

Natural Gas Customer Charter



Natural Gas Customer Charter

Our commitment to you

This Customer Charter is a summary of your rights and obligations under the Gas Supply Act 2003. The Charter outlines what you can expect from Council, as a retailer and distributor of natural gas, and your obligations to us. Council is committed to delivering a safe, reliable, and uninterrupted supply of natural gas to its customers.

New Connections

Residents wishing to connect to Council's reticulated natural gas supply are required to contact Council by phone or visit the Dalby Customer Service Centre to request connection.

What if I already have natural gas connected to my property?

New customers who have moved into a property which already has a natural gas connection are required to contact Council by phone or visit the Dalby customer Service Centre to request connection.

Please note new customers must produce photo identification and will be required to pay a reconnection fee. Council will connect supply on an advised date or within 24 hours.

Disconnection

In some instances, Council may need to disconnect your gas supply. Any disconnection must follow the rules outlined in the Gas Industry Code. Disconnection may occur when:

- You have not paid your bill by the due date, if you refuse Council's negotiated alternative payment plan and Council has sent the appropriate reminder and disconnection warnings.
- You are on an alternative payment plan and have not made the payments detailed in the plan.
- You refuse or fail to provide acceptable identification when requested.
- You have not permitted Council to access your meter for (3) three consecutive bills.
- If you prevent a Council officer from safely exercising their powers of entry as granted by section 138 of the Gas Supply Act; Because of an emergency or for a health or safety reason to carry out work that needs to be completed

without delay and; As otherwise permitted under Gas Legislation.

If maintenance to the distribution system is required Western Downs Regional Council will give customers reasonable notice of the disconnection and carry out the work at a reasonable time.

Reconnection

If Council has disconnected your gas supply due to non-payment of an account, the gas will only be reconnected when all outstanding monies have been paid in full. Customers will be charged a reconnection fee payable prior to reconnection. Upon payment of fees Council will reconnect a customer's gas as soon as possible or within 24 hours.

What happens if I move address?

If you are moving out of your premises permanently you must notify Council of the date you intend to vacate and a forwarding address for your final bill. Council requires a minimum of 48 hours' notice, prior to vacating the premises, to allow for final meter reading.

If you do not give Council notice you will be responsible for the gas consumed at this premise until Council is notified and the meter has been read.

Customer's will be required to contact Council by phone or visit the Dalby Customer Service Centre to have their gas supply disconnected.

Does Council require access to my property?

As a requirement of having a meter connected you must agree to give Council safe and unhindered access to the meter for the purpose of reading the meter and for connection, disconnection and reconnection at all reasonable times. You must also agree to keep the meter, connection and any related equipment secure and free from interference. You must not do anything which may damage any metering or related equipment located at the supply address.

Prices, Payment and Billing

What am I required to pay?

Western Downs Regional Council bills for every mega joule (Mj) of gas used based on official meter readings. Gas meters record usage in meters cubed (m³) which is converted to mega joules for billing purposes.

Meters are read and bills sent every (3) three months. Charges payable may include:

- A natural gas charge calculated by multiplying your mega joule consumption by the relevant rate applicable.
- A monthly access charge.
- A connection / reconnection fee.

Councils pricing structure is as follows:

Access Charge	\$ *per month
First 20,000 Mj	\$ *per month
Further 30,000 Mj	\$ *per month
Over 50,000 Mj	\$ *per month
Over 1,000,000 Mj per annum	(Individual Contract Applies)

Refer to Council's website for commercial charges *

Rates and charges are set during Council's budget deliberations each financial year. For more detailed information on Council's current fees and charges please refer to the Gas section on Council's website or contact Council.

Changes to Gas Tariffs

Customers will be notified as soon as practicable of any variation or changes to the tariff schedule. Any changes will be published on Council's website .

How will I be billed?

Council will issue you an account at your supply address or another address nominated by you or by email if requested. . An account will be issued for each billing period and you must pay each account in full by

Unless Council agrees to a longer period with you, the due date is 10 business days from date of issue. If you fail to pay the account by the due date Council may:

- Disconnect your supply and/or;
- Refer your bill to a debt collection agency for collection.

What will my account tell me?

Your account will include the following:

- Your name, account number, supply address and relevant mailing address and or email.
- The dates on which the previous and current meter reads were undertaken.
- The total charges to be paid and the date that they must be paid by.
- Daily consumption of all processed natural gas supplied during the billing period in Mj.
- Relevant meter readings, in m3.
- The amount of processed natural gas in m3 and Mj; The methods by which the bill may be paid.
- The amount of any arrears and due date for payment of the arrears.
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- The amount of the Reticulated Natural Gas Rebate, if eligible.
- The amount of any credit received and;
- Contact details for Council's bill and payment enquires service and a 24-hour contact phone number for service faults and emergencies.

What are my payment options?

Council offers customers a variety of bill paying methods:

Cash payments in person at Council's Contact Centre - 30 Marble St, Dalby.

Direct Debit. BPAY.

Australia Post. Posted Cheque

Credit Card over the phone

For further details please refer to your gas account.

What if I have difficulties making a payment?

If for whatever reason you are unable to pay the full amount by the due date you must advise Council as soon as practicable. Depending on your current situation Council may offer an alternative payment option.

Complaints

What if I have a complaint?

If you have a complaint relating to Council's service, please contact us as soon as possible. You can submit a complaint in writing, by person or by phone

Council values feedback from its customers and is committed to working together to resolve all complaints as quickly as possible. If you feel the matter has not been resolved and/or you are dissatisfied with the outcome you can refer the matter further by outlining the issue in writing and addressing it to the Chief Executive Officer PO Box 551, Dalby Q 4405.

Dispute Resolution

If you are not satisfied with Council's decision, Western Downs Regional Council respects your right to refer the matter to the Energy Ombudsman and will abide by any decision made by that authority.

The Energy Ombudsman is a body established by the Queensland Government to receive, investigate and to facilitate the resolution of disputes between customers and energy entities.

Customer Consultation

Customer surveys are periodically conducted with the results published in Council's Annual Report which is available to all customers from Council upon request or is able to be accessed via Council's website. Information obtained from surveys provides valuable feedback that helps Council better understand how to meet its customer's needs.

Customer Service Standards

When supplying you with natural gas Council will observe service standards set out in the Gas Supply Act 2003 and use its best endeavors to meet and exceed the following requirements:

- We will read your meter at least once every three months.
- We will not disconnect your supply without notice
- We will not discontinue or disconnect your supply without explanation, and you will be informed prior to disconnection
- We will reconnect you promptly when appropriate.
- In the event of an emergency you will be able to call Council at any time.
- We will provide reasonable notice prior to carrying out work (other than emergency work) that will disrupt the gas supply; We will respond in writing to all written enquires and complaints and;
- We will provide details of the Energy Ombudsman and the Queensland Competition Authority.

Unless in cases of an emergency, health or safety reason.

Reticulated Natural Gas Rebate

The Reticulated Natural Gas Rebate (formerly referred to as the gas pensioner rebate scheme) currently provides a rebate per year to eligible concession card holders in Queensland using reticulated natural gas.

To apply for the rebate, customers will need to complete an application available from the Dalby Customer Service Centre and provide the necessary information to verify their eligibility.

Once an eligible customer has applied for the rebate, and it has been processed, the rebate will be paid to them as a credit on their next bill.

Privacy

Council values its customers' privacy and all information is treated as confidential

For more information

Please contact Council on 1300 COUNCIL (1300 268 624)

or (07) 4679 4000 or email info@wdrc.qld.gov.au

Council's website: www.wdrc.qld.gov.au

Telephone contact numbers

Emergency / After Hours Contact P: 1300 COUNCIL (1300 268 624)

System Faults / Leaks P: 1300 COUNCIL (1300 268 624)

Energy Ombudsman P: 1800 662 837
E: enquiries@eog.com.au

Queensland Competition Authority P: (07) 3222 0555
www.qca.org.au

The quality or pressures of the gas supply are subject to a range of factors. The nature of gas means that we cannot guarantee the quality or pressure of the gas delivered to your supply address or the continuity of the supply of gas to you.



OUR COMMUNITIES

OUR FUTURE