



Wesfarmers Kleenheat Gas Pty Ltd

Customer Charter



Customer Charter

Contents

About This Customer Charter	3
Information and Communication	4
How to contact Kleenheat Gas	4
Emergency Contacts (Leaks etc)	4
Customers with Special Needs	4
Privacy	4
About Kleenheat Gas	5
Products and Services	5
What is LPG	5
Physical Properties	5
Residential and Commercial Cylinders	5
Liquid Withdrawal Cylinders (Blue Tops)	6
Forklift Gas	6
Bulk LPG	6
Reticulated LPG (Metered)	7
Kwik-Gas	7
Kleenheat AutoGas	7
Liquefied Natural Gas (LNG)	7
Appliances	7
Fees, Charges & Trading Terms	8
Bulk & Cylinder Customers	8
Reticulated Gas Customers	8
Pricing	8
Trading Terms	8
How to Pay Your Gas Account	9
Safety & Emergencies	10
Gas Leaks	10
Potential Hazards	10
Cylinder Safety	12
Appliance Safety	13
Information for Reticulated Gas Customers	15
About your Gas Meter	15
Reading the Gas Meter	15
Estimated Meter Readings	16
Service Pipes	16
Your Rights as a Reticulated Gas Customer	16
Information for Cylinder & Bulk Gas Customers	17
How do I know when to order gas?	17
Turning on cylinder (excluding Liquid Withdrawal and forklifts)	17
Determining which cylinder is supplying gas	18
How do I order gas?	19
When will the gas be delivered?	19
What if I run out of gas?	19
Moving House	20
We Value Your Feedback	21
Regulatory Authority	21



About This Customer Charter

Wesfarmers Kleenheat Gas Pty Ltd (Kleenheat Gas) is focused on delivering the best possible service to our customers. The purpose of this Charter is to broadly define a list of customer entitlements and to provide details regarding services and information relevant to the relationship between you the Customer and Kleenheat Gas.

Kleenheat Gas is a retailer and distributor of Liquefied Petroleum Gas (LPG) and Liquefied Natural Gas (LNG) to a broad range of residential, commercial, forklift, automotive and industrial customers. Kleenheat Gas operates in all states and territories of Australia through a network of depots, company-operated branches, commissioned agents and dealers.

Kleenheat Gas is fully committed to licence and regulatory compliance and has extensive experience operating in a heavily regulated environment. As a minimum Kleenheat Gas maintains a regime of reporting to the appropriate regulatory bodies as required.

Kleenheat Gas acknowledges an important duty of care to ensure the health and safety of its employees and to minimise any adverse affect on the environment and the communities in which it operates.



Information and Communication

How to contact Kleenheat Gas

- Telephone 132 180
- At www.kleenheat.com.au
- Fax to (08) 9312 9833
- Visit any Kleenheat Gas operation, agent or dealer
- In writing to Wesfarmers Kleenheat Gas Pty Ltd
PO Box 4184
Myaree Business Centre WA 6960

Emergency Contacts (Leaks etc)

1800 093 336 - specialist advice on emergency situations

000 – if life or property is threatened.

Customers with Special Needs

If you require an interpreting service, please call 131 450.

If you have hearing difficulties we encourage you to email, fax or write or call us via the National Relay Service:

- TTY Users phone 133 677 than ask for 132 180

If you would like a copy of this brochure in large print please call 132 180.

Privacy

All personal information collected by Kleenheat Gas will only be used in line with the relevant privacy laws.

To view a copy of the Kleenheat Gas Privacy Policy visit www.kleenheat.com.au.



About Kleenheat Gas

Wesfarmers Kleenheat Gas Pty Ltd (Kleenheat Gas) is part of Wesfarmers Energy, a division of Wesfarmers Limited, which has origins dating back to 1914.

Established by the Westralian Farmers Cooperative Limited in 1956, after a petroleum refinery was commissioned at Kwinana, WA, Kleenheat Gas was at the forefront of developing Liquefied Petroleum Gas (LPG) usage to service the untapped market of Western Australia.

Kleenheat Gas employs more than 400 people around Australia. We are committed to conducting business activities in a way that ensures a safe and healthy environment for employees, contractors, customers and the community. A management system is in place to achieve this objective, which includes addressing all relevant aspects such as hazard identification, risk assessment, accident and injury prevention and health promotion. The Occupational Health and Safety (OHS) management system follows the principles of AS/NZS 4801 – Occupational Health and Safety Management Systems.

Kleenheat Gas was the first major Australian company to introduce Liquefied Natural Gas (LNG) into the Australian heavy duty vehicle market, a significant achievement.

Other activities include the operation of an LPG importation and distribution business in Bangladesh. LPG provides Bangladesh with a safe alternate energy source. LPG's clean burning properties help reduce the pollution that results from burning bio mass such as wood which has traditionally been used in developing economies. Kleenheat Gas has also pioneered the use of automotive gas for motor vehicles in Bangladesh and is committed to further development of this environmentally important market segment.

Products and Services

What is LPG

Liquefied Petroleum Gas (LPG) is a convenient, efficient and clean source of energy for residential, commercial, industrial, leisure and automotive use.

Physical Properties

LPG is a combustible fuel. It is heavier than air and should a leak occur, it will collect at the lowest point. If LPG builds up in a depression or in a confined space, dissipation may be slow as air may be in contact only with the surface of the gas.

In its natural state, LPG is a colourless, odourless, tasteless non-toxic fuel. Without the odourant added to alert users to a leak, there would be no warning of its presence. Statutory Regulations demand that LPG must have an unpleasant and non-persistent odour. For this reason, Ethyl Mercaptan is added, this is the 'rotting cabbage' smell associated with LPG.

Residential and Commercial Cylinders

The most commonly used form of LPG for residential and commercial applications is the 45kg cylinder. However in some locations, smaller cylinders may be used such as 13.5kg for



cooking only. LPG provides fuel for hot water, heating and cooking. Apart from home use, 45kg cylinders are often used for restaurants and cafes and are generally stored alongside the place of use.

Liquid Withdrawal Cylinders (Blue Tops)

Liquid withdrawal or decanting cylinders are LPG storage vessels that are used to fill smaller LPG cylinders. A liquid withdrawal cylinder is clearly identified by a blue collar that protects the valve.

These cylinders must ***never*** be used on a domestic installation. Any person using this type of cylinder for decanting must have completed specific decant training and the site must meet regulatory and local council requirements.

If, by mistake, you receive a liquid withdrawal cylinder, please turn the cylinder off and call Kleenheat Gas immediately.

Forklift Gas

Kleenheat Gas is a leader in the provision of LPG to the single forklift operator market. For businesses operating fleets of forklifts within enclosed warehouse and loading areas, LPG offers few emissions and is safe and clean to operate in confined spaces. Kleenheat Gas has also introduced an aluminium 15kg cylinder to aid with workplace lifting practices.

LPG is a more cost-effective and convenient fuel than petrol or electricity, which means forklift running and maintenance costs are significantly reduced. Kleenheat Gas offers forklift operators the benefits of delivery schedules to suit business requirements, together with after sales service, safety and maintenance advice.

It is important that only trained authorised personal use, store and replace forklift cylinders.

For vehicles where the forklift cylinders are positioned horizontally, the pressure relief valve must be at the top. When cylinders are vertically positioned; the cylinder must be fitted to a position that enables the hose to be easily connected and not stretched.

All forklift cylinders must be stored vertically upright (not upside down) and must be stored in an open well-ventilated location, segregated from other fuel containers. It is recommended that they are stored in a lockable compound.

Bulk LPG

Bulk LPG is used for larger operations such as hospitals, schools and commercial or industrial applications. Customers may include large domestic or small business property owners, particularly in rural areas. Tanks range in sizes, starting at 190kg capacity.



Reticulated LPG (Metered)

Reticulated gas is a metered system of distributing LPG, piped direct to a customer's property. The piping is connected to an LPG storage vessel away from the customer's site.

Kwik-Gas

Kwik-Gas is a convenient, small cylinder exchange programme (3.7kg and 8.5kg cylinders) typically used for barbeque gas, outdoor heating and camping purposes.

The Kwik-Gas programme offers maximum customer convenience and safety. Customers simply exchange an empty cylinder for a full one at a Kwik-Gas reseller outlet. An inspection system has been implemented so that all gas cylinders offered for exchange are checked for safety, useability and presentation, to ensure customer satisfaction and safety. No waiting for your cylinder to be refilled, just leave your empty cylinder, pay for a full one (you will only be charged the cost of gas) and go.

Kleenheat AutoGas

Kleenheat AutoGas is LPG sold as an automotive fuel in a network of service stations across Western Australia and the Northern Territory. Automotive gas is economical and has environmental benefits compared to petrol and diesel and is used in both dual fuel and dedicated LPG vehicles.

The vapourising nature of automotive gas prevents it from contaminating soil or waterways and it emits less greenhouse gases than petrol and diesel. Among the many benefits of an automotive LPG installation is the improved engine life of a vehicle, due to the clean burning characteristics of LPG.

Liquefied Natural Gas (LNG)

Liquefied Natural Gas (LNG) is changing the direction of transport around the world as more and more countries are adopting it as a transportation fuel. Cleaner and more economical than diesel, LNG is increasingly becoming the way forward in the heavy duty vehicle market.

Kleenheat Gas is the first Australian company to introduce LNG into this market and is sold as EVOL LNG. Already, our production plant at Kwinana, Western Australia and other infrastructures in Victoria are rapidly expanding the use of EVOL LNG as an alternative heavy duty vehicle fuel across Australia. EVOL LNG is also supplied to other sectors including industrial and remote power generation.

The use of natural gas as a clean, economical, transport and power generation fuel is already well established in countries like the USA, UK and Spain. Kleenheat Gas has the experience, expertise and dedication to drive the future of LNG in Australia

Appliances

When you purchase your appliances at the network of Kleenheat Gas stores, you can be guaranteed access to expert advice and a wide range of gas appliances.

Kleenheat Gas stores can arrange delivery, installation and servicing of appliances as well as LPG installation and deliveries in most areas.



Fees, Charges & Trading Terms

Bulk & Cylinder Customers

When you order a replacement cylinder or a refill to your bulk supply, you are paying for the gas and where applicable supply costs. A facility fee is also payable. Generally this fee is charged annually and in advance, but may differ, depending on the terms of a written agreement. The facility fee covers such items as repair, maintenance and periodic inspection and testing. From time to time other fees may apply, for example special delivery fees.

By accepting supply of LPG from Kleenheat Gas you agree to be bound by its Terms and Conditions. These standard Terms and Conditions are not applicable if you have a written agreement. The cylinders and tanks remain the property of Kleenheat Gas. Your local supplier or Kleenheat Gas owns the LPG until it is transferred by way of sale, to you.

Reticulated Gas Customers

For users of reticulated gas a daily supply charge covers some of the fixed costs of supplying gas to premises including installation and maintenance of pipelines, gas mains and gas meters. This fee still applies if the gas is not being used, but remains connected. A connection and/or disconnection fee and a security bond may also be payable.

Pricing

The price of LPG is a monthly variable price which will be determined by Kleenheat Gas at the commencement of each calendar month taking into account a number of factors such as the Saudi Aramco Contract Price (international benchmark price for LPG), exchange rates, producer/importer premium, market conditions and freight and other costs incurred by Kleenheat Gas.

Trading Terms

Accounts must be paid within the agreed trading terms. Kleenheat Gas' standard trading terms for accounts are 21 days (this means the account must be paid on or before the 21st day of the month following the month of invoice). However, your terms may have been revised as part of your agreement with Kleenheat Gas. Failure to pay the account within the agreed terms will entitle Kleenheat Gas to:

- Charge a disconnection and/or reconnection fee,
- Charge interest on the amount that has not been paid,
- Charge expenses incurred to collect the debt,
- Stop future deliveries of gas until the account is paid,
- Charge a late payment fee,
- Charge interest on the amount that has not been paid.

You should read this in conjunction with your gas supply agreement, credit application and/or quotation, which may specify further details regarding account payments and defaults.



How to Pay Your Gas Account

BPAY

Pay by BPAY via Internet or phone banking from your personal cheque or savings account or credit card. Contact your financial institution. Kleenheat's Biller Code is 67447 and your reference will appear on your invoices, statements and consolidated bills. Please note BPay is not available to business customers.

Over the Telephone

Pay over the phone 24 hours a day 7 days a week by calling 132 180 and follow the prompts. Kleenheat Gas accepts Visa, MasterCard and American Express.

By Direct Debit

Arrange an automatic deduction from your bank account. Call 132 180 to arrange for an authority request to be sent to you.

Pay in Person

At your local Kleenheat Gas operation or agency. You can also pay at your local Australia Post Office (the bill must be bar coded to use this last method).

Pay by Mail

Return the remittance advice with a cheque or postal order to:

Wesfarmers Kleenheat Gas Pty Ltd
PO Box 4184
Myaree Business Centre WA 6960

EFT – Electronic Funds Transfer

Transfer funds directly to us from your business bank account. This facility is only available to business customers, to register call us on 132 180 or refer to the account payment section of your invoice or statement.

It is important to advise us of the details of your payment to eft@kleenheat.com.au or fax (08) 9312 9714.

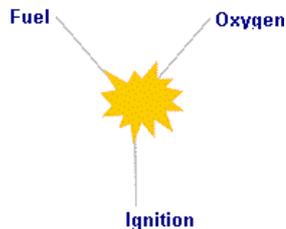
Payment Difficulties

If you are experiencing difficulty in paying your Kleenheat Gas account, telephone 132 180 as soon as possible to discuss a repayment arrangement or other such facility to assist you.

Safety & Emergencies

Gas Leaks

If life or property is threatened call 000 immediately.



For escaping gas to be a fire or explosion hazard, there must be gas (fuel) and air (oxygen) in the correct proportions and an ignition source.

LPG has a very narrow band of flammability, between 1.5% and 9.5% in air.

Nature of Hazard

Gas is a safe 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

Potential Hazards

LPG is a safe and efficient source of energy when used properly. If appliances are not installed or used correctly the potential exists for hazards of escaping un-burnt and partially burnt gas, such as:

- Fire
- Explosion
- Asphyxiation
- Carbon Monoxide poisoning

Carbon Monoxide

Carbon Monoxide is an odourless, tasteless, non-visible gas that can be formed when fuels are burned without a sufficient supply of air. It can be produced when appliances are not properly installed, maintained or used; when vent pipes become clogged with debris, have gaps, leaks, spaces and rust-through spots; and when appliances are improperly vented.



Carbon Monoxide Poisoning

Carbon Monoxide combines with haemoglobin in blood and is pumped around the body. This prevents the blood from carrying oxygen and starves the body tissues. Even small concentrations of carbon monoxide can be lethal.

Some of the symptoms associated with inhaling Carbon Monoxide are:

- Giddiness
- Lack of muscle control
- Semi-consciousness
- Lips, nose, ears & cheeks becoming bright red

The best prevention for Carbon Monoxide problems is to have appliances installed properly and periodically inspected and maintained.

Asphyxiation

If gas escapes and builds up, at the expense of air, in an open area it can have a very quick effect on a person in the area. Asphyxiation is a lack of oxygen in the blood and the following symptoms may become apparent:

- Faintness
- Weakness
- Partial or complete lack of consciousness
- A sense of wellbeing and may act aggressively
- Lips and cheeks becoming blue
- All facial features turn blue, the person may be unconscious at this stage

Resuscitation

Call an ambulance immediately. Move the person to a gas free area. If you are qualified to do so, begin resuscitation of the person, being careful not to inhale exhausted air from the patient.

How to Identify a Leak:

- A foul smell, resembling rotting cabbage
- Ice forming around the top of the cylinder or near the valve
- Dirt being blown into the air
- Water being blown into the air at a pond, river or creek
- Continuous bubbling in wet, flooded areas
- Fire at or near exposed pipes
- Flames apparently emanating from the ground
- Dead or brown vegetation (eg patches of grass) in an otherwise moist or green lawn



If the leak is inside your home:

- Ensure that there are no flames or sparks – never light matches or cigarettes.
- Do not operate electrical or gas appliances, light switches or telephones.
- Check that all pilot lights are off on all gas appliances.
- Turn off the supply cylinder, if it is safe to do so.
- Open all windows and doors until the smell dissipates.
- Use a neighbour's telephone to call a gas fitter to fix the problem.
- Should the smell of gas continue after the internal check, call 1800 093 336.

If the leak is outside your home:

- Contact Kleenheat Gas on 132 180 for advice.
- If you suspect a gas leak from your cylinders and it is safe to do so, turn off both cylinders immediately.
- If using reticulated gas, turn the gas off at the meter
- If you are in any doubt about the safety of your cylinders call 1800 093 336.

Leaking Forklift Exchange Cylinders

- Wear appropriate clothing, including long sleeve shirt, gloves and safety glasses, turn the cylinder off at service valve and if safe to do so, disconnect the hose.
- If cylinder cannot be disconnected, and it is safe to do so, drive the forklift truck into a wide-open area with no ignition sources within 5m and allow the cylinder to vent.
- If you are in any doubt, contact 1800 093 336.

Natural Gas is predominantly methane and is lighter than air. In the event of a Natural Gas leak, the gas escapes up into the atmosphere. LPG is heavier than air and any escaping gas will sit at ground level until dispersed into the environment.

Inhaling large amounts of LPG can be hazardous as it can have an intoxicating or anaesthetic effect leading to possible asphyxiation due to lack of oxygen. Total gas atmospheres must not be entered.

Cylinder Safety

- Know how to shut off the valve on the cylinder;
- Only use a licensed gas fitter to install new or additional cylinder fittings. It is illegal for an unlicensed person to install or repair cylinders. On completing a gas installation, your gas fitter must provide you with a compliance document.
- Do not attempt to repair a cylinder yourself. Never remove or tamper with valves or a corroded cylinder by grinding, drilling or welding.
- Cylinders must be inspected and tested by a suitably qualified person every 10 years. Out of test date cylinders cannot legally be filled.

Cylinder Transportation

Generally Kleenheat Gas will deliver cylinders in excess of 13kg to your premises. Should you need to transport a cylinder yourself then it must stand upright, be secured and in an open vehicle (eg a utility or trailer). Make sure the valve is turned off and cannot be moved during transport. A maximum of two cylinders can be transported at any one time.

Leisure cylinders (9kg and below) can be carried in an enclosed vehicle. Again, the cylinder must stand upright, be secured and should be kept in the car for as little time as possible. We recommend a maximum of two cylinders should be carried at any one time.



Appliance Safety

As your appliances begin to age, their condition can deteriorate. Regular servicing by a licensed, trained and qualified gas fitter will assist in ensuring safe and efficient operation.

- Only use a licensed gas installer for installation or maintenance of gas appliances. It is illegal for an unlicensed person to install or repair gas appliances. On completing a gas installation, your gas fitter must provide you with a compliance document;
- Always read the "How to Use" instructions before commencing use of an appliance.
- Periodically check for accumulation of dust in appliances and clean out with a duster or brush; this also applies to room vents;
- Check that your hot water system working effectively and taps are not leaking.
- If the gas water heater is not required for extended periods of time, turn it over to "vacation" setting and consider turning off the pilot light;
- Gas space heaters may require the installation of a flue to the outside of the building;
- Keep combustibles such as paper, curtains, clothing etc away from gas burning appliances. Flammable liquids must not be used near an ignition source such as; a pilot light or electrical components on a gas appliance;
- Only use gas appliances for the purpose for which they were intended;
- Outdoor gas appliances must never be used indoors;
- Only purchase gas appliances approved by the Australian Gas Association (AGA). Approved appliances will have an approval sticker attached;
- Most modern appliances have some form of 'fail safe' device fitted, don't rely 100% on these for your safety;
- Maintain ventilation to ensure adequate oxygen supply to enable safe and efficient operation of appliances.

Room Sealed Gas Appliances

A "room-sealed appliance" means an appliance whose combustion system is sealed from the room in which the appliance is located and obtains air for combustion from a ventilated uninhabited space within the premises or directly from the open air outside the premises.

Regulations prohibit the installation of certain types of gas appliances in certain areas: such as a bathroom or bedroom. Check with your state or territory regulatory authority for details.

Unflued Gas Heaters

An unflued gas heater is a free standing heating device without an exhaust flue. Unflued gas heaters do produce very low levels of emissions into the home and it affects some people with certain health problems. If this is the case for you then a flued heater should be considered. Each state or territory has different regulations in regards to unflued heaters, check with your state or territory regulatory authority.

The Australian Gas Association has a certification process and can provide further information, visit www.gas.asn.au.



Gas Barbecues

Ensure your barbeque has been assembled and installed according to the manufacturer's instructions and by a licensed gas fitter. Keep the barbeque at least three metres from windows and doors and away from wooden fences, combustible overhead roofs and from trees with low branches.

To ensure you use your barbeque safely:

- Keep the lid open whilst lighting the barbeque;
- Should the burners go out during operation or if the burner does not light, turn all gas valves off, open the lid and wait five minutes before attempting to relight;
- Should a grease fire occur, and it is safety to do so, leave the lid open and turn off the burners. If this is not possible and if safe to do so, turn off the gas cylinder at the valve.
- Check for gas leaks every time you disconnect and reconnect any gas fitting, by spraying with soapy water. The soap will bubble is there is a leak.
- To prevent burns, always use proper tools and oven mitts when barbecuing.
- If your barbeque has a rotisserie unit, once it is connected to an electrical outlet, it should not be operated in damp or wet weather;
- The barbeque must be thoroughly cleaned at least annually according to the manufacturer's instructions;
- When the barbeque is not in use, turn off the gas cylinder at the valve and cover to protect the barbeque from the elements;
- Gas barbecues are intended for external use only and must not be used indoors.

Patio Heaters

Ensure your patio heater has been assembled and installed according to the manufacturer's instruction, including recommendations on the required clearances between outdoor heaters and other materials.

- Patio heaters are for external use only and must not be used indoors
- When the heater is not in use, turn off the gas cylinder at the valve



Information for Reticulated Gas Customers

This section provides important information about reticulated gas supply and must be read in conjunction with our Small use Gas Supply terms and conditions and relevant gas customer codes.

Our Role

Within some energy markets the role of delivering LPG to your home (Distributor activities) and selling LPG (Retail activities) may not be the responsibility of a single organisation.

Kleenheat Gas is both a retailer and a distributor of LPG. As such we are responsible for ensuring the physical transfer of gas to and selling the gas to our customers.

About your Gas Meter

Your gas meter may be contained within a metal box situated at the front of your property.

The gas meter is generally owned by and remains the property of Kleenheat Gas however in some rare circumstances the meter may be owned by a corporate body. Kleenheat Gas is responsible for maintaining the meter as well as the service pipes that transfer gas from the street to the meter.

Meters should be located so there are no obstacles such as fences, garage doors, shrubs etc., and are not hard to access because of the presence of dogs.

Your obligation is to make sure that the meter on your property can be safely, easily and conveniently accessed. Not only is the access important to allow meter readings to be taken, but it may also be critical in the case of an emergency where an authorised Kleenheat Gas representative may need to turn off the gas supply to your premises.

Reading the Gas Meter

A reticulated supply means your gas is on a metered system with a meter that gives an up to date record of your gas consumption.

An authorised Kleenheat Gas representative will read your meter approximately every two months. Generally you will receive the account from Kleenheat Gas every two months or at such times as agreed with yourselves and in accordance with regulatory requirements.

All Kleenheat Gas representatives attending your home can be identified by photo identification, which will be produced upon request. If you have any concerns call 132 180.

The reading on your gas meter shows the number of cubic meters you have consumed. Read from left to right:



Dependent on the brand of meter you have; there may be more digits on your meter than demonstrated. Red numbers are used for testing purposes only and do not form part of the charging formula.

Note: one cubic meter of vapour is approximately 3.75 litres of LPG, under standard temperature and pressure conditions.



Estimated Meter Readings

If the Kleenheat Gas representative cannot access the meter, your account may be based on an estimated reading, calculated on an average of past readings. When the meter is next read, the difference between the estimated reading and the actual reading will be made up on your next account.

To avoid estimated accounts you can call Kleenheat Gas on 132 180 to arrange a special meter reading. Appointments can be made for periods between 8am to 5pm, Monday to Friday.

Service Pipes

Damage to service pipes can cause considerable disruption to gas supply and can be costly to repair. To avoid damage to gas service pipes:

- Ensure your garden landscape does not include trees or shrubs planted close to the meter or pipes,
- Ensure that the soil is deep enough to prevent damage to gas pipes. All gas service pipes should be at least 45cm deep. Call 132 180 prior to any excavation to a depth of 30cm; and
- Make sure you know the location of your gas meter and any gas pipes (if your meter is housed in a meter box there may be a sticker affixed detailing a map of the pipe work)

If you have any questions regarding the location of any gas service pipes, please call Kleenheat Gas on 132 180.

Your Rights as a Reticulated Gas Customer

These are the minimum standards of service you can expect from Kleenheat Gas relating to your reticulated gas service:

Safety

Broken gas main, damage to service in street or garden, smell of gas near your meter box	We will make attempts to immediately attend the premises and aim to be there within two hours of your advice to us, where practical. We will make sure we advise you of the precautions to take to make the area safe.
Smell of gas in your home	We will make sure we advise you of the precautions to take to make the area safe.
Loss of gas service from suspected mechanical or technical failure	If the premises are located in a metropolitan area, we will attend the premises within 24 hours of your call. Otherwise, if the premises are located in a rural location, we will use reasonable endeavours to attend the premises as soon as possible. We will also provide you with an indication of when the representative will attend your premises. We will make sure we advise you of the precautions to take to make the area safe.

Interruptions

Advice of interruption to gas supply	We will notify at least two days before we have to shut off your gas supply and advise how the interruptions will affect you. However, in case of emergencies notice may not be given.
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New Connections

Connection to reticulated networks	Kleenheat Gas will, subject to access to the network being available, connect to the boundary of the customer's property within 20 days of
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	receiving your connection request. When you call 132 180, we will usually be able to confirm if reticulated gas is available in your area and will advise you of the process of connection.
Finalising your account	
Disconnection to reticulated networks	Kleenheat Gas will arrange a final meter reading, once you have provided us with at least three days notice. You can advise us by calling 132 180.
Disconnection/Reconnection	
Rights and obligations	Kleenheat Gas may disconnect gas supply to your property if you have failed to pay your bill, have failed to provide us access to the meter, have obtained gas illegally or for health and safety reasons.
The process	If you have failed to pay your bill you will receive reminder notices prior to any disconnection warning. We will provide you with a disconnection warning and allow you time to reply to the disconnection warning. The disconnection warning will provide details on when we intend to disconnect your service. In an emergency or for health and safety reasons we may not be able to supply you with notice and may disconnect supply immediately to ensure your safety.
Disconnection times	We will not disconnect gas supply after 2pm between Mondays to Thursdays or on a Fridays, weekends, on a public holiday or the day before a public holiday. We will also not disconnect your gas supply if you have made a complaint directly related to the reason of the disconnection and the complaint remains unresolved. Emergency or safety situations may require us to disconnect gas at any time.
In an emergency	We may disconnect your gas supply without warning and at any time to ensure your health and safety. Our contact number for emergencies is 1800 093 336
Reconnection	We will reconnect your gas supply once the reason for the disconnection has been resolved and any additional reconnection charges have been paid. Reconnection will occur within 2 business days.

Information for Cylinder & Bulk Gas Customers

How do I know when to order gas?

Bulk tank or large cylinder (90kg, 190kg & 210kg) customers will receive scheduled refills automatically, based on historical records, unless you request otherwise, in which case it is your responsibility to ensure you have sufficient supply as deliveries outside of the normal schedules cannot be guaranteed. We suggest that you monitor the gauge on the tank, calling us when it reaches 25%. Some Autogas outlets will need to order at approximately 30%.

Exchange cylinder customers (45kg or less capacity) need to order replacements, allowing a few days for the delivery to be made.

It is recommended that for residential gas supply, you have a two-cylinder installation this will give a continuous flow of gas. If you have a manual changeover system, each time you begin using a new cylinder we recommend that you order your next cylinder.

Turning on cylinder (excluding Liquid Withdrawal and forklifts)



On each cylinder there is valve with an arrow pointing anti-clockwise to identify the direction to turn the cylinder on. In the event the valve is difficult to turn, use a spray lubricant to loosen the valve. If the valve will not move, test the cylinder's level of gas, the valve may be fully open and the cylinder may be empty.

If you're not sure how much gas is left in your cylinder;

1. Boil the kettle
2. Gently pour the hot water over the cylinder, allowing it to run down the sides
3. Being careful not to scald yourself feel from the bottom to the top of the cylinder
4. The gas is extremely cold, if there is gas present then the cylinder will become cold immediately, if the cylinder is empty then it will remain warm from the hot water.

Whilst this test is not 100% accurate, it is preferable to shaking, tapping or lifting the cylinder, these methods will not demonstrate the volume of gas in the cylinder.

Determining which cylinder is supplying gas

If you have a manual regulator there will be a changeover lever pointing toward the cylinder supplying the gas. When the cylinder empties, you will need switch the lever over to the other cylinder and turn the cylinder on to commence the gas flow. Turn off the cylinder that is not in use.

The automatic regulator changes the gas flow from one cylinder to another and the lever points to the cylinder that is empty. The person delivering will manually change the indicator for you when the empty cylinder is replaced.



How do I order gas?

Call 132 180

Using our Automated System

For 45kg vapour cylinder exchange orders customers can use our automated system by calling 132 180, 24 hours a day 7 days a week. You will need your reference number and if you're paying at the time of order your credit card details.

Please note if you receive your gas supplies from a Kleenheat Gas dealer or have never purchased supplies from us previously you cannot use the automated system for ordering.

Speaking to a Person

If you prefer to speak to a person or have different types of cylinders you can place your order by calling 132 180 during business hours and opt to speak to one of our customer service employees. If your gas is supplied via our dealer network we recommend that you call the dealer in your area direct, if you are unsure please call us on 132 180 and we will assist you.

For bulk gas supplies, if you have chosen not to receive refills automatically or believe your supply will not last until the next scheduled delivery, please call us on 132 180 to arrange a delivery.

In Person

Visit your local Kleenheat Gas operation, agent or dealer.

When will the gas be delivered?

Deliveries of cylinders in most areas are made on a regular basis, either by Kleenheat Gas or your local supplier. If you are unsure of the next delivery day call Kleenheat Gas or your local supplier.

Bulk gas deliveries will be made on a specific day based on historical records and other scheduling requirements (eg Tuesday fortnightly, Monday weekly etc). If you have requested delivery you will be advised at the time when to expect it to be made.

Please note same or next day delivery cannot be guaranteed.

What if I run out of gas?

If you have completely run out of gas and require a delivery, call 132 180 or your local agent or dealer. We cannot guarantee immediate delivery; however, we will endeavour to get gas to you as soon as practical. Please note that a special delivery fee may apply if the required delivery is outside of our normal delivery schedule.



Moving House

When you intend to move from the property or wish to disconnect or connect your gas supply, please notify Kleenheat Gas of your requirements by calling 132 180.

If you are a reticulated gas customer, please call 132 180 at least three days before vacating your property to arrange a final meter reading and advise;

- The last day for gas supply to the premises,
- Your new address,
- Your new phone number,
- The name of the real estate agent if you were a tenant at the property,
- For property owners, we recommend that you advise the new owners to contact us as soon as possible (this will ensure minimal or no disruption to supply).

If you use exchange cylinders the cylinders can either be returned to Kleenheat Gas or left at the property for continuity of supply to the new residents. Please note no credit or allowances will be made for gas remaining in returned cylinders.

- The day you will be vacating the premises,
- Your new address,
- Your new phone number,
- The name of the real estate agent if you were a tenant at the property,
- For property owners, we recommend that you advise the new owners to contact us as soon as possible (this will ensure minimal or no disruption to supply).



We Value Your Feedback

To help Kleenheat Gas achieve the best possible standard of customer service your help is needed.

If you like what Kleenheat Gas does or if you don't it's important to let someone at Kleenheat Gas know.

Kleenheat Gas sees this as an opportunity for improvement.

Complaints

If you have any reason to complain, everything possible will be done to resolve the matter on your initial contact. If this is not feasible, the matter will be investigated and any complaint will be responded to within 10 business days, provided Kleenheat Gas has all the necessary information.

In the unlikely event a complaint is not resolved; the matter will then be considered by an independent and impartial officer within Kleenheat Gas with the appropriate experience, knowledge and authority to deal with it.

Unresolved Complaints

Kleenheat Gas aims to resolve all complaints internally, however if you are not satisfied you have the right to refer your complaint to an external body.

Ombudsman schemes exist in most States and Territories of Australia, however, they have limited jurisdiction and as such only Victorian LPG cylinder users and Western Australian reticulated gas customers can use their services for a complaint relating to the services of Kleenheat Gas.

If these schemes do not cover your particular State or Territory or you receive a different method of gas supply, you may wish to contact the government agency that deals with consumer issues in your State or Territory.

Energy & Water Ombudsman Victoria
GPO Box 469, Melbourne Vic 3001
Call 1800 500 509 or
Email ewovinfo@ewov.com.au

Energy Industry Ombudsman WA Ltd
PO Box Z5386 St Georges Terrace,
Perth WA 6831
Call (08) 9220 7588 or 1800 754 004 or
Email www.ombudsman.wa.gov.au/energy

Regulatory Authority

This customer charter has been developed to meet the Economic Regulation Authority (WA) Customer Service Charter Guidelines.

Should you wish to contact the authority or Energy Safety in regards to this charter, their contact details are as follows:

Economic Regulation Authority (WA)
GPO Box 8469
Perth Business Centre
WA 6849
Call: (08) 9213 1900
Web: www.era.wa.gov.au

Energy Safety (DOCEP)
303 Sevenoaks St
Cannington WA 6107
Call: (08) 9422 5200
Fax: (08) 9422 5244
Email: energysafety@docep.wa.gov.au

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