

*Esperance Power Station Pty Ltd*

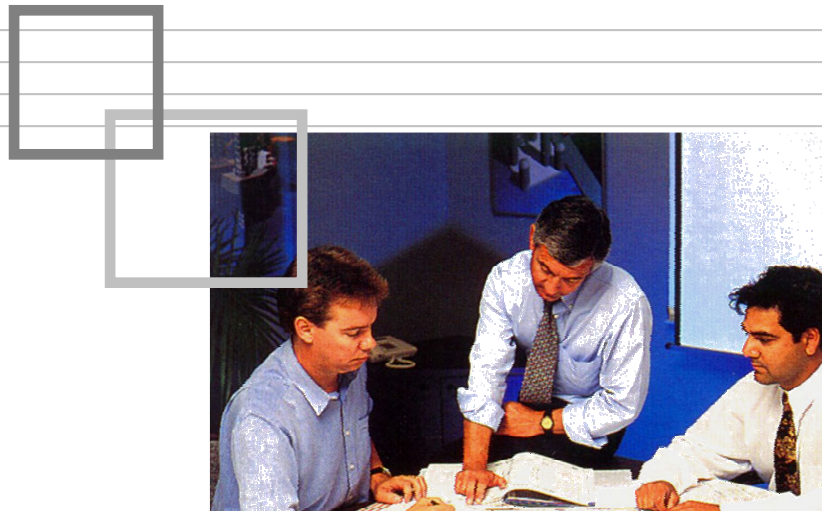


**WorleyParsons  
Asset Management**

# **ESPERANCE NATURAL GAS DISTRIBUTION SYSTEM**

## **Customer Service Charter**

**Our service commitment to you**



## CONTENTS

1. WHAT IS THE CUSTOMER SERVICE CHARTER?
2. OUR RESPONSIBILITIES TO YOU
  - 2.1 About WPAM and EPS
  - 2.2 Retailers and Distributors
  - 2.3 Gas appliances and internal pipe work
  - 2.4 Connection, supply and distribution standards
  - 2.5 Information we require from you
  - 2.6 Information we will provide to you on request
  - 2.7 Use and disclosure of personal information
3. YOUR OBLIGATIONS AS A CUSTOMER
4. PRICE PLANS, ACCOUNTS AND BILLING
  - 4.1 The price of natural gas supplied to you
  - 4.2 Customer account
  - 4.3 Billing
  - 4.4 Undercharging and Overcharging
  - 4.5 If you are moving house
  - 4.6 If you are going away
5. PAYMENT
  - 5.1 Payment options
  - 5.2 Payment difficulties
  - 5.3 Refundable advance
6. FEES AND CHARGES
  - 6.1 Account establishment fee
  - 6.2 Natural gas supply charges
  - 6.3 Other charges
  - 6.4 Goods and services tax
7. DISCONTINUATION OF SUPPLY
  - 7.1 Discontinuation at your request
  - 7.2 Circumstances where we may discontinue supply
  - 7.3 Limitations on discontinuation of supply by us
  - 7.4 Termination of contract
8. OUR GUARANTEED CUSTOMER SERVICE STANDARDS
  - 8.1 Compliance with applicable laws
  - 8.2 Telephone hotlines / Call Centres
  - 8.3 No discontinuation at supply except after due notice
  - 8.4 Notice given to you after discontinuation of supply
  - 8.5 Recommencement of supply
9. CUSTOMER ENQUIRIES AND COMPLAINTS

## 10. GAS SAFETY ADVICE

- 10.1 What is Natural Gas?
- 10.2 Is Natural Gas Safe?
- 10.3 Natural Gas Utilisation
- 10.4 Gas Appliance Conversion
- 10.5 Gas Pipes and Appliance Installation
- 10.6 Appliance and Equipment Defects, Maintenance and Efficiency
- 10.7 Before You Dig
- 10.8 Gas Detection
- 10.9 Gas Escape
- 10.10 Customer Safety Awareness Program

## 11. ABOUT GAS SUPPLY AND METERING

- 11.1 Meter box and service pipes
- 11.2 Reading your meter
- 11.3 Estimated Meter Readings

## 12. INFORMATION AND COMMUNICATION

- 12.1 Customer Enquiries
- 12.2 For Customers with Special Needs
- 12.3 Emergencies
- 12.4 Regulatory



## **corporate commitment**

### **1. WHAT IS THE CUSTOMER CHARTER**

This Customer Charter is a document that sets the minimum service level for the provision of natural gas supply services that WorleyParsons Asset Management Pty Ltd (WPAM), as Gas Retailer, provides to its customers. WPAM also acts on behalf of Esperance Power Station Pty Ltd (EPS) as its Gas Distributor. This Customer Charter explains your rights and obligations as our valued customer and the rights and obligations of WPAM as your Gas Retailer and Gas Distributor.

This Charter should be read in conjunction with our Standard Terms and Conditions which contains the terms and conditions of the contract between you, our customer, and us as your retailer who bills you for your gas consumption.

At WPAM, we are constantly striving to improve our service and improve closer relationships with our customers.

The development of our Customer Charter is an integral component of working to achieve our mission, which is to ensure that all our customers receive the best possible quality service.

This Customer Charter may refer to matters contained in your Terms and Conditions for your natural gas supply. It is therefore best to read the Customer Charter in conjunction with these documents.

The Customer Charter contains many useful facts, including emergency and general query contact numbers. We recommend that you keep the Customer Charter in a safe place for future reference.

WPAM complies with all relevant Australian standards regarding customer service and is committed to ensuring any complaints are resolved within the standards set out in this Customer Charter.

If you would like to receive a free copy of the Customer Charter, please contact our office during office hours on tel. number (08) 9072 1422 or visit our website ([www.esperance-energy.com](http://www.esperance-energy.com)).



## What we bring

### 2. OUR RESPONSIBILITIES TO YOU

We are committed to meeting our obligations under our Standard Terms and Conditions of the gas supply contract and to providing you with a high standard and consistent level of customer service.

#### 2.1 About WPAM and EPS

WPAM, ACN 102 863 918, is the licensed retailer for the Esperance Gas Distribution Network who will sell you gas under the terms and conditions contained in the contract. WPAM is a proprietary company registered in NSW, wholly owned by WorleyParsons Pty Ltd. WPAM registered office is at Level 7, 116 Miller Street, North Sydney, NSW 2060.

EPS, ACN 086 409 949, is the licensed distributor for the Esperance Gas Distribution Network who delivers gas to your premises. WPAM is the network operator for EPS, the licensee. EPS registered office is at Level 38, 120 Collins Street, Melbourne, VIC 3001.

WPAM and EPS share the same operational office at Suite 6 Esperance Business Centre 75 Dempster Street Esperance WA 6450.

#### 2.2 Retailers and Distributors

We would like you to know the difference between a Gas Retailer and Gas Distributor. The company you buy your gas from is your Gas Retailer. Your Gas Distributor is the company that owns and operates the gas pipes in your area.

For the purposes of this Charter, WPAM and EPS are the sole Gas Retailer and Network Distributor respectively in Esperance.

As a Retailer, WPAM is responsible for purchasing gas on your behalf and looking after all your gas needs, including new connections, general enquiries, billing, keeping you informed on issues relating to your gas supply and providing you with various products and offers. Your gas retailer should be your first point of reference for queries.

As the Gas Distributor's representative, WPAM is also responsible for the maintenance, operations, reliability, gas quality, service extension and meter connection to customers.

### **2.3 Gas Appliances and Internal Pipe Work**

We do not carry out work involving the installation, maintenance or conversion of piping and appliances after the customer meter. However we can provide information on licensed gasfitters in your area who carry out the abovementioned work.

For a new gas connection, the licensed gasfitter is required to send preliminary paperwork to us, explaining what work will be done and what appliances will be fitted. The licensed gasfitter will also install a meter box outside your property to house the gas meter. After installation, the licensed gasfitter will then advise you to contact us to ensure an account has been opened for you.

### **2.4 Connection, supply and distribution standards**

We will provide, install and maintain the equipment necessary to supply natural gas to your address, including the meter and associated equipment.

Subject to Clause 7 of this document, we will:

- supply you with natural gas that complies with the applicable government and industry standards. For customers with existing gas connections, we will normally supply you within 1 business day or a period mutually agreed to with us. In the case of new customers with no gas connections, we will agree on a date with you for supply. In the case that agreement is not possible, we will normally commence supply within 20 business days, unless there are technical or commercial reasons why this is not possible, which would be communicated to you. It should also be noted that supply is dependent upon you meeting all the conditions specified in this Customer Charter document and in particular clauses 2.4, 2.5, 2.6 as well as clauses 3, 4, 5 of this Charter in their entirety prior to the commencement of any work by us.
- interrupt supply only for maintenance or repair, for installation of a new connection, in an emergency, or for health and safety reasons
- give at least 4 business days' prior written notice of the duration and nature of any planned maintenance or repair at your address.
- Use our best endeavours to commence services or work to remedy the disruption as soon as reasonably possible where supply is interrupted and it is within our power to remedy the disruption.

### **2.5 Information we require from you**

We need you to provide us with some information before we can connect your gas supply. The information required will include:

- address of property where gas connection is required
- your contact details
- proof of identification
- contact details of your agent or landlord, if you are living in a rental property

- agreement to enter into a contract with WPAM by completing and returning the “Standard Form Contract”. In the event that the Standard Form Contract is not completed and returned and gas supply is commenced at your premises, you will be deemed to have taken supply from WPAM under the Terms and Conditions of the Standard Form Contract.

## **2.6 Information we will provide to you on request**

On request, and subject to provisions in the contract, we will provide you with:

- information about alternative payment plans
- advice on the most cost-effective way to use natural gas
- information about the current status of your bill and meter readings
- copies of previous bills issued by us
- a copy of the distribution standards or codes that apply to you
- advice on protection of our equipment and the distribution system
- an explanation for any change in the quality of the supply of natural gas outside the limits allowed by the distribution standards
- an explanation of any unplanned maintenance and/or interruption to supply at the supply address
- contact details for obtaining information about Government assistance programs or financial counselling services
- a selection of approved gasfitters for carrying out installation, maintenance or conversion work on your gas appliance or internal pipework.

## **2.7 Use and disclosure of personal information**

We are committed to protecting and safeguarding your privacy when you deal with us and to complying with Commonwealth legislation governing privacy of personal information by businesses. We understand and appreciate that you are concerned about your privacy and about the confidentiality and security of information.

We collect personal information from you, such as your name and address, for the primary purpose of supplying you with natural gas and for the related purposes of billing and account management, business planning and development, product development and providing you with information about and supplying you with other goods or services that may be available. This information is only disclosed to persons outside our business in the circumstances set out in this policy or as otherwise notified to you at the time of collection of the information.

In addition we are permitted to use or disclose personal information held about you:

- where you have consented to the use or disclosure;

- ❑ where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health and safety;
- ❑ where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
- ❑ where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process); and/or
- ❑ where we reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.



### 3. YOUR OBLIGATIONS AS A CUSTOMER

Your obligations as a customer include to:

- not misuse natural gas, sell or redirect it to any other person, tamper with or bypass the meter, or use natural gas for a different purpose than that agreed with us.
- keep the natural gas installation at your address in safe condition, protect our equipment from damage and interference, and only allow an accredited natural gas installer to perform work on your system.
- give us a safe, convenient and unhindered access to the supply address and the meter.
- not turn the gas on at the meter without our permission, if the gas has been turned off by the retailer or gas network operator.

Customer safety awareness is promoted through our Safety Awareness Program document which informs the public of the potential hazards associated with the gas distribution supply network. You can obtain a free copy by contacting our office on (08) 9072 1422 during normal business hours.

The Standard Terms and Conditions provide more details about your obligations and ours. If you obtain gas from us other than as permitted by the Standard Terms and Conditions, we may:

- disconnect the gas supply to your property.
- estimate the gas usage for which you have not paid and take debt recovery action for any unpaid amount plus any disconnection costs and reasonable legal costs.

You may also be liable for repair or replacement costs if you damage any of our equipment.

## **4. PRICE PLANS, ACCOUNT AND BILLING**

### **4.1 The price of natural gas supplied to you**

Your price plan and charges under the standard form contract will be no more than the maximum charge allowed under our gas trading licence conditions issued by the Economic Regulation Authority.

We will publish a notice of our price plans and any variations to them in the Esperance local newspaper. You will be notified of price plan changes that will affect you as soon as practicable and no later than the next bill.

You may transfer to another price plan, where available, provided that you apply to be transferred in advance and you meet the conditions under which the price plan is offered. We will advise you of the result of your application within five business days. Where the transfer to another price plan involves installation of new metering equipment, we will supply you within 20 business days after the approval of your application.

### **4.2 Customer Account**

When you open an account with us, you are given a customer number. You need to quote this number when ordering gas, paying an invoice or enquiring about your account.

### **4.3 Billing**

You will receive an account from us every three months if you are a residential customer and every month if you are a business customer. If you are a new customer, your first account may be for a shorter period depending on the meter reading cycle in your area.

Your bill will be based on the amount of natural gas identified as having been delivered to your supply address and any supply charges or minimum bill charges. It will contain amongst other things:

- the price you pay for gas and other services
- the date by which you must pay
- a list of payment options
- contact numbers you can use to make enquiries and report faults
- information on your gas usage

If we provide you with goods and services in addition to natural gas, those items may be billed separately, or included as separate items on your natural gas bill.

### **4.4 Undercharging and Overcharging**

If there are errors in your bill or if we are informed of errors in the amount of natural gas delivered to your supply address, we will address these errors in the manner outlined below.

- where you have been undercharged we will either send you a special bill that lists the amount undercharge with an explanation, or include the amount undercharged as a separate item in your next bill.
- where you have been undercharged we will only seek to recover amounts undercharged in the 12 months prior to your last bill.
- we will not charge you interest on the undercharged amount, and we will allow you to pay the undercharged amount in instalments if you wish.
- where you have been overcharged we will credit the amount without interest.

#### **4.5 If you are Moving House**

When you move property or wish to disconnect or connect your gas supply, please notify us of your requirements by calling (08) 9072 1422, so we can advise you of the process.

In your account application you nominated an address or premises for supply of natural gas by us. You will be charged for all gas supplied to that address. If you move house and do not advise us, you will continue to be liable for all gas supplied to that address, even though you have not consumed it.

You need to call (08) 9072 1422 to finalise your account. You will need to call at least three business days prior to moving to advise us of:

- the last day for gas supply to the premises
- your new address
- your new phone number

#### **4.6 If you are Going Away**

If you are planning to go away for an extended period of time or will be unable to receive your account, please call (08) 9072 1422 and advise us on the length of your absence. We can estimate your gas consumption for that period and send you an account for pre-payment.

Alternatively, you can nominate a third party to whom the account will be re-directed, providing us with a letter detailing the nomination and adequate information regarding your account details. For the period you are away, we will send all accounts to your nominee.

## **5. PAYMENT**

### **5.1 Payment options**

You must pay us the amount shown on each bill by the pay-by date. This date will be at least 12 business days from the date the bill was posted to you.

We offer the following bill payment options:

- by mail using cheque or credit card
- by direct debit from a cheque, savings, credit card or EFTPOS
- by paying in person at our Esperance office
- by direct deduction through Centrepay for Centrelink customers

To the extent permitted by law, we may charge you interest on any amounts owing that are not paid by the pay-by date and which we have not agreed to defer. We may also include an additional charge for each overdue notice sent.

### **5.2 Payment difficulties**

If you are a residential customer and your account has been in arrears, we may provide you with the option of negotiating an instalment plan or having the account addressed to a nominated third person.

We will also provide you with information about, and referral to, any government assistance programs, and with information about independent financial counselling services. We may also offer you the option of paying on an instalment plan if you are a business customer.

We can offer information regarding relevant Government assistance schemes, to enable you to pay your account.

Please contact us on 9072 1422 and advise immediately if you are experiencing any difficulty making a payment.

### **5.3 Refundable advances**

In some circumstances, we may require you to pay a refundable advance. This is similar to a bond on a rental property and will be kept in a separate trust account.

We may require you to provide a refundable advance or security deposit before connection to supply or before continuation of supply. If we do require a refundable advance or security deposit from you, we will pay interest when it is returned at the rate payable by the Commonwealth bank bill rate of the same amount.

If you are a business customer, the amount of the refundable advance will be calculated so that it is sufficient to secure payment for the current period charges on your supply account. If you are a business customer we will also accept a security levy or a bank guarantee instead of a refundable advance.

Within 10 business days of you completing two years of payment by the pay-by date we will credit to your next bill (unless you instruct otherwise) the refundable advance with any interest.

## **6. FEES AND CHARGES**

### **6.1 Account application fee**

When you open an account with us, a once off account application fee is charged on your first invoice. This fee covers the administration cost of opening an account with us, as well as associated operational costs.

### **6.2 Natural gas supply charges**

The main fees payable by the customer for the supply of natural gas are as follows:

- a supply charge, set at a fixed rate per day (in cents per day). The daily supply charge covers some of the fixed costs of supplying gas to premises including installation and maintenance of pipelines, gas mains, and meters.
- a gas usage charge, calculated as a fixed rate (in \$ per Gigajoule) on a periodic basis and determined by the gas consumed.
- the once off account application fee.

Reticulated natural gas prices are subject to change according to movements in the Consumer Price Index. The Supply Charge and Gas Usage Charge will be revised in January of each year according to the previous December quarter weighted average of eight capital cities CPI Index as published by the Australian Bureau of Statistics

Any variation in the change of gas prices due to variations in CPI, gas purchase contracts, gas transportation costs, or any other reason will be made known through:

- advertisement in the local newspaper
- our website
- mailing the customer a notice of the changes, either with the customer's next bill or separately

### **6.3 Other charges**

WPAM can also charge the customer the following fees in addition to the above fees:

- meter testing
- overdue notice
- final meter readings
- turning off your gas in some circumstances
- turning your gas back on in some circumstances
- removing or physically disconnecting the meter
- for replacing or physically reconnecting the meter

- ❑ for Statutory Inspections of an installation by an Authorised Gas Inspector prior to commencement of supply by WPAM

#### **6.4 Goods and Services Tax**

The customer must pay any goods and services tax payable on any supply made under the contract.

## **7. DISCONTINUATION OF SUPPLY**

### **7.1 Discontinuation at your request**

If you want us to discontinue supply of gas to your premises, you must give us at least three business days notice of your intent to leave the supply address and the date on which you will leave.

You must also provide a forwarding address to which a final bill may be sent. If you don't give notice, you will be responsible for the gas supplied and used at your old premises until 3 business days notice is given, or until a new customer has opened an account there. These conditions don't apply if you can demonstrate that you were forced to vacate your premises.

### **7.2 Circumstances where we may discontinue supply**

We may discontinue supply to your address:

- Where you fail to pay your bill or make satisfactory payment arrangements with us
- Where you fail to allow us access to your supply address and the meter
- Where you have obtained supply of natural gas in breach of any regulatory requirement
- Where you fail to pay a refundable advance or provide a bank guarantee where required by us
- In an emergency

### **7.3 Limitations on discontinuation of supply by us**

We will not discontinue supply of natural gas:

- Before we have given you notice set out in the guaranteed customer service standards in Clause 8 of this Charter.
- For non-payment, where you have an application pending for assistance under a government-funded rebate or relief scheme or a payment plan operated by us
- For medical reasons in order to protect the health of a person who lives at the customer's supply address and which is supported by a medical practitioner
- Where a formal complaint directly related to the reason for the discontinuation remains unresolved
- After 3.00pm Monday to Thursday, on a Friday, Saturday or Sunday, on a public holiday or on the day before a public holiday, except in the case of a planned interruption or a requirement under the Gas Standards Act 1972

In an emergency we are permitted to disconnect without notice.



If we terminated supply to your supply address this does not affect your rights or obligations which existed before the date of termination and you will continue to have access to our complaints and dispute resolution process.

#### **7.4 Termination of Contract**

You may terminate the contract at any time by giving us at least 3 business days notice before the day on which you want the contract to end.

You can advise us by calling 9072 1422 during normal business hours.

## **8 OUR GUARANTEED CUSTOMER SERVICE STANDARDS**

The guaranteed customer service standards below form part of the Standard Terms and Conditions between you and us.

### **8.1 Compliance with applicable laws**

The Standard Terms and Conditions and this Charter comply with the Energy Coordination (Customer Contracts) Regulations 2004 and other applicable laws.

### **8.2 Telephone hotlines / Call Centre**

We will inform you of any relevant local-call-rate telephone service that operates seven days a week and 24 hours a day and can receive notice of, and give information concerning faults and difficulties in gas works.

We will provide a local-call-rate telephone service that operates during business hours and can receive notice of, and give information concerning, your bill and services arranged by us.

### **8.3 No discontinuation at supply except after due notice**

Under our Standard Terms and Conditions we can discontinue supply of natural gas for a number of reasons.

We are authorised to discontinue supply if you have not paid your account, agreed to an instalment payment plan or other payment option as suggested by us, or abided by an agreed payment plan.

If you are a residential customer, we will not discontinue supply (except in an emergency or at your request) until we have:

- Offered you alternative payment options.
- Given you information on government assistance schemes.
- Tried to contact you personally by letter, fax or telephone.
- Given you at least 5 business days' notice in writing of our intention.

If you are a business customer, we will not discontinue supply (except in an emergency or at your request) until we have:

- Tried to contact you personally by letter, fax or telephone and offered you a payment extension.
- Given you at least 5 business days' notice in writing of our intention.

### **8.4 Notice given to you after discontinuation of supply**

If we discontinue supply of natural gas to your address we will give you notice setting out why supply was discontinued, a telephone number to contact to discuss the discontinuation with

us, what you need to do to have supply recommence (including any costs that apply), and dispute resolution procedures available in relation to disputes between you and us.

## **8.5 Recommencement of supply**

When you pay your bill, or agree with us on how to pay it, or otherwise rectify the reason for your discontinuation, we will reconnect your natural gas supply on your request if you pay the relevant reconnection fee.

## 9 CUSTOMER ENQUIRIES AND COMPLAINTS

If you have an enquiry or complaint, you can contact us by:

- Calling us on (08) 9072 1422 and we will try to resolve it straight away.
- Mailing to PO Box 2392 Esperance WA, 6450.
- Faxing to (08) 9072 1433.

If you call us with an enquiry or complaint we will try to resolve it over the telephone. If we are unable to, we will call you back at an agreed time with an answer or give you the name and phone number of a person who will help you.

Alternatively or in addition, if you write to us with an enquiry or complaint we will review your enquiry or complaint and respond to you in writing within 20 business days. It is our aim to settle any concerns quickly and as fairly as possible.

If you are unhappy with the response you receive from your first point of contact (whether over the telephone or by written enquiry or complaint), you may have your enquiry or complaint reviewed at a higher level. This process elevates your enquiry or complaint through to the appropriate senior staff.

If following review and written response from one of our senior staff you are still not satisfied, you may contact the Energy Ombudsman (EO), for further review. The office of the EO can be contacted by the following means:

- In person: 12<sup>th</sup> floor, St Martins Tower, 44 St Georges Terrace Perth WA 6000
- Mail: PO Box Z5386, St Georges Terrace Perth WA 6831
- Telephone: (08) 9220 7588
- Toll Free: 1800 754 004
- Email: [energy@ombudsman.wa.gov.au](mailto:energy@ombudsman.wa.gov.au)
- Freefax: 1800 611 279
- Fax: (08) 9220 7599

The EO can investigate and resolve disputes between you and us. It is an independent service available without charge to domestic and business customers.

## 10 GAS SAFETY ADVICE

### 10.1 What is Natural Gas?

Natural Gas is a colourless, naturally-occurring gas made up of methane and a small percentage of other gases. A very clean burning fuel source, it is found underground. Natural gas is most commonly used for heating and cooking. Rather than being supplied by a gas bottle (like LPG), your home is simply connected to the gas network. This means, similar to water and electricity, you have gas “on tap”.

Its properties and characteristics are as follows:

- ❑ Natural gas is non-toxic before combustion, and the exhaust product from approved appliances is also non-toxic, provided equipment is properly maintained.
- ❑ Natural gas is comprised of mostly methane (approx. 85%-90%) and lesser amounts of ethane (5%-15%), carbon dioxide (2%), nitrogen (1%-2%) and propane (0.2%).
- ❑ The natural gas flammability range - air/gas volume ratio - varies between 5:1 and 15:1. For stoichiometric combustion the air/gas volume is 9.91:1
- ❑ Natural gas has an approximate auto-ignition temperature in air of 537°C - 680°C (dependent on air /gas composition and atmospheric pressure) and a flame speed of 0.4 metres per second. Natural gas has a relative density to air of 0.62.

### 10.2 Is Natural Gas Safe?

The natural gas industry in Australia is highly regulated. The way that natural gas is distributed and the gas itself must pass extremely rigorous safety standards. In the event of a gas leak, you would be able to smell the gas well in advance of it becoming dangerous. This is because of the artificial addition of an “odorant” that gives natural gas a distinctive smell.

### 10.3 Natural Gas Utilisation

- ❑ We adhere to the Australian Gas Association (AGA) established standards, to ensure safety and reliability of residential and commercial appliances.
- ❑ Natural gas is not the same as LP Gas and therefore LP Gas must not be used in natural gas appliances, and vice versa. Operating an appliance on the wrong type of gas can be hazardous.
- ❑ When selecting or installing appliances make sure they are made to an appropriate Australian Standard (e.g. certified by the AGA), and are designed to run on natural gas.
- ❑ All industrial and commercial appliances that do not have an AGA label must still be installed in line with the AGA Codes: AS5601/AG 601-Gas Installation Code and AS3814/AG501-Code for Industrial and Commercial Gas Fired Appliances, and inspected by an AGA inspector.

## 10.4 Gas Appliance Conversion

If your LPG appliance is an Australian Gas Association (AGA) approved appliance, you should be able to convert easily to natural gas. Only a licensed gas fitter is permitted to carry out gas work and he/she will be able to advise you on this.

## 10.5 Gas Pipes and Appliance Installation

- Use only licensed tradespeople for the connection of natural gas, installation of gas pipes and installation of appliances.
- Ensure your gas pipes are protected from corrosive elements.

## 10.6 Appliance and Equipment Defects, Maintenance and Efficiency

Any appliance or equipment defects must be rectified by a competent tradesperson. Regular service checks are necessary as a safety-precaution to give you peace of mind that your appliance is in peak working condition.

Ensure all your equipment is in good working condition and use only suitably qualified personnel to service your equipment.

To ensure you operate your gas appliances efficiently:

- Make sure your gas hot water systems are not overheating the water and the temperature is right for the time of year to reduce risk of scalding.
- Check that you do not have any leaking taps and that your hot water system is not faulty.
- Cover heated pools when not in use.
- If you are planning to go away for a short period of time, turn the gas water heater to vacation if your heater has such a setting.
- Turn the gas meter or pilot light off if you intend to be away for an extended period of time so as to prevent gas being used unnecessarily.

For water heaters in bathrooms and kitchens, ensure that:

- the water heater is serviced by qualified gas appliance service personnel. Retain a written report of the work undertaken
- unobstructed ventilation is continually present in your bathroom and/or kitchen.
- the flue pipe is free from all restrictions
- there is no evidence of the burner creating soot deposits (look for signs of discolouration on and around the water heater)
- any exhaust fan within the bathroom is disconnected (when operating these fans can cause flue gases to re-enter the bathroom).

## 10.7 Before You Dig

To ensure a safe and reliable supply of natural gas you should be aware of where the gas service pipes are located on your property, as damaged service pipes can be disruptive to

gas supply and also costly to repair. You should take the following steps to avoid any damage to service pipes:

- ❑ Plant trees away from the gas pipes.
- ❑ Make sure you know the location of your gas meter and any gas pipes.
- ❑ Contact us if you are unsure about either the location or depth of the gas pipes in your property.

## **10.8 Gas Detection**

When an odorant is detected:

- ❑ Natural gas is odourless at low concentrations in air. We add an odorant to its natural gas at the point prior to its distribution, as a means of leakage detection.
- ❑ The odorant blend is added to the gas at a concentration of around 15 mg per cubic metre (at 15°C and 101.325 kPa), rendering the gas easily detectable by smell at one fifth of its lower flammability limit.

## **10.9 Gas Escape**

When a slight smell of gas is detected:

- ❑ Ensure that there are no flames or sparks. Never light matches or cigarettes if you can smell gas.
- ❑ Do not operate electrical appliances, light switches or gas appliances.
- ❑ Turn off all gas appliances. Check that all pilot lights are off on all gas appliances.
- ❑ Open all doors and windows to let the gas out. Do not light matches or turn lights or appliances on or off.
- ❑ Isolate the gas supply upstream of the gas escape. This can be either at any isolation valve before an appliance or along the customer piping system or if need be, at the meter.
- ❑ Telephone a gas fitter to fix the problem and remember not to use your own phone.

Should the smell of gas continue after the internal check, or if you believe your gas service main has been damaged please contact our Emergency Service immediately on 1800 010 272 (24 hours a day, 7 days a week) for advice.

## **10.10 Customer Safety Awareness Program**

The Customer Safety Awareness Program contains many useful facts, including emergency and general query contact numbers. Its primary objective is to outline how we inform the public of the potential hazards associated with our low pressure gas distribution system.

If you would like to receive a free copy of the Customer Safety Awareness Program, please contact our office during office hours on tel. number (08) 9072 1422 or visit our website: [www.esperance-energy.com](http://www.esperance-energy.com).

## 11 ABOUT GAS SUPPLY AND METERING

### 11.1 Meter box and service pipes

Your gas meter is generally situated at the front of your property, usually located within a metal box which could also contain your electricity meter.

The gas meter is owned by us and remains our property. Accordingly, we are responsible for maintaining the gas meter as well as the service pipes that transports natural gas from your street to your meter.

The location of the gas meter is important to allow our representatives to take a meter reading and allow us to calculate your account.

The gas meter should be accessible at all times so as to allow readings to be taken and also for turning off supply during an emergency.

You should also be aware of the location of the gas pipes on your property so as to avoid damage which can cause disruption to gas supply. You should also plant trees away from gas pipes.

### 11.2 Reading your meter

Our field representative will read business and residential customers meter approximately every one and three months respectively.

Shortly after taking a reading, we will send you an account.

Most gas meters tick over like a car's odometer which means they are easy to read.



You simply look at the black digits and record the number. The digits in red are used for testing purposes only.

If you subtract the figures (in black digits) from the last meter reading you can determine your consumption.

Should you have difficulty reading or understanding your account please call 9072 1422. We will be pleased to help you and resolve any questions or queries.



### **11.3 Estimated Meter Readings**

If our field representatives cannot access your 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 will be made up on your next account.

To avoid estimated accounts, you can take the following steps:

- Call us on 9072 1422 to arrange a special meter reading. Appointments can be made from 8am to 5pm, Monday to Friday. Special meter readings may attract a fee.
- Maintain clear access to the meter at all times.

## **12 INFORMATION AND COMMUNICATION**

### **12.1 Information and Customer Enquiries**

General information can be obtained from our website: [www.esperance-energy.com](http://www.esperance-energy.com)

Our Customer Enquiry Office is open Monday to Friday during business hours and can assist you with all new connections, reconnections, accounts or other enquiries.

Please call 9072 1422 or fax 9072 1433 for all residential and business enquiries.

Alternatively you can contact us on:

Email: [tony.connor@worleyparsons.com](mailto:tony.connor@worleyparsons.com)

Postal Address: PO Box 2392 Esperance WA 6450

### **12.2 For Customers with Special Needs**

Call 13 14 50 (24 hours a day) for telephone interpreter service for language other than English.

For customers with hearing difficulties please email, fax or write to us via the National Relay Service:

TTY users phone 133 677 and ask for 9072 1422

### **12.3 Emergencies**

Our Emergency Line is 1800 010 272.

The emergency line is available 24 hours a day, 7 days a week. If there is a leak or loss of your gas supply, please notify us immediately.

### **12.4 Regulatory**

#### **Energy Safety (Department of Commerce)**

Address: 303 Sevenoaks Street CANNINGTON WA 6107

Phone: 9422 5200

Website: [www.commerce.wa.gov.au/Energy\\_Safety/](http://www.commerce.wa.gov.au/Energy_Safety/)

#### **Economic Regulation Authority**

Address: Level 6/197 ST Georges Terrace PERTH WA 6000

Phone: 9213 1900

Website: [www.era.wa.gov.au](http://www.era.wa.gov.au)

**Office of Energy**

Address: Level 9 Governor Stirling Tower 197 St Georges Terrace PERTH WA 6000

Phone: 9420 5600

Website: [www.energy.wa.gov.au](http://www.energy.wa.gov.au)