



Gas Customer Service Charter

Perth Energy's mission is to deliver to our Customers the best value electricity and gas supply in Western Australia. This charter outlines your rights and obligations as a Perth Energy Gas Customer.

Our commitment

We are committed to complying with the requirements of our Retail Licence and the "Compendium of Gas Customer Licence Obligations", commonly referred to as the "Gas Customer Code 2008".

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 (the Code). For a copy of the code please contact us on 08 9420 0300.

The roles of distribution and retail

The distribution provider, WA Gas Networks Pty Ltd, is responsible for the safe and reliable delivery of natural gas regardless of the Customer's choice of gas retailer. WA Gas Networks is responsible for the connection of your premises to the network, managing and maintaining the distribution network. The network is the physical infrastructure that consists of the pipelines, metering equipment, and control centres.

Perth Energy as a retailer purchases gas from a variety of suppliers in WA to sell to commercial and industrial users. Essentially, Perth Energy sells gas to you, prepares and sends out bills, manages your account and answers your questions and queries. Where practicable, we can assist the Customer with communication with WA Gas Networks in circumstances of gas supply disruption, and provide the Customer with any further information relating to such disruption.

Services offered by Perth Energy

We offer our Customers the following service standards:

- Liaison with the Network Provider on the Customer's behalf
- Direct telephone contact with responsible staff during normal office hours for account enquiries
- The Network Provider's normal fault reporting procedures
- Same day response to routine enquiries
- Same day access to a senior manager on request
- Account and consumption advice on request

We are a founding member of the Energy Industry Ombudsman (Western Australia) Limited and hold dual membership with respect to the provision of ¹⁾ power and ²⁾ gas. Perth Energy takes its' role of a high quality supplier of energy to our Customers very seriously.

Customer and supplier's rights & obligations

The Customers' rights are protected by the Code, which lays down the required standards for a wide array of issues such as marketing, connection, billing, payment, disconnection, reconnection, information provision, complaints & dispute resolution and record keeping.

The Customer has an obligation to pay their bills on time or the supplier may disconnect their gas supply by following the procedures contained in the Code. However, the supplier must do everything reasonable to avoid disconnection and help a Customer suffering genuine financial hardship.

Once a Customer has agreed to be supplied gas by Perth Energy, we will make all the necessary arrangements to either transfer the Customer from their existing retailer or establish a new connection. In both cases, the Network Provider will complete the transaction within 3 to 5 business days.

Customers have an obligation to pay their bills on time or the retailer may disconnect their gas. Disconnection can also occur if the Customer has obtained gas illegally or denied access to the meter at the Customers' site for more than 3 consecutive billing cycles. However, the retailer must do everything reasonable to avoid disconnection and help a Customer suffering genuine financial hardship. If a disconnection becomes necessary, Perth Energy will first send a Customer a disconnection warning letter. As set out in the Code, Perth Energy will not disconnect a Customer's supply after 3pm Monday to Thursday, after 12 noon on a Friday, on a Saturday, Sunday or Public Holiday or on a business day prior to a Public Holiday. Perth Energy will not disconnect a Customer if the Customer has made a complaint directly related to the reason for the disconnection.

Perth Energy will reconnect a Customer's gas supply once the reason for disconnection has been remedied (for example, full payment of the outstanding bills has been received). This reconnection is subject to Perth Energy receiving a request from the Customer for reconnection and the Customer agreeing to pay a reconnection fee. Perth Energy places the highest value on our customer service. We will continually try and improve the quality of all interactions with our Customers. Perth Energy endeavours to create with our Customers long term relationships that will benefit both parties. With this in mind we encourage our Customers to bring forward comments, suggestions or complaints on how we can enhance our relationships. Perth Energy aims to acknowledge written queries or complaints within 10 business days and provide a response addressing the query or complaint within 20 business days. For regulatory and reporting purposes, Perth Energy defines any communication from a Customer as a complaint if the Customer expresses dissatisfaction regarding our service and expects Perth Energy to provide a response or resolution.

Complaints

A customer may make a complaint to Perth Energy, preferably in writing, about its' conduct (including acts or omissions). Where the Customer is not satisfied with the initial response the customer can escalate to higher levels within the management structure of Perth Energy for resolution. Where the customer is still not satisfied with the response from Perth Energy, the customer may refer the complaint to the Energy Industry Ombudsman (Western Australia) for resolution.

Perth Energy considers a Complaint to be an opportunity to improve our service and will assist a Customer make a Complaint if they wish to do so.

Key documents

Key industry documents include the Code, Perth Energy's Non-Standard Form Contract, the Energy Coordination Act 1994, "Compendium of Gas Customer Licence Obligations" (Gas Customer Code 2008) and associated regulations and relevant industry codes.

Important Contact Details:

How to Contact Us

By phone (During Business Hours)

(08) 9420 0300

Customers that have a hearing or speech impairment can call Perth Energy through the National Relay Service.

TTY Users Phone

133 677 then ask for 08 9240 0300

Speak and Listen Users Phone

1300 555 727 then ask for 08 9420 0300

Internet Relay Users connect to

NRS (www.relayservice.com.au) then ask for 08 9420 0300

Interpreter Services

Please call TIS National on 13 14 50 and ask to be connected to Perth Energy on 08 9420 0300

By email

info@perthenergy.com.au

By fax

08 9474 9900

WA Gas Networks Emergency Line: 13 13 52

24 hour (local call fee from anywhere in the State excluding mobiles)

- **Emergencies**
- **No gas**
- **Smell of gas**

Economic Regulation Authority

Level 6, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 08 9213 1900, Facsimile: +61 8 9213 1999

Email: records@era.wa.gov.au

Website: www.era.wa.gov.au

Office of Energy

Level 9, Governor Stirling Tower, 197 St Georges Terrace, PERTH WA 6000.

Phone: 61 8 9420 5600, Facsimile: 61 8 9420 5700

Email: enquiries@energy.wa.gov.au

Website: www.energy.wa.gov.au

Energy Safety (Department of Consumer & Employment Protection)

303 Sevenoaks Street, CANNINGTON WA 6107

Phone: 61 8 9422 5200, Facsimile: 61 8 9422 5244

Email: energysafety@docep.wa.gov.au

The Energy Ombudsman

If you believe that Perth Energy has been unable to resolve your complaint satisfactorily, you may want to contact the Energy Ombudsman. The Energy Ombudsman is a free, fair and independent dispute resolution service for energy consumers in Western Australia. The contact details of the Energy Ombudsman are:

Level 12, St Martins Tower, 44 St Georges Terrace, PERTH WA 6000

Phone: freecall 1800 754 004, Facsimile: freefax 1800 611 279

Email: energy@ombudsman.wa.gov.au

Website: www.ombudsman.wa.gov.au/energy