



Alinta

# Gas Customer Service Charter

Your guide to Alinta





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## Welcome to Alinta

You've made the right decision by connecting to gas – it's one of the cleanest, most reliable, economical and efficient energy sources available.

At Alinta, we have a long history as Western Australia's trusted energy retailer. We've built our reputation by providing innovative energy solutions and competitive pricing, looking after the environment, and delivering the highest level of customer service.

In this Customer Service Charter, you'll find everything you need to know about using gas in your home. We've also outlined our Service Standards, which explains how we'll provide you with the best customer service.

We hope you find this Customer Service Charter useful and we recommend you read it together with our *Standard Form Contract* or *Non-Standard Contract*, which contain the terms and conditions of the contract between you and Alinta. You can also obtain copies of these contracts on our website, [www.alinta.net.au](http://www.alinta.net.au). To request a printed copy, please call us on **13 13 58**.

# Welcome to Alinta

## Customers with special needs

Call 13 13 58 for details on:

- ▶ Large print accounts for vision-impaired customers
- ▶ An account reading service
- ▶ Bill smoothing

### TTY (National Relay Service)

If you are deaf or have a hearing/speech impairment you can use the National Relay Service to contact us on the numbers below:

- ▶ TTY users should call **13 36 77** and ask for **13 13 58**
- ▶ Speak and Listen users can call **1300 555 727** and ask for **13 13 58**

If you have any further questions about the National Relay Service please see their website: [www.relayservice.com.au](http://www.relayservice.com.au)

### Translating and Interpreting Service 13 14 50

This service is for customers who don't use English as their first language.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450**، والطلب منهم الاتصال بوكالتكم Alinta على الرقم 13 13 58. أوقات عملنا هي 8.30am-5pm Monday to Friday

若你需要口譯員，請致電**131 450**聯絡翻譯和口譯服務署(TIS National)，要求他們致電13 13 58聯絡Alinta。我們的工作時間是8.30am-5pm Monday to Friday。

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο **131 450** και ζητήστε να τηλεφωνήσουν Alinta στο 13 13 58. Οι ώρες λειτουργίας μας είναι 8.30am-5pm Monday to Friday.

통역사가 필요하시면 번역통역서비스 (TIS National) 에 **131 450**으로 연락하여 이들에게 13 13 58 번으로 Alinta 에 전화하도록 요청하십시오. 저희의 근무시간은 8.30am-5pm Monday to Friday입니다.

如果你需要口译员，请致电**131 450**联系翻译和口译服务署(TIS National)，要求他们致电13 13 58联系Alinta。我们的工作时间是8.30am-5pm Monday to Friday。

اگر به مترجم شفاهی نیاز دارید لطفاً به "خدمات ترجمه کتبی و شفاهی" (TIS National) - شماره **131 450** - تلفن کنید و از آنها بخواهید به Alinta - شماره 13 13 58 - تلفن کنند. ساعات کار ما 8.30am-5pm Monday to Friday است.

Если вам нужен переводчик, то позвоните в Службу письменного и устного перевода (TIS National) по номеру **131 450** и скажите переводчику, что вам нужно позвонить в Alinta по номеру 13 13 58. Наш расписание работы: 8.30am-5pm Monday to Friday.

Ako vam je potreban тумач, молимо вас да позовете Службу преводаца и тумача (Translating and Interpreting Service - TIS National) на **131 450** и замолите их да позову Alinta на 13 13 58. Наше радно време је 8.30am-5pm Monday to Friday.

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al **131 450** y pídale que llamen a Alinta al 13 13 58. Nuestro horario de atención es 8.30am-5pm Monday to Friday.

Tercümana ihtiyacınız varsa, **131 450** numaralı telefondan Yazılı ve Sözlü Tercüme Servisini (TIS National) arayınız ve sizi 13 13 58 numaralı telefondan Alinta ile görüştürmelerini isteyiniz. Çalışma saatlerimiz 8.30am-5pm Monday to Friday.

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Alinta qua số 13 13 58. Giờ làm việc của chúng tôi là 8.30am-5pm Monday to Friday.



# Your account

## Making sense of your account

At Alinta, we comply with the *Compendium of Gas Customer Licensing Obligations* and the *Energy Coordination (Customer Contracts) Regulations*, which describe the kind of information we need to include with your account and how frequently we can issue accounts if you are a small-use\* customer.

Below is an overview of the items that appear on your bill and what they mean. For further details, please refer to a sample account on the next page.

### 1 Amount owing

The Amount Due shown on your bill is the full amount you need to pay on or before the due date.

### 2 Payment due date

The payment due date is listed above the amount due on your bill. Unless you've arranged an alternative payment arrangement with us, you'll need to pay your account in full on or before this date.

### 3 Account number

Your account number is located in the top-right corner on your bill. For faster service, please have this number handy whenever you call us.

### 4 Account Period

The date range indicates the period of time for which your account was calculated.

### 5 Usage History

Here, you'll find your average daily gas consumption, average daily cost and the service address where the gas was used.

### 6 Meter reading and number

You'll find your most recent meter reading and your meter number on the back of your bill, at the top.

\* You're considered a small-use customer if you consume less than 1 terajoule (TJ) of gas per year. As a guide, 1TJ of gas per year amounts to an annual gas account of approximately \$26,500.



## Frequently asked questions about your bill

### 1. “How often will I receive a gas bill?”

You'll usually receive a gas bill every three months or once a month, depending on your gas consumption. If you're a new customer, your first account may be for a shorter period, depending on the meter reading cycle in your area.

### 2. “How can I calculate my next account?”

If you'd like to have an estimate of your next bill, simply write down the numbers that appear on your gas meter from left to right (some meters may only have four digits) and call us on **13 13 58**.

We can then calculate the amount owing at that point and estimate the amount due. If you'd like us to do a special meter reading and send you an interim account, a fee will be charged.

6 5 4 3 • 2

For more information, please refer to *Your gas meter* on page 31.

### 3. “What is an estimated account?”

In Western Australia, every gas meter must have an actual reading taken from it at least once a year. If your meter box is locked or obstructed, or a meter reader can't access it because of a dog, your reading and account will be estimated. If this happens, your account will be adjusted in the next billing period, provided we can access your meter then.

#### *How to avoid receiving an estimated account*

1. Keep your meter box clear of any obstructions and, if you have a dog, keep it away from your gas meter.
2. If you'd like to keep your meter box locked, use a WAS lock so the meter reader can easily access it. A WAS lock is a Western Australian Services lock.

It allows Alinta, Synergy and Water Corporation representatives to access gates and meter boxes using the same kind of key. For more information, please refer to *Access to your meter* on page 31.

### 4. “What should I do if I move house?”

If you're moving house or business premise, you should let us know straight away so you're not charged for any gas consumption at the property after you move out. To finalise your account, simply call us on **13 13 58** or visit **www.alinta.net.au** and look under the *Moving House* section to find out more. All we need is three business days' notice to read your meter and prepare your final account. If you think your meter reading is incorrect, we can take another reading and let you know the result within five business days. If the original reading was correct, a fee will apply.

## How to pay your account

To avoid overdue fees, you should pay your account in full by no later than the due date specified on your bill. You can find the details of these fees on the back of your bill.

If you think you'll have trouble paying your bill, please let us know straight away to see how we can help.

### For residential customers

A residential customer is a customer who pays the residential price under our *Standard Form Contract*. If you are a residential customer, you can pay your account using one of the following convenient payment methods:

#### *Credit card*

You can pay your account online using Visa, MasterCard or American Express at **www.alinta.net.au**. Or you can call **1300 360 900** and pay by credit card 24 hours-a-day, 7 days-a-week.

Payments made via credit card will incur a payment processing fee. The fee will appear on the next account after the bill is paid.

### *BPay*

BPay services are available over the phone and internet through your financial institution. To pay your gas bill using BPay, you'll need our biller code [2733] and your payment number, located in the bottom right-hand corner of your bill.

### *Direct debit*

With direct debit, you can pay your Alinta account automatically from your nominated savings, cheque or credit card account. To set up direct debit, please call us on **13 13 58** or apply online at **www.alinta.net.au**.

### *Bill Smoothing*

Bill Smoothing is an easy way to stay on top of your gas bills. If you choose this payment option, the estimated cost of your annual gas account will be divided into twelve equal monthly payments and taken out of your nominated bank account or credit card. Please call us on **13 13 58** to arrange Bill Smoothing for your account.

### *Mail*

We can accept personal cheques provided that your first cheque is cleared. You can send your cheque [made payable to Alinta] together with your payment slip to:

**Alinta**  
**Locked Bag 1000**  
**PERTH WA 6001**

A fee will be charged if the cheque is dishonoured.

### *Centrepay*

Centrepay is a voluntary direct deduction service available through Centrelink. If you receive eligible payments from Centrelink, you can ask them to make automatic payments to your Alinta account. To find out more, visit **www.centrelink.gov.au** or call Centrelink on the number you'd normally use.

### *POSTbillpay®*

You can pay in person using cash, cheque or EFTPOS at any post office.

## For business customers

A business customer is a customer who pays the non-residential price under our *Standard Form Contract* or a customer supplied under our *Non-Standard Contract*. If you are a business customer, you can pay your business account using one of the following convenient payment methods:

### *Credit card*

You can pay your account online using Visa, MasterCard or American Express at **www.alinta.net.au**. Or you can call **1300 360 900** and pay by credit card 24 hours-a-day, 7 days-a-week.

Payments made via credit card will incur a payment processing fee. The fee will appear on the next account after the bill is paid.

### *BPay*

BPay services are available over the phone and internet through your financial institution. To pay your gas bill using BPay, you'll need our biller code [2733] and your payment number, located in the bottom right hand corner of your bill.

### *POSTbillpay®*

You can pay in person using cash, cheque or EFTPOS at any post office.

### *Mail*

We can accept cheques provided that your first cheque is cleared. You can send your cheque [made payable to Alinta] together with your payment slip to:

**Alinta**  
**Locked Bag 1000**  
**PERTH WA 6001**

A fee will be charged if the cheque is dishonoured.

## The state government energy rebate

The state government provides an energy rebate that is administered by Synergy and is for both gas and electricity. If you have a government concession card such as a Health Care Card, a Seniors' Card [State Government], a Pensioner Concession Card or a Department of Veterans' Affairs Card, you're probably eligible for the state government energy rebate. To register for the rebate, please visit [www.synergy.net.au](http://www.synergy.net.au) or call **13 13 53**.

## Going on holidays?

If you're going on holidays or will be away for a long period, there are a couple of things you can do to make sure your gas bills are paid while you're away:

1. Call us on **13 13 58** and let us know how long you'll be away for. We'll then estimate your gas consumption for that period so you can pre-pay your account. Alternatively, you can set up direct debit or Bill Smoothing and have equal amounts taken out of your nominated account each month [see page 14 for more information].
2. You can redirect your account to a third party nominated by you for the period you're away.

For more holiday tips, please refer to *Save more with Alinta* on page 40.

If you need to contact us while you're in another state, please call **1800 677 945** during WST business hours, email [customer.services@alinta.net.au](mailto:customer.services@alinta.net.au) or visit the *Contact Us* page at [www.alinta.net.au](http://www.alinta.net.au).



## Having trouble paying? We can help.

If you're having trouble paying your gas bill, there are ways we can help. As tempting as it might be, don't ignore your bill – doing so may incur overdue fees or even result in disconnection. Instead, call us as soon as you realise there's a problem and we'll work with you to put together an achievable payment plan.

If you're a residential customer, there are a number of ways we can help:

- ▶ If you are experiencing payment difficulties, we can give you more time to pay as a short-term solution.
- ▶ In addition, to make budgeting easier for you, we can set up a payment plan such as Bill Smoothing. It doesn't cost you any extra and it allows you to pay a fixed amount each month towards your gas bill.
- ▶ If you are experiencing financial hardship and need further assistance with budgeting and bill payments, we can refer you to a financial counsellor or a consumer representative organisation.

Please call us on **13 13 58** before your account's due date so we can discuss how we can help you.



# Service Standards

## Our Service Standards for small-use customers

As a licensed gas provider, we comply with the *Compendium of Gas Customer Licensing Obligations* and the *Gas Marketing Code of Conduct*, which together are known as the Gas Customer Code. The Gas Customer Code establishes Service Standards for our small-use customers in Western Australia.

The Gas Customer Code performs the following functions:

- ▶ It regulates the conduct of gas marketing agents, retailers and distributors; and
- ▶ It defines the standards of conduct for the marketing and supply of gas to customers to protect you from undesirable conduct; and
- ▶ It outlines your main rights and obligations as a small-use customer, and some of our obligations as a gas retailer.

The following section summarises your rights and obligations, and our obligations as a gas retailer under the Gas Customer Code.

### Our role as a gas retailer

As a gas retailer, we're responsible for buying gas and then selling it to you. We're also responsible for:

- ▶ Establishing and managing your account;
- ▶ Helping you with your account enquiries; and
- ▶ Keeping you informed about issues relating to your gas supply.

## The role of ATCO Gas Australia as a gas distributor

The gas distributor, or the network operator, plays an important role in delivering gas to your property. ATCO Gas Australia is the network operator in those areas of Western Australia where we're licensed to sell gas. ATCO Gas Australia is responsible for:

- ▶ Operating and maintaining the equipment that delivers gas to you; and
- ▶ Managing and maintaining the gas distribution network.

## Marketing conduct

The *Gas Marketing Code of Conduct* regulates and controls the conduct of gas marketing agents, retailers and distributors in the following areas:

- ▶ Requirements in respect of Standard Form Contracts and Non-Standard Contracts.
- ▶ Information to be provided to customers before, at the time of and/or after entering a contract.
- ▶ Marketing conduct, including standards of conduct, contact made for the purposes of marketing and conduct when a customer does not wish to be contacted.

## Cooling off period

The *Gas Marketing Code of Conduct* provides for a 10 day *cooling-off period* in relation to *Standard Form Contracts* entered into as a result of door to door marketing or for *Non-Standard Contracts*, which commences on and includes the day on which the contract is made.

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.



Subject to any relevant regulation or relevant code, we will also 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.

## Your obligations as an Alinta customer

It's important that you use your gas in a safe and responsible manner. As an Alinta customer, you have some important obligations:

- ▶ The gas we supply to your property can't be used at another address. Likewise, the gas we provide at another address can't be used at your property.
- ▶ You may not supply gas to any other person unless you have our agreement. For example, we might grant permission for multi-residential complexes such as apartment blocks.
- ▶ You must not tamper with or bypass the meter at your property, or allow anyone else to do so.
- ▶ You must not prevent or hinder our or the network operator's representatives from accessing your property to read your gas meter.

## Getting your gas supply connected

If you move to a new address with an existing gas connection, you should call us to update your account details. If the gas supply to your new address is not connected, we'll ask the network operator to reconnect your gas on:

- ▶ The same day, if you make the request before 3.00pm on a business day; or
- ▶ The next business day, if we receive your request after 3.00pm or on a Saturday, Sunday or public holiday.

Once we send a request to the network operator on your behalf, the network operator must reconnect your gas supply within two business days of receiving our request.

If you move to a new address without a gas connection, you or your licensed gas fitter must complete a Request for Gas (RFG) and you must also complete a Request for Account (RFA). Once we have received both a RFG and RFA, we'll ask the network operator to connect gas to your address on:

- ▶ The same day, if you make the request before 3.00pm on a business day; or
- ▶ The next business day, if we receive your request after 3.00pm or on a Saturday, Sunday or public holiday.

Once we send a request to the network operator on your behalf, the network operator must reconnect your gas supply within two business days of receiving our request.

## Reasons why your gas supply may be disconnected

We may ask the network operator to disconnect the gas supply to your property for a number of reasons, including:

- ▶ If it's required for health and safety reasons, or by law;
- ▶ If your account hasn't been paid;
- ▶ If you deny us or the network operator access to your gas meter for at least 12 consecutive months;

- ▶ If you obtain gas illegally; or
- ▶ For any other reason listed in your gas supply contract.

## Situations when your gas supply may not be disconnected

Except in the case of an emergency, there are some instances where we cannot disconnect your gas supply. These include:

- ▶ If you've made a complaint to us, the network operator or the Energy Ombudsman, relating to the reason why your gas is to be disconnected, and the complaint hasn't been resolved yet;
- ▶ If it's after 3.00pm on Monday to Thursday;
- ▶ If it's a Friday, Saturday, Sunday, public holiday or the business day before a public holiday [except where we plan to only temporarily interrupt your gas supply].

## Disconnection when your bill hasn't been paid

Overdue accounts may result in disconnection, however, before we ask the network operator to disconnect your gas supply, we will:

- ▶ Send you a reminder notice;
- ▶ Attempt to contact you personally by telephone or by mail or fax; and
- ▶ If you still haven't paid your account, send you a written disconnection warning giving you at least 10 business days' notice that we intend to disconnect your gas supply.

The Gas Customer Code details circumstances where we can't arrange for your gas supply to be disconnected for failure to pay an account. For example, if the amount outstanding is less than a specified amount and you've agreed to repay the outstanding amount or the outstanding amount doesn't relate to the supply of gas.

If you have trouble paying your gas bill, please call us on **13 13 58** to see how we can help you.

## Disconnection when we cannot access your meter

If we're unable to get access to your gas meter in order to obtain an actual meter reading at least once every 12 months, we'll do the following before asking the network operator to disconnect your gas supply:

- ▶ Give you at least five business days' written notice requesting access to your meter, and advising you that we may need to disconnect your gas supply;
- ▶ Give you an opportunity to provide reasonable alternative access arrangements; and
- ▶ Attempt to contact you personally and send you a disconnection warning giving you at least five business days' written notice that we intend to disconnect your gas supply.

To avoid possible disconnection, please make sure your gas meter isn't locked or that access isn't obstructed, including by a dog.

## Getting your gas supply reconnected

If your gas supply is disconnected because:

- ▶ you haven't paid your account;
- ▶ you haven't provided access to your meter; or
- ▶ you have used gas illegally;

you can resolve the situation and ask us to reconnect your gas supply. We'll then ask the network operator to reconnect your gas on:

- ▶ The same day, if you make the request before 3.00pm on a business day; or
- ▶ The next business day, if we receive your request after 3.00pm or on a Saturday, Sunday or public holiday.

Once we send a request to the network operator on your behalf, the network operator must reconnect your gas supply within two business days of receiving our request.

You'll find more details on reconnecting your gas supply in the Gas Customer Code.



## Information and communication

When you call Alinta, our friendly customer service representatives will help you with any of your queries, from setting up your account to advising you how to re-light the pilot light on your gas appliances.

### Our service commitment to you

Our aim is to answer your call within 20 seconds. If you phone us during a busy period, we may need to place your call in a queue and attempt to answer you as soon as we can.

## Understanding your gas tariffs

The price you pay for your gas [the tariff] can either be set by government regulation or specified in your contract.

If your tariff is set by government regulation, we'll always notify you of any changes that affect your tariff.

If your tariff is specified in your contract, the amount may vary depending on your contract. We'll let you know about any pricing changes in writing.

The Gas Customer Code outlines some procedures for situations when we undercharge or overcharge our customers for gas usage, and limits our rights to recover undercharged amounts from our customers.

If you'd like to find out more about these procedures, please call us on **13 13 58**.

## How we provide information to you

We may vary our Customer Service Charter and the *Standard Form Contract* and *Non-Standard Contract* from time to time, but we'll always advise you of any changes to your rights or obligations as an Alinta customer.

If you ask us for advice on how to use your gas efficiently, we'll be happy to provide you with energy-saving tips, including typical running costs of major gas appliances.

## We welcome your feedback

At Alinta, we're committed to delivering the highest level of service to you. If our efforts don't meet your expectations, we'd like to know about it so we can prevent it from happening again. We also value your positive feedback!

You can provide your feedback and suggestions using the following contact details.

- ▶ Call us on **13 13 58**
- ▶ Send your comments to:  
The Manager, Customer Services  
Alinta, Locked Bag 55, Perth WA 6849

- ▶ Send a fax to **08 9486 3346**
- ▶ Email us on [customer.services@alinta.net.au](mailto:customer.services@alinta.net.au)

## What you should do if you have a complaint

Our complaint handling policy was developed in accordance with the Australian Standard on Complaints Handling and the Gas Customer Code. Our policy addresses how we deal with complaints, how we distinguish general queries from complaints, and how and when we respond to you if you lodge a complaint.

If you'd like to make a complaint, our customer service centre should be your first point of contact. Our friendly staff are trained to handle and resolve disputes, so your complaint will be addressed during your initial conversation.

- ▶ To find out more about our complaints handling process, please call us on **13 13 58**.

## What we'll do to help resolve your complaint

If we're not able to resolve your complaint immediately, it will be escalated. We'll then respond to you within seven business days of receiving the escalated complaint, or sooner. To help resolve your complaint, we'll involve relevant people within Alinta, including senior management when necessary.

As part of our service commitment to our customers, we follow these standards:

- ▶ If you submit a complaint about Alinta or one of our service providers, we guarantee that it will be taken seriously and fully investigated.
- ▶ If you write to us, your complaint will be answered within seven business days.
- ▶ If you call us, we'll attempt to resolve your complaint on the spot. If we're unable to provide an answer to you immediately, we'll call you back at an agreed time or give you the name and number of the best person to help you.

## How you can contact the Energy Ombudsman

If you're not satisfied with the resolution of your complaint, you can contact the Energy Ombudsman, an independent external dispute resolution body which helps to mediate and resolve customer disputes. There's no charge for you to use this service.

You can contact the Energy Ombudsman for Western Australia using the details below:

- ▶ Phone: 08 9220 7588
- ▶ Freecall: 1800 754 004 [mobiles charged at applicable rates]
- ▶ Email: [energy@ombudsman.wa.gov.au](mailto:energy@ombudsman.wa.gov.au)
- ▶ Online: [www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)

## Privacy and confidentiality

At Alinta, your privacy is important to us. As part of our privacy and confidentiality policy, we will:

- ▶ Keep your information confidential.
- ▶ Only use your information for our business purposes. For example, we may provide it to the network operator, credit agency, the stock exchange or to other reputable parties in order to fully investigate complaints.
- ▶ Never provide your information to anyone else unless we're required to do so by law or if you give us your permission to do so.

From time to time, we may send you promotional offers in conjunction with third parties. These promotional offers are developed in line with your needs, but if you'd prefer not to receive them, please let us know by calling **13 13 58**.

## For more information

You can find out more about your gas supply from the following sources:

- ▶ Economic Regulation Authority  
[www.erawa.com.au](http://www.erawa.com.au)  
Phone: 08 9213 1900

- ▶ Office of Energy  
[www.energy.wa.gov.au](http://www.energy.wa.gov.au)  
Phone: 08 9420 5600
- ▶ Energy Safety  
[Department of Commerce and Employment Protection]  
[www.commerce.wa.gov.au/EnergySafety/](http://www.commerce.wa.gov.au/EnergySafety/)  
Phone: 08 9422 5200

If you would like a copy of our *Standard Form Contract* or *Non-Standard Contract*, which contain the terms and conditions of the contract between you and Alinta, please visit our website, **[www.alinta.net.au](http://www.alinta.net.au)** or call us on **13 13 58**.

The *Energy Coordination [Customer Contracts] Regulations 2004* [WA] outline the matters that need to be addressed in your contracts within the gas industry. If you would like a copy of these regulations, please visit [www.slp.wa.gov.au](http://www.slp.wa.gov.au).

There is also a wide range of legislation in place to govern the gas industry in Western Australia. This includes the:

- ▶ *Energy Coordination Act 1994* [WA];
- ▶ *Energy Operators [Powers] Act 1979* [WA];
- ▶ *Gas Standards Act 1972* [WA]; and
- ▶ *Energy Safety Act 2006* [WA].

If you would like information about those or other relevant legislation [or copies of them], please visit the Office of Energy website at [www.energy.wa.gov.au](http://www.energy.wa.gov.au), or the State Law Publisher website at [www.slp.wa.gov.au](http://www.slp.wa.gov.au)

If you'd like a copy of the *Compendium of Gas Customer Licensing Obligations* or the *Gas Marketing Code of Conduct*, please visit the Economic Regulation Authority website at **[www.erawa.com.au](http://www.erawa.com.au)** or call us on **13 13 58**.

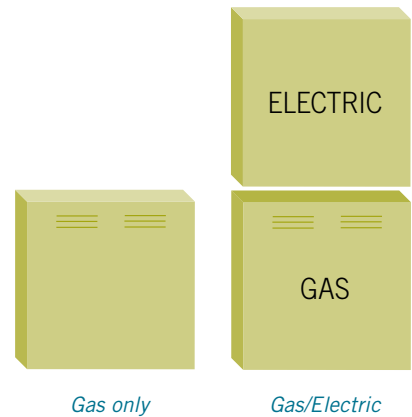


## Your gas service

### Your gas meter

Your gas meter is usually located in a metal meter box at the front of your house or property. It may be in a gas-only or combined gas and electric meter box.

Your gas meter remains the property of ATCO Gas Australia. The network operator is responsible for maintaining your meter and the service pipe, which brings the gas from the gas main in the street to the meter on your property.



### Your meter needs to be easy to access

It's important that your meter is easy to access so it can be read, or your gas can be switched off quickly in an emergency. Access to your meter should not be obstructed by fences, garage doors, shrubs or dogs.

If your meter is located behind a locked gate, or if you'd like to lock your meter box, you need to use an Alinta-approved lock such as a Western Australian Services [WAS] lock. A WAS lock allows Alinta, Synergy and the Water Corporation representatives to access gates and meter boxes using the same kind of key. For more information, call us on **13 13 58** or check with your local locksmith.

## Our powers in the event of an emergency

In an emergency situation, it's essential that we [and the network operator] can take the necessary action to protect you and the wider community. The government has given us certain directives and powers [under the gas trading licence] and legislation to guide what we can and must do in an emergency.

Under these emergency powers, we [and the network operator] can enter your property when:

- ▶ Malfunction, misuse or improper use of network equipment or your equipment creates a danger, or perceived danger, or injury or damage to people or property.
- ▶ Your gas supply needs to be started or restored urgently.
- ▶ There has been damage to or interference with the network equipment.
- ▶ Any other emergency situation exists.

After entering your property where there is a perceived danger, we [and the network operator] can:

- ▶ Remove any network equipment.
- ▶ Repair or restore any network equipment.
- ▶ Turn off your gas supply.

We [and the network operator] also have the power to interrupt, suspend or restrict the supply of gas:

- ▶ In the event of an accident, emergency, potential danger or any other unavoidable cause.
- ▶ To reduce the risk of fire.
- ▶ To avoid or stop an emergency situation.
- ▶ To protect the network equipment.
- ▶ To comply with the law.

In an emergency, our first priority is to ensure your safety and the community's safety.

## Be careful with your property's gas service pipes

Your gas service pipes connect your property to the gas pipeline in the street. If you accidentally damage the gas service pipes, you could face expensive repair costs, and cause a disruption to your gas supply and the gas supply at surrounding properties.

Here are some simple tips to help you avoid damaging your gas service pipes:

### 1. Plan your garden

- ▶ Keep trees away from the gas service pipes as roots can cause damage.
- ▶ Don't reduce the garden depth by removing soil.

### 2. Know your gas meter and gas pipes location

- ▶ In older suburbs, your gas service will run directly from the gas meter to the street. It may be a galvanised steel or yellow PVC pipe. The galvanised pipe may also be inserted with PVC or PE pipe.
- ▶ In newer suburbs, your service could run directly from the gas meter to the street or diagonally across the front of your property. It may be yellow PVC or PE piping with a black stripe.
- ▶ All gas services should be at least 600mm deep, except older galvanised piping.
- ▶ Check to see if the gas service details are in your meter box.

*If you accidentally damage your gas service pipes, or if you smell gas, call the Faults and Emergency Line on **13 13 52**, 24 hours-a-day, 7 days-a-week.*

## Reliability of your gas supply

We and the network operator will endeavour to provide a reliable supply of gas to you. However, there may be times when we may need to interrupt your supply for maintenance or repairs, installation of a new supply to another customer, in an emergency, or for health and safety reasons. If the interruption is unplanned, you can call the Faults and Emergency Line on **13 13 52** at any time to find out the details of the interruption and how long it's expected to last.

### *Our service commitment to you*

Service	Standard
If we interrupt your gas supply without warning...	...and you ask us for details, we'll provide you with a written explanation for any unplanned supply interruption within 10 business days.
If you lose your gas supply through a fault or emergency*...	...the network operator will arrive at your premises within three hours of receiving your call. In the meantime, our trained representatives will advise you what actions you should take.
If we have to interrupt your gas supply for planned maintenance...	...the network operator will try to give you at least four business days' notice and explain how our plans will affect you.

\* In case of emergency, please call the Faults and Emergency Line on **13 13 52**. For more information about gas leaks, please refer to the Gas Leaks section on page 36.



## Using gas safely

## Gas safety tips

Natural gas and liquefied petroleum gas [LP gas] are safe, efficient and environmentally-friendly fuels. But, like all fuels, they must be treated with care. Both of these gases are given an artificial odour to make them easy to detect in case of a leak.

### Natural gas

Natural gas is a colourless, odourless fossil fuel consisting of a mixture of gases, mainly methane. It's lighter than air, it isn't poisonous and, at the right concentration in air [usually 5-15%], it can be ignited.

### LP gas

LP gas is produced during the oil refining process or extracted during the natural gas process. It consists mainly of propane and a small quantity of butane. It's heavier than air, it isn't poisonous and, at the right concentration in air [usually 2.5-10%], it can be ignited.

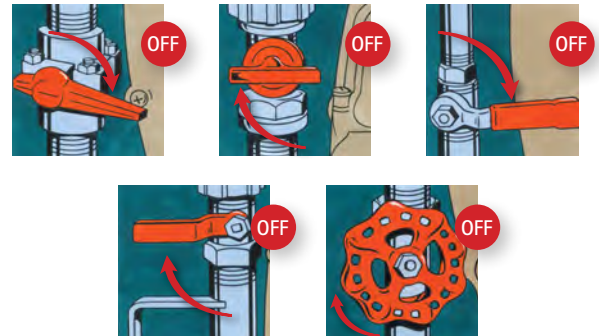
## Gas leaks

### *Here's what you should do if you smell gas:*

1. Avoid flames and sparks – don't light matches or cigarettes. Don't use electrical switches, appliances or mobile phones. Never light a gas appliance if you detect gas odour.
2. Turn off all gas appliances, making sure the pilot light [a small flame that lights the main burner] has gone out.
3. Open all windows and doors to disperse the gas. If you use LP gas, you should take extra care to ventilate confined spaces, basements and other low-lying locations where pockets of gas may collect before attempting to re-light your gas appliances. This is important because unlike natural gas, which is lighter than air, LP gas is heavier than air and requires more ventilation.

4. If you still smell gas or you think gas is escaping even after all appliances have been turned off, you should switch off the main gas supply tap and immediately call the Faults and Emergency Line on **13 13 52**, 24 hours-a-day, 7 days-a-week <sup>†</sup>.

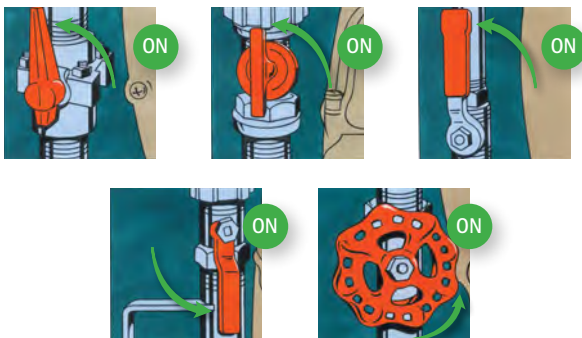
### *How to turn OFF the main gas supply tap:*



1. **Important:** First, you should turn off all appliance controls and pilot lights.
2. Then, turn the main gas supply tap to the OFF position. The main gas supply tap is located near the gas meter, usually in the meter box. The diagrams on this page show the OFF positions for various types of gas taps. If you have a gate valve, turn the wheel clockwise to close the valve.

<sup>†</sup> If the property owner is responsible for the damage to the gas main or service, they may incur the repair costs.

### How to turn ON the main gas supply tap:



1. Check that all appliance controls and pilot lights are turned off.
2. Return the main gas supply tap to the ON position [see diagrams above]. If you have a gate valve, turn the wheel anti-clockwise to open the valve.
3. Re-light pilot lights, following the manufacturer's written instructions.

### Installing your gas appliances

When you buy a gas appliance, you should make sure it's approved by the Australian Gas Association and bears an approval label. Installation of any gas appliance, including additional pipework, should only be carried out by a licensed gas fitter. Once your appliance has been installed, read the manufacturer's instructions carefully to learn how to use your gas appliance correctly.

If you need to have a new gas appliance installed, look up a licensed gas fitter in your local newspaper or business directory

### Servicing your gas appliances

Just like a car, your gas appliances need to be serviced regularly to make sure they continue operating safely and efficiently for many years. Generally, you should have your appliances serviced every 12 months or as per the manufacturer's instructions.

Servicing work on any gas appliance should only be carried out by a licensed gas fitter. To book a service, look up a licensed gas fitter in your local newspaper or business directory.

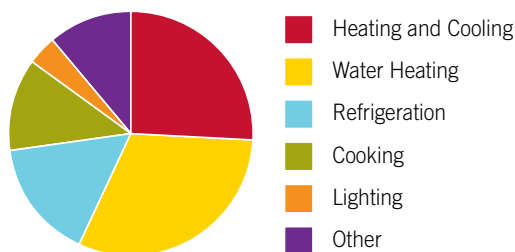


# Using gas wisely

## Save more with Alinta

Most of your energy use comes from heating water, cooling and heating your home, and cooking. Using gas can make a big difference to your energy bills and the environment and, by making a few small changes around your home or office, you can save even more.

### Typical energy use in WA households



[Source: Sustainable Energy Development Office, 2007]

### Have your appliances serviced regularly

Servicing your appliances regularly by a licensed plumber or gas fitter will help ensure that they're working safely and efficiently. You can check your appliance's servicing requirements in the manufacturer's booklet or contact the manufacturer to find out what you need to do.

To book a service, look up a licensed gas fitter in your local newspaper or business directory.

## Reduce your home heating costs in winter

You can cut your home heating costs by following these simple steps:

- ▶ Open curtains on north-facing windows to capture the winter sun.
- ▶ Keep doors to cooler rooms like bathrooms and laundries closed.
- ▶ Use curtains, pelmets or heavy blinds on windows to keep heat inside.
- ▶ Install ceiling insulation to retain heat.
- ▶ Prevent draughts by fitting weather strips to windows and doors.
- ▶ Choose a heater that suits the size of a room – a small room only needs a small heater.
- ▶ Don't overheat your house – set your thermostat by one degree less and save.
- ▶ Run a ceiling fan on low speed to help circulate the warm air.
- ▶ Keep your heater clean of dust or fluff.

### Save on hot water

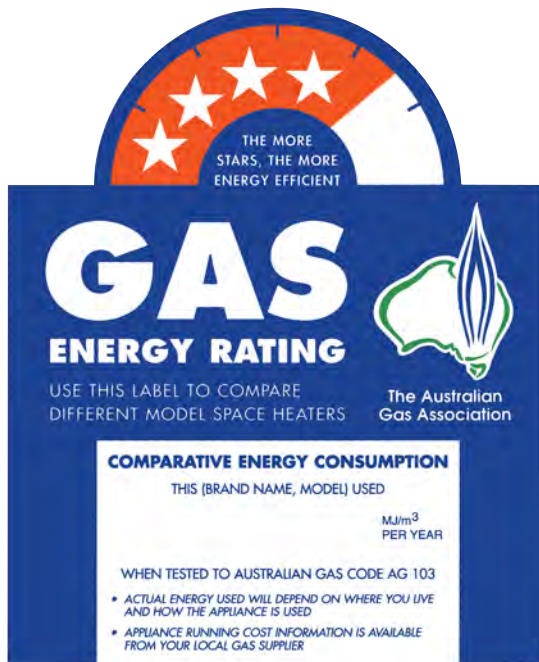
- ▶ Make sure the temperature or season setting on your hot water system is correct so you don't overheat your water.
- ▶ If you have a storage system, you can install water-saving showerheads.
- ▶ Check your hot water system and taps for leaks. If you find a leak, you can arrange for a licensed plumber or gas fitter through your local newspaper or business directory.
- ▶ Whenever possible, use cold water to do your laundry and only turn on your washing machine or dishwasher when it's full.

## Reduce costs with heated swimming pools and spas

- ▶ Cover your swimming pool or spa when you're not using it to retain heat.

## Shop around for the highest energy rating

- ▶ Look for this Gas Energy Rating label when buying new gas appliances. The more stars an appliance has, the less energy it uses and the less it costs to run.



For more information on energy saving tips, visit [www.sedo.energy.wa.gov.au](http://www.sedo.energy.wa.gov.au).

## Holiday tips

- ▶ If you're going away, do one of the following: switch off your hot water system, turn the thermostat to 'vacation' or turn it to its lowest setting.
- ▶ If you plan to be away for an extended period, switch off your gas meter to prevent any gas consumption. See **Using gas safely** on page 35 for instructions on how to do this.

## Installing a new hot water system

Heating water in your home uses a lot of energy, so it makes sense to install an energy-efficient gas hot water system.

If you'd like to switch to gas or replace your existing system with a new one, look up a licensed gas fitter in your local newspaper or business directory.

## Why is my account higher than usual?

If you receive an account that's higher than you expected, there might be a simple explanation.

### *Cold weather*

- ▶ In cold weather, most homes use more energy. The hot water system has to work harder to heat water, many of us take longer showers and we use room heaters more.

### *Changes in your household*

- ▶ Have you had someone stay with you or move into your home? More people mean more showers, cooking and washing.
- ▶ Are you spending more time at home? If you retire or stay at home during leave, your gas consumption is likely to increase.
- ▶ Are any of your gas appliances leaking? Faulty appliances can increase your gas usage, especially leaking hot water systems and taps.
- ▶ Did you buy a new gas appliance? Additional appliances will affect the amount of gas you use.

### *Was your account estimated?*

- ▶ If our meter reader can't access your meter because it's locked or obstructed, including by a dog, your account will be estimated based on your previous meter history. To find out more, see *What is an estimated account?* on page 12 and *Access to your meter* on page 31.

### *Is the meter reading correct?*

- ▶ It's possible that your meter has been read incorrectly. You can check this yourself by taking your own meter reading [see *How to calculate your next account* on page 12 for more information] and then calling us on **13 13 58** to confirm the reading on your account. We can take another reading of your meter at your request, however, a fee will apply if our initial reading is found to be correct.

### *Are there more days on the account?*

- ▶ Compare the number of days on your current account with your account for the same time last year. If there are more days on your current account, it's likely your account will be higher. For a direct comparison, look at the average daily gas consumption on your account.

### *Have you been away on holidays?*

- ▶ Even when you're not at home, your gas appliances might continue to operate, particularly your storage hot water system or your heated swimming pool with automatic timer. Use the 'vacation' setting on your hot water system and turn off the automatic timer on your pool next time you go away. For more holiday tips see *Save more with Alinta* on page 40.



# Alinta help directory

## Alinta help directory

### Enquiries

Call **13 13 58** Monday to Friday during business hours [local call fee from anywhere in the state excluding mobiles] for the following:

- ▶ Account enquiries
- ▶ New accounts
- ▶ Final accounts
- ▶ Transfer of accounts
- ▶ Payment of accounts
- ▶ New connections
- ▶ Reconnections
- ▶ Other products and services
- ▶ Suggestions and concerns

If you're away and need to contact us from within Australia, please call **1800 677 945** during normal business hours [WST], email **customer.services@alinta.net.au** or choose the *Contact Us* option on our website.

### E-mail

customer.services@alinta.net.au [residential]

energysales@alinta.net.au [business]

### Facsimile

1800 651 161

Freefax is available 24 hours, every day

- Final accounts
- New account applications

### Mail

Alinta

Locked Bag 55

PERTH WA 6849

### Online

[www.alinta.net.au](http://www.alinta.net.au)

## Faults and Emergency Line 13 13 52

24 hours every day [local call fee from anywhere in WA excluding mobiles]

- ▶ Emergencies
- ▶ No gas
- ▶ Smell of gas



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Locked Bag 55 Perth WA 6849

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[customer.services@alinta.net.au](mailto:customer.services@alinta.net.au)

[www.alinta.net.au](http://www.alinta.net.au)