraldton and if we receive your gas reconnection request prior to 3pm, on any business day, we will arrange a standard reconnection by the close of the following business day. If we receive your notification after 3pm, on any business day or on a Saturday, Sunday or Public Holiday we will arrange a standard gas reconnection within two business days; or
- If your supply address is outside the above centres, we will arrange for reconnection within five (5) business days of when we receive your reconnection request, if prior to 3pm, and within six (6) business days if received after 3pm, or on a Saturday, Sunday or Public Holiday.

Your gas bill

What you need to do

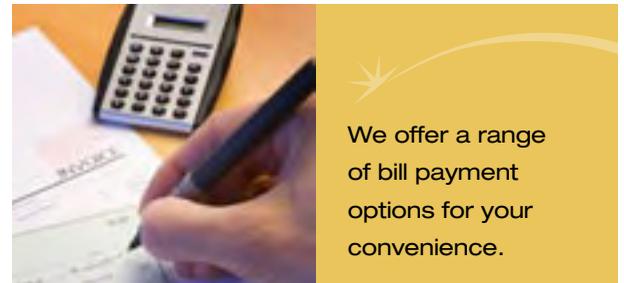
Bills are required to be paid by the due date specified on your bill. If, at any stage, you are having difficulty paying your bill by the due date, please call us on 1300 859 333 to discuss how we can help you.

What Synergy does

We request the relevant Distributor to read your meter at prescribed intervals so that we can produce your bill.

We offer a range of bill payment options for your convenience. These options are shown on your bill and include:

- Electronic funds transfer
- Cheque
- BPAY and
- Australia Post



We offer a range of bill payment options for your convenience.

Questions and answers.

How often will you send me a bill?

We will send you a bill at least once every three months and in accordance with the billing cycle that we have set for our customers.

What will be on my bill?

Your bill will contain useful information such as the:

- Billing period and physical supply address.
- Total gas consumption for the specified period.
- Meter reading data and ID number.
- Amount due and due date.
- Fees and charges (if appropriate) in addition to your gas supply charges.
- Account number and the various payment methods available to you.
- Key contacts and telephone numbers.

What are my fees and charges?

Please see the Synergy website for a summary of our fees and charges related to gas at www.synergyenergy.com.au/gasfees

How is my gas bill calculated?

The amount we bill you is based on a reading of the gas meter at your premises. The meter records how much gas you have used. Readings are taken in accordance with the relevant gas code and rules.

The gas meter measures the volume of gas you use, but we will bill you according to the amount of energy in the gas you use. Because gas is a naturally occurring substance, the amount of energy in a given volume of gas, which is 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 the gas you use. The reading on your meter is conclusive evidence of the volume of gas you have used, unless the meter is measuring inaccurately.

If the network operator or we 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.

For information about different types of meters or estimated bills, please call us on 1300 859 333.

Will you need to access my property?

There may be times when we need to arrange for the network operator to enter your property, such as for periodic meter reading purposes. Should this be necessary, we will arrange for the network operator to respect the use of your property and to be there for the minimum time necessary.

The location of your gas meter is important not only for reading purposes, but may also be essential in the case of an emergency, in the event a meter needs to be turned off.

In such situations, we need your assistance to have safe, convenient and unhindered access to your premises and all associated gas installations.

Our staff and representatives carry official identification and will show it to you on request. You can advise us of any special arrangements or requirements you may have concerning access to your premises or property (regarding safety or security). We will endeavour to accommodate your needs wherever possible.

If something at your premises (for example: an unleashed dog) represents a potential danger to our staff and representatives, you are obliged to inform us and make alternative and appropriate arrangements.

Does Synergy protect my privacy?

We respect your personal information and are committed to keeping your personal information confidential, consistent with our privacy policy.

The information may be disclosed to third parties who form part of our product/service delivery, such as billers, network operators and financial institutions.

Our Privacy Policy can be viewed at www.synergyenergy.com.au/privacy_policy.

What if I have a complaint?

We are committed to handling your complaints and enquiries in a courteous and efficient manner.

We have a detailed complaints handling process, which includes guidelines to ensure that all complaints are handled professionally. You can view our detailed policy and procedures at www.synergyenergy.com.au/complaints

Our Customer Service Representatives are available to help you with any general questions or concerns that you may have and can be contacted on 1300 859 333 or Freecall* 1800 208 254 (*mobiles charged at applicable rates).

We welcome the opportunity to help resolve any issues you may have however if you believe that we have been unable to resolve your complaint satisfactorily, you may:

- Call the Synergy Customer Advocate on 1300 859 333 or email advocate@synergyenergy.com.au
- Contact the Energy Ombudsman of Western Australia on:

Telephone: (08) 9220 7588, or Freecall 1800 754 004*
(*mobiles charged at applicable rates)

Email: energy@ombudsman.wa.gov.au or

Visit the Energy Ombudsman website at

www.ombudsman.wa.gov.au/energy

Where can I get more information about my gas supply?

Relevant information regarding the supply of gas to your premises is contained in the following:

Contracts

In Western Australia, the supply of gas is governed by individual contracts with customers, making it easy to find the terms and conditions of your supply in one place. There are two main contract types - Standard and Non-standard.

Standard Contract

The terms of a gas standard contract are governed by regulations and the contract must be approved by the Economic Regulation Authority. These contracts outline the standard terms and conditions for all customers who pay standard prices for their gas.

You can find out more about our gas standard fees and charges and those that apply to you at www.synergyenergy.com.au/gasfees

You can connect via a gas standard contract over the phone or by fax.

To view a copy of the Standard Gas Agreement Terms and Conditions, visit www.synergyenergy.com.au/agreements

Non-standard Contract

A non-standard contract relates to special products and offers. These contracts contain different terms and conditions to a standard contract, and may include variations in price, contract length, payment options, and early termination or exit fees.

Non-standard contracts are negotiated directly with you and may require your written consent before they can take effect. These contracts are also governed by regulations.

Natural Gas Customer Service Code AG 755-1998

This Code regulates the conduct of persons who sell or distribute gas. It specifies what is acceptable behaviour when dealing with customers. In summary it addresses such matters as information and communication, gas connection, supply standards, tariffs, billing, disconnection and reconnection. You may obtain a copy of this Code from us on request on payment of a reasonable fee or visit our Offices to view. We will notify you of any amendment to the Code that affects your rights as soon as reasonably practicable after the amendment is made.

The Economic Regulation Authority

The Economic Regulation Authority, amongst other matters, is responsible for the regulation of gas trading and distribution licences. Their contact details are Level 6, 197 St Georges Terrace, telephone (08) 9213 1900.

The Director of Energy Safety

EnergySafety is responsible for safety regulation of the gas sector. EnergySafety can be contacted on (08) 9422 5200 or by visiting their website www.energysafety.wa.gov.au

Our Website

As your gas retailer, we have a range of information regarding your gas supply and our products and services. One of the best sources of information about Synergy is our website, where you can find advice and information about the following:

- Billing information www.synergyenergy.com.au/billing
- Gas fees and charges
www.synergyenergy.com.au/gasfees
- Gas safety information
www.synergyenergy.com.au/gassafety
- Making an enquiry or complaint
www.synergyenergy.com.au/complaints

Our Customer Service Consultants are happy to answer your questions and can be contacted on 1300 859 333.



One of the best sources of information about Synergy is our website.

Gas Safety.

Please call 13 13 52 if there is an emergency involving your gas supply. This is the gas distributor's 24-hour emergency help line. You should use this number in case of:

- Emergencies
- Smell of gas
- No gas

You must use only qualified trade persons for gas connection, appliance and equipment installation and you should only use appliances in accordance with the manufacturer's instructions.

Gas supply is transported via underground pipelines. These pipelines can be accidentally damaged resulting in gas disruptions and/or expensive repair costs. You can minimise such risks by contacting the gas distributor before undertaking major external works or you can visit www.dialbeforeyoudig.com.au for more information.

As a Synergy customer you have certain obligations in terms of your gas usage. For example you should:

- Maintain your natural gas installation in a safe condition and protect equipment from damage and interference.
- Provide safe unhindered access to the supply address.
- Not use gas in a manner that interferes with the distributor's network equipment.

EnergySafety is responsible for safety regulation of the Western Australian electricity and gas sectors. The following gas safety advice is sourced from EnergySafety's website www.energysafety.wa.gov.au

All hydrocarbon gases have odour added before distribution to the customer. The amount of odorant is specified by law. Some of the compounds used to odourise gas are different but their smell is similar.

A common constituent of odorants is Ethyl Mercaptan and it is very smelly. The amount of odorant that is added to the

gas must be sufficient to make a mixture of one-fifth of the Lower Explosive Limit (LEL) detectable by smell.

Gas is a safe and efficient source of energy when used properly. Gas appliances and installations incorporate in their designs safety features to protect people and property from malfunctions (usually with appliances). However, without proper installation and use, the potential exists for the appliance not to function correctly.

The hazards of escaping unburnt gas are:

- Fire
- Explosion
- Asphyxiation

The hazards of partially burnt gas are:

- Asphyxiation
- Carbon Monoxide Poisoning

Smells of gas in a building are not normal and steps must be taken to eliminate a hazard or potential hazard that could arise from leaking gas. The points below offer general information on making the situation safe. However, you should always follow the gas suppliers' instructions.

- Turn off the supply of gas to the building at the meter or cylinder. Don't assume that turning off the gas at the meter will stop the leak, as it may be coming from a nearby main or service.
- If you consider it necessary, evacuate the building.
- Eliminate ignition sources by extinguishing any naked flames, preventing smoking, preventing striking of matches and lighters and by not touching any electrical switches.
- If lights are on, leave them on.
- Ventilate the building by opening all the doors and windows.
- Notify the gas supplier. If some of the other factors are more urgent, ask someone else to make the call to the gas supplier.
- Do not enter the gas-affected area.

Gas quality and reliability of supply

Reliability and quality of gas supply is the responsibility of the relevant gas distributor. There may be times when your energy supply needs to be disrupted for maintenance, expansion, repair, emergency, health or safety reasons.

Synergy will seek to ensure the gas distributor provides gas supply as prescribed by law. Synergy does not however determine gas quality, which is the responsibility of the gas distributor.

For unplanned gas interruptions call 13 13 52 to find out more information.

Emergency situations

Gas retailers and distributors have various powers conferred by law to act in emergency situations in order to protect health and safety. Such rights extend to the power to enter land, remove or repair network equipment and to interrupt, suspend or restrict the supply of gas.

When your gas service is the subject of an unplanned interruption, we, or the relevant distributor, will endeavour to keep you informed as to the length of the delay.

When your gas service is the subject of a planned interruption, we, or the relevant distributor, will seek to provide you with reasonable advance notice but by no later than any timeframes prescribed by law.



How to contact us.

We would like to assure you that you will receive our highest standard of service when we are responding to your enquiries.

When you call us we seek to answer your questions immediately. If this is not possible (because we need to speak to a distributor for example) we will get back to you immediately once we have obtained the information you are seeking. There are a number of ways you can contact us:

By Phone

(During Business Hours Western Standard Time)

- Business customers 1300 859 333 (within WA)
- For calls outside Western Australia (08) 6212 2222
- TTY (for customers with hearing or speech difficulties) (08) 9221 8608.
- If you don't speak English call us on 1300 859 333 and we will arrange an interpreter service for your convenience.

By Mail

Synergy, GPO Box K851, Perth WA 6842

By Email

Our email address is: info@synergyenergy.com.au

By Fax

(08) 9221 4628

Over the counter service

(During Business Hours Western Standard Time)

228 Adelaide Tce, Perth, Western Australia

Internet

www.synergyenergy.com.au

Other Useful Numbers

For emergency or supply faults/interruptions call 13 13 52 (24-hour number). You should use this number in case of:

- Emergencies
- Smell of gas
- No gas



Thank you

Thank you for reading through the Synergy Gas Customer Charter for Small Use Business Customers. We trust it provides you with all the information you need with regard to your rights, obligations and expectations as a valued Synergy customer.

In keeping with the spirit of our Charter, please be assured of our commitment to provide you with the highest standard of customer service at all times.

