

**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 to the Rates Department for bill or fee complaints or to the Engineering Department for any other service complaint.

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 a Council broached solution, Dalby Town 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 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 endeavours 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 anytime;
- 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 case of an emergency, or a health or safety reason.

**Privacy**

Council values its customer's privacy and all information is treated as confidential.

**For more information**

Please contact Council's Engineering Department on (07) 4672 1179 if you would like to make an enquiry in relation to a Natural Gas Service.

For billing and account enquires please contact Council's Rates Department on (07) 4672 1143.

Council's website:  
[www.dalby.qld.gov.au](http://www.dalby.qld.gov.au)

**Telephone contact numbers****System Faults / Leaks**

P: (07) 4672 1179

**Emergency / After Hours Contact**

P: (07) 4672 1170

**Energy Ombudsman**

P: 1800 662 837

E: [enquiries@eog.com.au](mailto:enquiries@eog.com.au)

**Queensland Competition Authority**

P: (07) 3222 0555

[www.qca.org.au](http://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.



## 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 complete an application for a Supply Connection of Natural Gas, available from the Rates Department. Customers will be required to pay a new connection fee.

#### 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 complete a Consumer Gas Application, available from the Rates Department. 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.

#### Do I have to pay a Security Deposit?

Council may require a customer to pay a security deposit. The security deposit will be refunded in full, if no monies are left owing, upon disconnection. Council shall deduct the amount of the final bill from the security deposit unless otherwise notified.

### 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 have not paid a security deposit when required;
- 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 carried out without delay and;
- As otherwise permitted under Gas Legislation.

If maintenance to the distribution system is required Dalby Town 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 disconnection fee and a reconnection fee which is payable prior to reconnection. Upon payment of the fees Council will reconnect a customer's gas within 48 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. Customers will be required to pay a disconnection fee.

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.

#### Does Council require access to my property?

As it is a requirement to have 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. This means 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?

Dalby Town Council bills for every mega joule (Mj) of gas used based on official meter readings. Gas meters record usage in meters cubed (m<sup>3</sup>) which is converted to mega joules for billing purposes. Meters are read and bills sent every (2) two months. Charges payable may include:

- A natural gas charge, calculated by multiplying your consumption by the relevant rate applicable to that consumption;
- A monthly access charge;
- A connection/reconnection/disconnection fee;
- A security bond and;
- Interest on arrears.

#### Councils pricing structure is as follows:

Access Charge	\$ * per month
First 20,000 Mj	\$ * per month
Next 30,000 Mj	\$ * per month
Next 500,000 Mj	\$ * per month
Next 950,000 Mj	\$ * per month
Over 1,500,000 Mj	\$ * per month

\* 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 and customers will be notified no later than their next account.

#### How will I be billed?

Council will issue you an account at your supply address or another address nominated by you. An account will be issued for each billing period and you must pay each account in full by the due date stated on the account.

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 and account number of your supply address and relevant mailing address;
- The dates on which the billing period began and ended;
- The total charges to be paid and the date that they must be paid by;
- Particulars, in Mj, of the daily consumption of all processed natural gas supplied during the billing period;
- Particulars, in m<sup>3</sup>, of relevant meter readings;
- The amount of processed natural gas in m<sup>3</sup> and Mj;
- The methods by which the bill may be paid;
- The amount of any arrears and due date for payment of the arrears;
- 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 including, cash payments in person at Council's Rates Department at 107 Drayton Street, Dalby; Direct Debit; BPAY; Bill Express; by post with a cheque and by credit card over the phone. **For further details please refer to your gas account.**