

a few things you need to know

Gas supply

Standard form contract
Terms and conditions



alintaenergy

Contents

1	What these terms and conditions are about	4	18	If things happen beyond our control	18
2	We will sell you gas	4	19	We can change these terms and conditions	19
2.1	Gas supply	4	19.1	How we can change these terms and conditions	19
2.2	Service standards	4	19.2	If you don't like the changed terms and conditions	19
3	You will pay the standard prices	4	20	When your gas can be turned off, and when it will be turned on again	19
3.1	You must pay us a standard price	4	20.1	Unpaid bills	19
3.2	What are the standard prices?	4	20.2	Not allowing access to the meter	20
3.3	Which standard price do you pay?	5	20.3	Emergencies	21
3.4	If you are paying the residential price, you must not use gas for a non-residential use	5	20.4	Health or safety reasons	21
3.5	You must also pay fees	5	20.5	Legal requirement	22
3.6	We can change the standard prices and the fees	6	20.6	Planned maintenance	22
4	How we calculate the amount of gas you have used	6	20.7	Unauthorised use of gas	22
4.1	Measuring gas	6	20.8	Refundable advance	23
4.2	Meter reading	6	21	When your gas cannot be turned off	23
4.3	You can ask for a meter test	7	22	If you have been disconnected, the meter can be removed or physically disconnected	24
5	We can base your bill on estimates of your gas use	7	23	When your gas will be turned back on	24
6	How we will bill you	8	24	Ending the contract	25
6.1	When bills are issued	8	24.1	You can end the contract	25
6.2	Contents	8	24.2	We can end the contract	25
7	Paying your bill	9	24.2A	When we cannot end the contract	25
7.1	You must pay your bill	9	24.3	When the contract ends	26
7.2	Instalment payments	9	24.4	What happens when the contract ends	26
7.3	If you don't pay your bill	10	25	You must not assign the contract	26
7.4	If you are having trouble paying	10	26	We can assign the contract	26
7.5	Interest rate	11	27	Duration	27
8	If we undercharge or overcharge you	11	28	Privacy	27
8.1	Undercharging	11	29	Protection for us (Exclusion clause)	27
8.2	Overcharging	12	30	Network Operator	28
9	Information available to you	12	31	Interpretation	28
10	Things you must tell us	13	31.1	Definitions	28
11	Things you must not do	13	31.2	How we publish things	31
12	Complaints	13	31.3	Simple English	31
13	Network equipment and your equipment	13	31.4	Other rules of interpretation	32
14	You must allow access to the supply address	14	31.5	Miscellaneous	33
15	Moving into the supply address	14	32	Contact details	34
15.1	New gas connection	14			
15.2	Existing gas connection	15			
15.3	Security	16			
16	Moving out of the supply address	18			
17	If things happen beyond your control	18			

1 What these terms and conditions are about

These are the terms and conditions of the legally binding *contract* for us to sell you gas at the *supply address*, and for you to pay us for that gas.

These terms and conditions set out *our* rights and obligations and *your* rights and obligations regarding that sale.

(Note: In this document we use italics to show you that some terms are defined in clause 31).

2 We will sell you gas

2.1 Gas supply

We will sell you gas on these terms and conditions.

You can use as much gas as you want. The size of the *meter* limits the rate at which you can use gas. This is unlikely ever to be a problem for you, but if it is, we can arrange (sometimes at extra cost to you) to have a larger *meter* installed.

These terms and conditions allow us to arrange for your gas supply to be turned off or reduced in some situations.

2.2 Service standards

We will supply gas to you in accordance with the standards of service set out in:

- (a) *our customer charter*; and
- (b) *relevant regulations* and *relevant codes*.

3 You will pay the standard prices

3.1 You must pay us a standard price

You must pay us a standard *price* for gas we supply to you under the *contract*.

3.2 What are the standard prices?

There are two types of standard *price*: a residential *price* and a non-residential *price*.

In addition, there is a different residential *price* and non-residential *price* for each of:

- (a) the Coastal area (this extends from Geraldton to Busselton and includes Perth); and
- (b) the Albany area; and
- (c) the Kalgoorlie-Boulder area.

A standard *price* can include a fixed component and a usage component that consists of a number of “steps”, where the cost of gas changes depending on how much gas you use.

The fixed component and the steps of the usage component will be listed when we *publish* the standard *price* (see clause 31.2 about how we *publish* things).

A standard *price* will be no more than the maximum *price* permitted by the *Gas Tariffs Regulations*.

3.3 Which standard price do you pay?

Your bill will show which *price* you are paying.

Unless you qualify to pay the residential *price*, you must pay the non-residential *price*.

To qualify to pay the residential *price*, the *supply address* must be a “dwelling”, and you must use your gas only for residential use. We can decide whether you qualify to pay the residential *price*.

A “dwelling” is a house, flat, home unit or other place of residence.

(Under the *Gas Tariffs Regulations*, a residential *price* will be payable for a *supply address* which is not a dwelling if the gas supplied to the *supply address* is separately metered and is solely for residential use.)

3.4 If you are paying the residential price, you must not use gas for a non-residential use

If you are paying the residential *price*, you must not use gas for any non-residential use (for example, in a business or for commercial purposes) without giving us reasonable notice.

We can apply the non-residential *price* to you from the time you use gas for a non-residential use.

If you don't give us reasonable notice of a non-residential use, we can backdate the non-residential *price* to the start of the non-residential use (up to a maximum of 12 months).

3.5 You must also pay fees

You must pay any *fees* which apply to you, in addition to the standard *price*.

We can charge you the following *fees*:

- (a) account application; and
- (b) credit card payment; and
- (c) dishonour; and
- (d) clean energy charge; and
- (e) retail market levy; and
- (f) account administration; and
- (g) bill copy; and
- (h) *meter* testing (see clause 4.3); and
- (i) overdue notices (see clause 7.3); and
- (j) final *meter* readings (see clause 16); and

- (k) turning off *your* gas in some circumstances (see clauses 20.1, 20.2, 20.4 and 20.7); and
- (l) turning *your* gas back on in some circumstances (see clauses 20.1, 20.2, 20.4, 20.7 and 20.8); and
- (m) removing or physically disconnecting the *meter* (see clause 22); and
- (n) replacing or physically reconnecting the *meter* (see clause 22); and
- (o) other non-standard connection costs.

We can charge other *fees* as well. If we charge a *fee* not listed in this clause, we will *publish* it.

We will *publish* the *fees* and any variations (see clause 31.2 about how we *publish* things).

3.6 We can change the standard prices and the fees

We can change any standard *price* or *fee*, and add new *fees* or remove *fees*, from time to time (in accordance with the *Gas Tariffs Regulations*). When we do so, we will *publish* the changed *price* or *fee*, or the new *price* or *fee*, and the date from which the change commences (see clause 31.2 about how we *publish* things).

The *price* or *fee* will change on the *published* date.

4 How we calculate the amount of gas you have used

4.1 Measuring gas

The *meter* measures the volume of gas *you* use, but we will bill *you* according to the amount of energy in gas *you* use. (Volume is measured in cubic metres or cubic feet; energy is measured in *units*.)

Because gas is a naturally occurring substance, the amount of energy in a given volume of gas (called the "heating value") changes from time to time. The *network operator* measures the *heating value* of gas at a number of places, and we will use those measurements to calculate the *heating value* of gas *you* use. Then, we will use that calculated *heating value* to convert the *meter's* volume reading into an energy value, measured in *units*.

We may also calculate consumption through the measurement of gas from a master meter and utilise other measurement devices to calculate bills for individual usage of a product (where required).

4.2 Meter reading

We will ensure that *your meter* is read at the *supply address* at least once every 12 months, subject to an inability to read the *meter* or *you* performing and *us* accepting (at *our* discretion) a customer *meter* read. The reading on *your meter* is conclusive evidence of the volume of gas *you* have used, unless there is a metering inaccuracy.

If we or the *network operator* find that the *meter* is inaccurately measuring the volume of gas *you* use, we can arrange for the *meter* to be changed. There is no *fee* for this change.

4.3 You can ask for a meter test

You can ask to have *your meter* tested, to ensure it is measuring accurately. If it is measuring accurately, *you* must pay a *meter testing fee*. If it is not measuring accurately:

- (a) *you* do not need to pay a *meter testing fee*; and
- (b) the *network operator* will decide whether the *meter* needs to be repaired or replaced; and
- (c) clause 8 explains how we will deal with any undercharging or overcharging caused by the inaccurate *meter*.

There is no *fee* for having an inaccurate *meter* repaired or replaced, unless *you* have damaged or interfered with the *network equipment*.

(By "accurate", we mean measuring at least as accurately as the law requires.)

We will try to respond to *your* request for a *meter* test within seven (7) *business days*.

5 We can base your bill on estimates of your gas use

If we don't have an actual *meter* reading available in time to prepare *your* bill (for example, if it wasn't possible to access *your meter* to read it, or *you* are leaving the *supply address* and need a final bill immediately), we can use estimates of the volume of gas *you* use based on either:

- (a) *your* prior billing history; or
- (b) if *you* have no prior billing history, *our* estimate of the average gas use:
 - (i) at the *price* *you* are paying; or
 - (ii) for *your* type of *meter*; or
 - (iii) at the *supply address*.

If we use estimates in *your* bill:

- (c) we will say on *your* bill that we have done so; and
- (d) the estimates will be calculated using the methods set out in the *retail market rules*; and
- (e) except in the case of a final bill, we will adjust *your* bill if an actual *meter* reading subsequently becomes available.

If we use estimates in *your* bill because it wasn't possible to access *your meter* and later *you* request *us* to replace *your* bill with a bill based upon an actual *meter* reading, we will do so if *you* allow *us* to access *your meter* and if *you* pay *us* a reasonable charge.

Wherever the *contract* refers to a *meter* reading, it includes an estimation under this clause.

6 How we will bill you

6.1 When bills are issued

We can decide how often we bill you. It will normally be either (approximately) once every three months or once every month.

We can change how often we bill you.

6.2 Contents

Each bill will show:

- (a) the dates of the *meter* readings at the start and end of the billing period or the dates over which a volume of gas has been estimated; and
- (b) the *meter* reading at the end of the billing period or estimated volume of gas you have used during the billing period; and
- (c) the actual or estimated number of *units* of gas you used during the billing period; and
- (d) the average daily cost of gas consumption; and
- (e) the average daily consumption; and
- (f) the *price* or *prices* which applied to you for the billing period; and
- (g) the amount of any other *fees* or charges and details of the service provided; and
- (h) the interest rate we have charged on any outstanding amounts; and
- (i) the *meter* number or property number; and
- (j) the amount payable or in credit for the billing period; and
- (k) the due date, which will be at least 12 *business days* after the date of the bill; and
- (l) a summary of payment methods and instalment payment options available to you under clause 7.2; and
- (m) our contact telephone number for billing and payment enquiries; and
- (n) the 24-hour contact telephone number for faults and emergencies; and
- (o) the *supply address* to which the bill relates and any relevant mailing address; and
- (p) your name and your account number; and
- (q) (if you are paying the residential *price*), details of any concession that we or the government offer, how you may find out if you are eligible for such concessions and the value of any concessions provided to you; and
- (r) the availability of interpreter services; and
- (s) the availability, upon payment by you of a charge, of an *Economic Regulation Authority* approved *meter* accuracy test and the refund of the testing charge to you if the *meter* is found to favour us by more than allowable in the relevant distribution standards; and

- (t) our contact telephone number if you are experiencing financial difficulties; and
- (u) the details of any *refundable advance*; and
- (v) the contact details for the *Energy Ombudsman*.

We will itemise *prices*, *fees*, charges or adjustments and any *refundable advances* separately in each bill.

If we provide any additional goods or services to you and we choose to include them in your bill, we will itemise the charges for such goods or services separately together with a description of those goods or services, and:

- (w) if you tell us how you wish to apply any payments received from you for the goods or services – we will apply those payments in accordance with your wishes; or
- (x) otherwise – we will apply those payments, to the *prices*, *fees*, charges or adjustments in clauses 6.2(f) and 6.2(g), before allocating the payments to the goods or services.

If such goods or services include electricity we will apply those payments equally to the electricity charge and the *prices*, *fees*, charges or adjustments in clauses 6.2(f) and 6.2(g), before allocating the payments to any other goods or services.

7 Paying your bill

7.1 You must pay your bill

For each bill, you must pay the full amount payable by the due date. We will give you options as to how you can pay your bill. The bill will show the options available, which include:

- (a) paying in person; and
- (b) paying by mail; and
- (c) paying by direct debit; and
- (d) paying by BPay; and
- (e) (for residential customers) paying by credit card over the telephone and online.

7.2 Instalment payments

If you are paying the residential *price*, you may wish to pay your bill by instalments:

- (a) in advance towards your next bill; or
- (b) for amounts you owe to us (including disconnection and reconnection *fees*) and continuing gas use.

If you are going on holidays or will be away from home for a long period you may wish to pay your bill in advance or redirect your bill to another address.

We may also offer *you* instalment plans or other payment options:

- (c) generally; or
- (d) as an alternative to *you* paying a *refundable advance*.

You must contact *us* if *you* wish to use any of the above options.

We will consult with *you* as to the details of *your* instalment plan, in accordance with the *customer service code*.

If *you* have had two instalment plans cancelled in the previous 12 months due to non-payment, we do not have to offer *you* another instalment plan unless *you* give *us* reasonable assurance that *you* will comply with it.

7.3 If you don't pay your bill

If *you* don't pay the full amount payable by the due date:

- (a) we can charge *you* interest on the amount *you* haven't paid (clause 7.5 explains how we set the interest rate); and
- (b) we can turn off *your* gas (clause 20.1 explains how we can turn off *your* gas in this case); and
- (c) we can charge *you* a *fee* for each overdue account notice we send to *you*; and
- (d) we can shorten *your* billing cycle which means *you* may have to pay *your* bills more frequently. Once on a shortened billing cycle, if *you* pay three consecutive bills by the due date of each bill, *you* can request to be placed back on *your* original billing cycle.

If *you* pay by cheque and the cheque is dishonoured or reversed (these are often called "bounced"), and as a result we have to pay bank fees, *you* must reimburse *us* for those fees and also pay *us* an administration fee.

If *you* still haven't paid *your* bill in full after two (2) overdue notices, we can refer *your* debt to a debt collection agency. If we do, *you* must pay the agency's fees and any reasonable legal costs incurred in recovering *your* debt.

7.4 If you are having trouble paying

If *you* are having trouble paying *your* bills, *you* should let *us* know as soon as possible. *You* can write to *us*, call *our* Customer Service Centre, or email *us*. *Our* contact details appear in clause 32 and will appear on each bill.

Within 3 *business days* of *you* informing *us* that *you* are having trouble paying *your* bill, we will assess *your* situation and if we consider that *you*

are experiencing payment difficulties or financial hardship, we will then offer *you* the following options:

- (a) instalment plan options that are interest-free and *fee-free* under clause 7.2; and
- (b) additional time to pay *your* bill; and
- (c) the right to have *your* bill redirected to a third person; and
- (d) information about government assistance programs or concessions; and
- (e) information about independent financial counselling services and other relevant consumer representative organisations available to *you*.

In addition to the above options, we may also choose to offer *you* another arrangement which gives *you* additional time to pay *your* bill or to pay any amounts *you* owe to *us* (including any disconnection and reconnection *fees*) and enables *you* to continue to use gas.

If *you* request *us* to temporarily suspend all debt recovery and disconnection procedures, and *you* make an appointment with a relevant customer representative organisation to assess *your* capacity to pay, then we will temporarily suspend action for at least 15 *business days*.

7.5 Interest rate

The interest rate *you* pay on amounts *you* haven't paid *us* will be the standard interest rate we *publish* for customers paying the standard *price you pay*. We can change the standard interest rates from time to time, and when we do we will *publish* the change (see clause 31.2 about how we *publish* things).

(The interest rate will be three (3) percentage points above the quoted rate for a one (1) month bank bill quoted by one of the Commonwealth Bank of Australia, Australia and New Zealand Banking Group Limited or National Australia Bank Limited.)

8 If we undercharge or overcharge you

8.1 Undercharging

If we undercharge *you* because of an error, including a *meter* error, then we can ask *you* to make a correcting payment, but:

- (a) the correcting payment will only relate to errors for (at most) the 12 months before *your* most recent bill; and
- (b) we will show the correcting payment as a separate item in *your* bill, with an explanation; and
- (c) we will not charge *you* interest on the correcting payment.

You can pay the correcting payment by instalments under clause 7.2. We will not charge you interest on these instalments.

Clause 20.7 explains what happens if we undercharge you because of fraud, or because you have breached the *contract* (for example, by bypassing the *meter*).

8.2 Overcharging

If we overcharge you then:

- (a) we will tell you within ten (10) *business days* after we discover the overcharging; and
- (b) we will give you a correcting refund; and
- (c) we will not pay you interest on the correcting refund.

You can choose whether we make the correcting refund as:

- (d) a credit to your account; or
- (e) a payment to you; or
- (f) a payment to someone else (if you tell us who, in writing),

except where the amount of a correcting refund is less than \$45, in which case we will automatically credit the amount to your account.

9 Information available to you

If you request it, we will supply you with a copy of:

- (a) our customer charter; or
- (b) the *Energy Coordination (Customer Contracts) Regulations 2004* or any relevant code; or
- (c) the fees and prices payable under the *contract*; or
- (d) information about how you can use energy more efficiently; or
- (e) your billing data for the previous 2 years (you may also request billing data for the period prior to this time subject to a reasonable charge); or
- (f) information about government assistance programs or financial counselling services (see clause 7.4 above); or
- (g) information on the types of concessions available to you and contact details of the organisation responsible for administering those concessions; or
- (h) information about our complaints handling process and how to contact the *Energy Ombudsman* if you are not satisfied with our handling of your complaint (see clause 12 below); or
- (i) a combination of any or all of the above.

Unless a law or our trading licence requires us to provide the information free of charge, we can ask you to pay a reasonable charge.

10 Things you must tell us

You must tell us as soon as possible:

- (a) if there is a change in the person responsible for paying your bills; or
- (b) if there is a change in your billing address or contact details; or
- (c) if you change the way you use gas (for example, if you are paying a residential price and wish to use gas for a non-residential use); or
- (d) if you change something at the supply address which makes our access to the meter more difficult; or
- (e) if you are planning a change to your equipment which might affect the quality or safety of any gas supply to you or anyone else; or
- (f) if you become aware of any gas leak or other problem with the network equipment, at or reasonably close to the supply address.

11 Things you must not do

You must not tamper with or bypass the meter, or allow anyone else to do so.

You must not, without our permission, turn your gas back on at the meter if it has been turned off by us or the network operator.

12 Complaints

We will manage any complaint by you in accordance with the Australian Standard AS/NZS 10002:2014 *Guidelines for complaint management in organizations*.

You may make a complaint to us about anything we have done or have failed to do. If you are not satisfied with our response, you can raise the complaint to a higher level within our organisation.

If you are not satisfied with our handling of your complaint, you may refer the complaint to the *Energy Ombudsman*.

13 Network equipment and your equipment

We, or the network operator, in accordance with the relevant regulations and relevant codes, will provide, install and maintain network equipment. In particular, we or the network operator will install and maintain the meter, including the necessary ancillary equipment at the supply address, taking into account your wishes.

All equipment located after (downstream of) the point where gas leaves the meter at your supply address that is used to transport, control or consume gas is your equipment (except any network equipment).

You must:

- (a) inspect and look after your equipment; and

- (b) keep *your* equipment in good working order and good condition; and
- (c) not let anyone other than a certified gas installer work on *your* equipment; and
- (d) protect *network equipment* from damage and interference; and
- (e) not use gas in a way that interferes with *network equipment* or with the supply of gas to anyone else, or in a way that causes loss to anyone else.

14 You must allow access to the supply address

You must let *us* or the *network operator* have safe and unrestricted access to the *supply address* when *we* or the *network operator* need it:

- (a) to read the *meter*; or
- (b) to inspect or *work* on any *network equipment*; or
- (c) to turn off *your* gas supply if *we* or the *network operator* think it necessary; or
- (d) to inspect *your equipment* (although *we* are under no obligation to do so); or
- (e) (at any reasonable time) for any other reason having to do with the *contract*.

We must give *you* notice before *we* or the *network operator* come onto the *supply address*, except:

- (f) for a routine *meter* reading or *meter* replacement; or
- (g) in an emergency; or
- (h) if *we* suspect gas is being used illegally at the *supply address* (for example, if *we* suspect that *you* are bypassing *your meter*).

Subject to *relevant regulations* and *relevant codes*, *we* will usually give *you* at least 24 hours' notice before *we* or the *network operator* come onto the *supply address* (except for planned maintenance, where *we* will give *you* at least five (5) days' notice).

A person coming onto the *supply address* on *our* behalf must show *you* official identification that he or she is *our* agent.

15 Moving into the supply address

15.1 New gas connection

You must apply to *us* before *we* will supply gas to a *supply address* without an existing connection. *We* do not have to supply gas to *you* unless:

- (a) adequate gas supply is available (at the required volume and pressure) at the boundary of the *supply address*; and
- (b) *your equipment* complies with *relevant regulations*; and
- (c) a *meter* is installed at the *supply address* and available for *our* use and *you* let *us* or the

- network operator* (as applicable) have access to the *supply address* under clause 14; and
- (d) any other requirements under *relevant regulations* are met.

If the above conditions are met, *we* will do *our* best to arrange for the *network operator* to connect *you* to a new gas connection at a new *supply address* within 20 *business days* or at another time agreed with *you*, where:

- (e) *you* have applied (in person, by telephone or in writing) and provided *us* with acceptable identification; and
- (f) if the *supply address* is a rental property, *you* have provided *us* with contact details of the property's owner or agent; and
- (g) *you* have agreed to pay all relevant *prices* and *fees*; and
- (h) *you* have provided *us* with contact details for billing; and
- (i) *you* have provided *security* if *we* have required it (see clause 15.3 below); and
- (j) *you* have no outstanding debt relating to the supply of gas by *us* (other than debt which is either the subject of a dispute or for which *we* have agreed to an alternative payment plan with *you*); and
- (k) *you* have arranged for *us* to be provided with any notices and other information that *we* have requested; and
- (l) *you* have let *us* or the *network operator* (as applicable) have access to the *supply address* under clause 14.

We will charge *you* for gas used at the *supply address* from the date gas is turned on at the *supply address*.

15.2 Existing gas connection

You must apply to *us* before *we* will supply gas to a *supply address* with an existing connection. *We* do not have to supply gas to *you* unless:

- (a) adequate gas supply is available (at the required volume and pressure) at the boundary of the *supply address*; and
- (b) *your equipment* complies with *relevant regulations*; and
- (c) a *meter* is installed at the *supply address* and available for *our* use and *you* let *us* or the *network operator* (as applicable) have access to the *supply address* under clause 14; and
- (d) any other requirements under *relevant regulations* are met.

If the above conditions are met, we will, unless agreed otherwise with you, forward your connection request to the *network operator* where:

- (e) you have applied (in person, by telephone or in writing) before 3pm on a *business day*, that same day, or the next *business day* if the request is received by us after 3pm or on a Saturday, Sunday or public holiday; and
- (f) you have provided us with acceptable identification; and
- (g) if the *supply address* is a rental property, you have provided us with contact details of the property's owner or agent; and
- (h) you have agreed to pay all relevant *prices* and *fees*; and
- (i) you have provided us with contact details for billing; and
- (j) you have provided *security* if we have required it (see clause 15.3 below); and
- (k) you have no outstanding debt relating to the supply of gas by us (other than debt which is the subject of a dispute or for which we have agreed an alternative payment plan with you); and
- (l) you have arranged for us to be provided with any notices and other information that we have requested; and
- (m) you have let us or the *network operator* (as applicable) have access to the *supply address* under clause 14.

We will arrange for you to be connected in accordance with the standards maintained by the *network operator*.

We can ask you to pay for all gas used at the *supply address* since the final *meter* reading was taken (clause 16 explains when the final *meter* reading is taken).

If we don't do a final *meter* reading on the day the previous customer moved out, we will estimate how much gas you used and how much the previous customer used. We will try to share the cost of gas between you and the previous customer:

- (n) so that you and the previous customer each pay a fair share; and
- (o) so that we don't overcharge or undercharge you.

15.3 Security

We can require you to provide us with adequate *security* against your future gas bills before connection to supply or continuation of supply.

We will only require *security* where:

- (a) you are a customer new to a *supply address* and do not have a satisfactory established

account payment record in the same name at another *supply address*; or

- (b) you are a customer new to a *supply address* and do not have an acceptable credit reference; or
- (c) your gas has been turned off in accordance with clause 20.1, under the *contract* or a previous contract.

We may require the *security* as either or both:

- (d) a *payment deduction authority* for us to deduct payment for bills from your nominated credit card or bank account; or
- (e) a *refundable advance*.

The amount of the *refundable advance* shall be no greater than 1.5 times the average bill if you are on quarterly billing, and 2.5 times the average bill if you are on monthly billing. Average billing shall be calculated with reference to the consumption of similar customers or business types.

Where the *refundable advance* is an amount of money, the *refundable advance* will be kept in a separate account and separately identified in our accounting records. Interest will accrue on the *refundable advance* at the bank bill rate (as defined in the *relevant regulations*). Interest will accrue daily and will be capitalised every 90 days.

We will only use the *refundable advance* (plus any accrued interest) to offset any amount you owe to us:

- (f) if you have failed to pay a bill resulting in gas being turned off at your *supply address*; or
- (g) if you do not pay your final bill; or
- (h) if you have failed to pay a bill but we agree to use the *refundable advance* to avoid the need to turn your gas off; or
- (i) at your request if you are vacating the *supply address* or you ask us to turn gas off at the *supply address*; or
- (j) to offset any amount you owe us if you transfer to another gas supplier.

Where we use the *refundable advance* in accordance with this clause, we will provide you with an account of its use and pay the balance (if any) of the *refundable advance* together with remaining interest to you within ten (10) *business days*.

Where you have provided a *refundable advance* as *security* in accordance with this clause and you have completed two (2) years of payment of our bills by the due date of the initial bill we will, within ten (10) *business days*, inform you of the amount of the *refundable advance* including any interest payable and use this to credit your account unless otherwise instructed by you.

16 Moving out of the supply address

If you move out of the *supply address* you must:

- (a) give us at least five (5) days' notice; and
- (b) give us an address where the final bill can be sent.

We will take a final *meter* reading and then issue you with a final bill. We can charge you a fee for doing this.

If you leave the *supply address* and a new customer enters into a contract for that *supply address*, you will not be required to pay for any gas supplied after the new customer becomes obliged to pay for gas.

If we don't read the *meter* on the day you move out, we will estimate as per clause 5 how much gas you used and how much the next customer used. We will try to share the cost of gas between you and the next customer:

- (c) so that you and the next customer each pay a fair share; and
- (d) so that we don't overcharge or undercharge you.

If you give us at least five (5) days' notice before you move out, we will not ask you to pay for gas supplied from the day you move out.

If you don't give us at least five (5) days' notice before you move out, we can ask you to pay for gas used at the *supply address* for up to five (5) days' after you have notified us that you have moved out. If you are forced to move out (for example, by eviction) with less than five (5) days' notice, and you let us know immediately, we will not ask you to pay for gas used at the *supply address* beyond the period of notice you were given.

17 If things happen beyond your control

You must pay your bill by the due date shown on the bill, even if something happens which is beyond your control.

Otherwise, if something beyond your control happens which makes you breach the *contract*:

- (a) you must tell us immediately; and
- (b) we will excuse that breach for as long as the thing beyond your control lasts.

18 If things happen beyond our control

If something beyond our control happens which makes us breach the *contract*, you must excuse that breach for as long as the thing beyond our control lasts.

Because we don't operate the gas distribution network (clause 30 explains this further), one of the things which can happen beyond our control is that the *network operator* doesn't transport gas. We will use our contract with the *network operator* to try to make sure that this does not happen.

19 We can change these terms and conditions

19.1 How we can change these terms and conditions

We can change these terms and conditions without your consent (although before we can do this we must submit the changes for approval by the *Economic Regulation Authority* in accordance with relevant regulations).

We will publish the changed terms and conditions and the date from which the change commences (see clause 31.2 about how we publish things). The terms and conditions will change on the published date.

19.2 If you don't like the changed terms and conditions

If you don't agree to the changed terms and conditions of the *contract*, you can end the *contract*. Clause 24 explains how to do that.

20 When your gas can be turned off, and when it will be turned on again

20.1 Unpaid bills

We can turn off your gas or arrange for the *network operator* to turn off your gas if:

- (a) you haven't paid your bill for this *supply address* (or any previous address) in full by the due date shown on the bill; and
- (b) we haven't agreed to an alternative payment plan for the amount you owe us; or
- (c) we have agreed to an alternative payment plan for the amount you owe us but you don't keep to that plan.

Your gas cannot be turned off if the unpaid amount of your bill:

- (d) is for our supplying or installing an appliance; or
- (e) is less than your average bill over the past 12 months and you have agreed with us to repay the amount; or
- (f) doesn't relate to the supply of gas but relates to some other good or service.

Before your gas can be turned off for non-payment of a bill, we will:

- (g) give you (in writing):
 - (i) a "reminder notice" at least 14 *business days* after the date the bill was issued, advising that payment is overdue and requiring you to pay by a specified date (which will be at least 20 *business days* after the date the bill was issued); and

- (ii) if you then fail to pay by the date specified in the reminder notice, a “disconnection warning notice” at least 22 *business days* after the date the bill was issued, requiring you to pay by a specified date (which will be at least 10 *business days* after the date of the disconnection warning notice); and
- (h) do our best to contact you (in person, by telephone, by *electronic means* or in writing); and
- (i) if you are paying the residential price:
 - (i) offer you an alternative payment plan; and
 - (ii) give you the information required in clause 6.2(q); and
- (j) if you are not paying the residential price, offer you terms for an extension of time to pay beyond the original due date shown in the bill (which may include payment of interest).

We will not turn off your gas (or arrange for the *network operator* to turn off your gas) unless you have not accepted an offer under clauses 20.1(i) (i) or (j), or you accept an offer but don’t take any reasonable action towards settling the debt within the time specified in the offer.

We will comply with the *customer service code* when we turn off your gas or arrange for the *network operator* to turn off your gas.

We can charge you a fee for turning off (or arranging for the *network operator* to turn off) your gas.

If your gas is turned off for this reason and you either pay the amount due in full or agree to an alternative payment plan, we will turn your gas back on or arrange for the *network operator* to turn your gas back on.

We can charge you a fee for turning your gas back on (or for arranging for the *network operator* to turn your gas back on).

20.2 Not allowing access to the meter

If you don’t give us or the *network operator* safe and unrestricted access to the *supply address* to read the *meter*, we can turn off your gas or arrange for the *network operator* to turn off your gas. Before your gas is turned off for this reason:

- (a) we or the *network operator* will try to access the *meter* on at least three (3) consecutive *meter* readings; and
- (b) prior to issuing a disconnection warning notice under clause 20.2(e), each time we or the *network operator* can’t get access we will give you in writing five (5) *business days* notice:
 - (i) advising of the next date or timeframe of a scheduled *meter* reading at the *supply address*;

- (ii) requesting access to the *meter* and the *supply address* for the purpose of the scheduled *meter* reading; and
- (iii) advising you of our ability to arrange disconnection of your gas if you fail to provide access to the *meter*; and
- (c) we will give you a chance to give us or the *network operator* access by some other reasonable means; and
- (d) we will use our best endeavours to contact you personally, by telephone or in writing; and
- (e) we will give you a written disconnection warning notice advising you that your gas will be turned off on a day that is at least five (5) *business days* after you are deemed to have received the disconnection warning notice.

We can charge you a fee for turning off your gas or arranging for the *network operator* to turn it off.

If your gas is turned off for this reason and you provide access to the *meter* within ten (10) *business days* after your gas is turned off, we will turn your gas back on or arrange for the *network operator* to turn your gas back on. We can charge you a fee for turning your gas back on (or for arranging for the *network operator* to turn your gas back on).

20.3 Emergencies

We can always turn off your gas or arrange for the *network operator* to turn off your gas without giving notice to you in an emergency, or if necessary to reduce the risk of fire or to comply with a law.

In this case, you can get information on the nature of the emergency and an estimate of when gas supply is likely to be restored by contacting the 24 hour emergency line.

We will try to turn your gas on or arrange for the *network operator* to turn your gas on again as soon as possible (and in any case, within 20 *business days* after the situation has been rectified).

Nothing in the *contract* limits our statutory powers in relation to emergencies and safety.

20.4 Health or safety reasons

We can always turn off your gas or arrange for the *network operator* to turn off your gas for health or safety reasons, but before your gas is turned off for this reason we will:

- (a) notify you in writing of the reason; and
- (b) if we think you can fix the reason, we will give you five (5) *business days* to fix or remove the reason; and
- (c) if the reason remains after that five (5) *business days* period, we will give you a written notice

advising you of our intention to disconnect your gas on a day that is a further five (5) business days after you are deemed to have received the written disconnection notice.

We can charge you a fee for turning off (or arranging for the network operator to turn off) your gas if the problem is your fault or is in your equipment.

If we or the network operator have turned your gas off, after we are satisfied that you have fixed the problem, we will try to turn your gas on or arrange for the network operator to turn your gas on again as soon as possible (and in any case, within 20 business days after the situation has been rectified).

We can charge you a fee for turning your gas back on (or for arranging for the network operator to turn your gas back on) if the problem was your fault or was in your equipment.

20.5 Legal requirement

We can turn off your gas or arrange for the network operator to turn off your gas for a period of time without notice to you, if required by law to do so. In this case, or if we ask you to use less gas or stop using gas, you must do as we ask.

We will do our best to turn on your gas or arrange for the network operator to turn your gas on again as soon as possible.

20.6 Planned maintenance

We can turn off or interrupt your gas supply or arrange for the network operator to turn off or interrupt your gas supply when it is necessary for the network operator to carry out work on the gas network. We will use our best endeavours to ensure that any such interruptions to supply are minimised. Subject to any relevant regulations, we will give you at least four (4) days notice before interrupting or disconnecting your gas supply due to planned work on the gas network.

We will do our best to restore your gas supply or arrange for the network operator to turn your gas on as soon as reasonably practicable (and in any case within 20 business days after the situation that caused your gas to be turned off has been rectified).

20.7 Unauthorised use of gas

We can turn off your gas or arrange for the network operator to turn off your gas:

- (a) if you commit a fraud relating to our supply of gas to you at the supply address; or
- (b) if you get gas supplied to the supply address illegally; or

- (c) if you get gas supplied to the supply address in breach of the contract; or
- (d) if you get gas supplied to the supply address in breach of a relevant code or relevant regulation.

We can charge you a fee for turning off (or arranging for the network operator to turn off) your gas, and we can ask you to pay any reasonable costs incurred in the process of turning off your gas.

In addition, we or the network operator can measure (or estimate if necessary) any units of gas which you haven't paid for, and ask you to pay for those units.

If we or the network operator turn off your gas for this reason and you stop obtaining your gas in the unauthorised way and pay all amounts owing within ten (10) business days after your gas is turned off, we will turn your gas back on or arrange for the network operator to turn your gas back on.

We can charge you a fee for turning your gas back on or for arranging for the network operator to turn your gas back on.

If we think you have used gas illegally, we can tell the Economic Regulation Authority, the Director of Energy Safety or the Police (as appropriate), and give them any information we have in relation to your illegal use.

20.8 Refundable advance

We can turn off your gas or arrange for the network operator to turn off your gas if you haven't paid your refundable advance or provided any other security as required under clause 15.3. Before your gas is turned off for this reason, we will give you a written disconnection notice five (5) business days before your gas is actually turned off.

If you pay the refundable advance within ten (10) business days after we turn your gas off, we will turn your gas back on.

We can charge you a fee for turning your gas back on (or for arranging for the network operator to turn your gas back on).

21 When your gas cannot be turned off

Your gas cannot be turned off:

- (a) where you have provided us with a written statement from a medical practitioner that continued supply of gas is necessary to protect the health of a person living at the supply address; or
- (b) where you have agreed to an alternative payment plan under clause 20 and you have not deviated from this plan; or
- (c) if you have made a complaint, directly related to the reason for your gas being turned off, to the

Energy Ombudsman, and the complaint remains unresolved; or

- (d) if *you* have made an application for a government concession or grant and the application has not been decided; or
- (e) where the unpaid amount in *your* bill doesn't relate to the supply of gas but relates to some other good or service; or
- (f) after 3pm on a weekday, or on a Friday or the day before a public holiday or a weekend or public holiday (except where required for a planned interruption).

The above do not restrict clauses 20.3, 20.4, and 20.5. In addition, clauses 20.1 to 20.8 usually require *us* to do things before *your* gas can be turned off.

22 If you have been disconnected, the meter can be removed or physically disconnected

Whenever *your* gas is turned off under the *contract*, we can remove the *meter* or physically disconnect the *meter* (or arrange for the *network operator* to do this), at the same time *your* gas is turned off, or at a later time.

The *fees* for turning off *your* gas and turning *your* gas back on can include separate *fees* for:

- (a) removing or physically disconnecting the *meter*; and
- (b) replacing or physically reconnecting the *meter*.

No *fees* for removing or replacing *your meter* or reconnecting *your* gas will be charged where *your* gas has been turned off under clause 20.3, 20.4 (except as set out in clause 20.4), 20.5 or 20.6 of this *contract*.

23 When your gas will be turned back on

We will use *our* best endeavours to have *your* gas turned back on according to the deadlines in the following table:

If you ask us to turn your gas back on...	...then we will:
before 3.00pm on a <i>business day</i>	use <i>our</i> best endeavours to turn <i>your</i> gas back on, on the same day the request is made
after 3.00pm on a <i>business day</i> , or on a day which is not a <i>business day</i>	turn <i>your</i> gas back on as soon as possible on the next <i>business day</i>
after 3.00pm on a <i>business day</i> or on a day which is not a <i>business day</i> , and you pay <i>our fee</i> for turning <i>your</i> gas back on after-hours	turn <i>your</i> gas back on, on the same day as the request is made

(The above deadlines will not apply if the *meter* has been removed or physically disconnected.)

24 Ending the contract

24.1 You can end the contract

You can end the *contract* at any time, but (unless *you* transfer to another gas supplier under clause 24.3) *you* must give *us* at least three (3) *business days* notice of the day *you* want the *contract* to end.

If *you* have entered into the *contract* as a result of *door to door marketing*, *you* can end the *contract* within ten (10) *business days* after *you* enter into it ("cooling-off period") by giving *us* notice that *you* want the *contract* to end. 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.

Clause 24.4 explains what happens when the *contract* ends.

24.2 We can end the contract

We can end the *contract*, or turn off *your* gas or arrange for the *network operator* to turn off *your* gas, without giving notice to *you* if *you*:

- (a) become insolvent; or
- (b) go into liquidation; or
- (c) commit an act of bankruptcy; or
- (d) commit a substantial breach of the *contract* (for example, if *you* bypass *your meter* or allow gas delivered to *your supply address* to be used at another *supply address*).

Subject to clause 24.2A, we can end the *contract* by writing to *you* saying the *contract* is ended. Clause 24.4 explains what happens when the *contract* ends.

We can agree with *you* on alternative ways of dealing with one of these situations.

If we end the *contract*, or turn off *your* gas or arrange for the *network operator* to turn off *your* gas, under this clause, before we supply *you* gas again we can require *you* to give *us* a *refundable advance*. This *refundable advance* will be incorporated as a special condition to the *contract*.

24.2A When we cannot end the contract

Other than if *you* commit a substantial breach of the *contract* (for example, if *you* bypass *your meter* or allow gas delivered to *your supply address* to be used at another *supply address*), we will not end the *contract* if *you* commit a breach of the *contract* unless:

- (a) we have a right to disconnect supply under the *contract*, a written law, or a *relevant code*; and
- (b) we have disconnected supply to all *supply addresses* covered by the *contract*.

24.3 When the contract ends

If you enter into a different contract with us, this *contract* ends when the *cooling-off period* of the new contract ends.

If you enter into a contract with a different gas supplier, the *contract* ends when you have been transferred to the other gas supplier in accordance with the *retail market rules*.

If your gas is turned off under the *contract*, the *contract* won't end until you no longer have any right to have your gas turned back on under the *contract*, law or a *relevant code*.

24.4 What happens when the contract ends

If either you or us end the *contract*, on the last day of the *contract* we will:

- (a) turn off your gas or arrange for the *network operator* to turn off your gas; and
- (b) take (or arrange for the *network operator* to take) a final *meter* reading.

We will then issue you with a final bill.

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

We can arrange for the *network operator* to remove any *network equipment* at any time after the *contract* ends, and you must let the *network operator* have safe and unrestricted access to the *supply address* to enable it to do so.

If you wish to start buying gas from us again, you will need to apply for a new contract.

Ending the *contract* does not release you or us from an obligation (such as an obligation to pay bills) which arose before the *contract* ended.

25 You must not assign the contract

The *contract* is personal to you. You must not assign, transfer, subcontract or otherwise dispose of any of your rights or obligations under the *contract* unless we agree.

26 We can assign the contract

We can assign the *contract*, without notice to you, to any person or company who we believe has reasonable commercial and technical capability to perform its

obligations under the *contract*. If we do, we will tell you about the assignment, either before or as soon as is reasonably practicable after it happens.

27 Duration

The *contract* will come into effect on the day we open your account at the *supply address*. Unless you or us end the *contract* earlier under clause 24, the *contract* will continue for a period of one (1) year from the day it came into effect.

However, if one (1) year passes without either you or us ending the *contract* under clause 24, the *contract* will automatically be renewed for an additional one (1) year period, and so on, until either you or us ends the *contract* under clause 24.

28 Privacy

We will comply with all relevant privacy legislation in relation to your personal information. We will keep information about you secure and only disclose such information about you to an officer, employee or legal or financial adviser of *Alinta Energy* if:

- (a) the disclosure is necessary to enable the recipient to perform its obligations or to exercise its rights under this *contract*; and
- (b) prior to the disclosure, the recipient is informed of their obligations in relation to the use of confidential information.

In addition, we will ensure that all personnel complete such privacy and other training as may be required to ensure confidentiality of your personal information is maintained.

We respect your privacy and will only use and disclose your personal information as permitted by the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles*, and in accordance with our privacy policy.

A copy of our privacy policy is available on our website at alintaenergy.com.au/Everything-Alinta-Energy/Policies/Privacy-Policy. If you have any questions you can contact our Privacy Officer at customer.services@alintaenergy.com.au.

29 Protection for us (Exclusion clause)

This clause means that you might not be able to get compensation from us for some losses you might suffer as a result of our actions. The effect of this clause may be limited by law, in which case it has effect only as far as the law allows.

Despite anything else the *contract* says, and despite anything outside the *contract*, we will only ever be liable to you for direct damage. We will not in any circumstances be liable to you for indirect damage, including:

- (a) indirect loss; or
- (b) consequential loss; or
- (c) business interruption loss; or
- (d) lost profits; or
- (e) loss of an opportunity; or
- (f) *your* liability to other people under contracts or otherwise.

30 Network operator

We supply gas, but don't own or operate the gas distribution network. The network is operated by the *network operator*, a separate company.

Where the *contract* refers to *us* or the *network operator* doing something (such as turning off *your* gas supply, or having access to the *supply address*, or inspecting, looking after or reading the *meter*), it will often be the *network operator* that does so in *our* place.

We will try to make sure that *our* contract with the *network operator* obliges the *network operator* to do any things that these terms and conditions oblige *us* to do, but which in fact can only be done by the *network operator*. (For example, we promise in these terms and conditions that if *your* gas is turned off due to *work* on the network, we will turn on *your* gas (or arrange for the *network operator* to turn on *your* gas) as soon as possible, but in fact this depends on how quickly the *network operator* completes the *work*.)

We will also try to make sure that when the *network operator* does things in *our* place under these terms and conditions, it complies with *relevant codes* and *relevant regulations* to the extent they apply.

31 Interpretation

31.1 Definitions

In these terms and conditions, unless the contrary intention is shown:

“Alinta Energy” means collectively the companies within the Alinta Energy group, including Alinta Sales Pty Ltd trading as Alinta Energy; and

“Australian Privacy Principles” has the meaning given in the *Privacy Act 1988* (Cth); and

“business day” means a day which is not a Saturday, Sunday or public holiday in Western Australia; and

“contract” means the legally binding agreement between *you* and *us*, of which these are the terms and conditions; and

“cooling-off period” has the meaning given to it in clause 24.1; and

“customer charter” means the Alinta Energy Customer Charter in effect from time to time; and

“customer service code” means the Compendium of Gas Customer Licence Obligations (also known as the Gas Customer Code) (unless an alternative customer service code is approved by the *Economic Regulation Authority*, in accordance with *our trading licence*, in which case it means the approved code); and

“door to door marketing” means the marketing practice under which —

- (a) a *gas marketing agent* —
 - (i) goes from place to place seeking out persons who may be prepared to enter, as customers, into contracts; and
 - (ii) the *gas marketing agent* or some other *gas marketing agent* then or subsequently enters into negotiations with those prospective customers with a view to arranging contracts on behalf of, or for the benefit of, a retailer or party other than the customer; and

“Economic Regulation Authority” means the body established by the *Economic Regulation Authority Act 2003*; and

“electronic means” has the meaning given in the *customer service code*; and

“Energy Ombudsman” means the scheme established under section 11ZPZ(1) of the *Energy Coordination Act 1994*; and

“fee” means a fee other than a standard *price*; and

“gas marketing agent” means:

- (a) a person who acts on behalf of the holder of a trading licence:
 - (i) for the purpose of obtaining new customers for the licensee; or
 - (ii) in dealings with existing customers in relation to contracts for the supply of gas by the licensee; or
- (b) a representative, agent or employee of a person referred to in paragraph (a); and
- (c) not a person who is a customer representative; and

“Gas Tariffs Regulations” means the *Energy Coordination (Gas Tariffs) Regulations 2000* and the *Gas Corporation (Business Disposal) (Gas Tariffs) Regulations 2000*; and

“heating value” has the meaning given to it in clause 4.1; and

“**medical practitioner**” means a person registered under the *Health Practitioner Regulation National Law (WA) Act 2010* in the medical profession; and

“**meter**” means the equipment we have installed (or will install) at the *supply address* to measure the volume of gas you use (and includes the short lengths of gas pipe which protrude from the meter); and

“**network equipment**” means equipment that is the property of the *network operator*, including the *meter* and any pipes, pressure regulators or other equipment used to transport, measure, or control gas for delivery to you, before (upstream of) the point where gas leaves the *meter*; and

“**network operator**” means the operator of the network from time to time and includes its employees, subcontractors, agents and successors in title; and

{Note: The *network operator* is called the ‘gas distribution operator’ in the *Energy Coordination Act 1994* and other *relevant regulations*.}

“**payment deduction authority**” means a verifiable consent authorising us to deduct monies from your nominated credit card or bank account in payment of energy bills; and

“**price**” means the charge for selling gas as determined from time to time and *published* by us, and can include a fixed component and a usage component; and

“**publish**” means to publish a thing in the ways set out in clause 31.2; and

“**refundable advance**” means an amount of money or other arrangements acceptable to us as security against you defaulting on the payment of a bill; and

“**relevant codes**” means any codes and standards applying to our supply of gas to you under the *contract* including (as at the date of the *contract*) the *customer service code*, the *Gas Marketing Code of Conduct 2015*, and the *Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organizations*; and

“**relevant regulations**” means any laws and regulations applying to our supply of gas to you under the *contract*, including (as at the date of the *contract*) the *Energy Coordination Act 1994*, the *Energy Coordination (Customer Contracts) Regulations 2004*, and the *Gas Tariffs Regulations*; and

“**retail market rules**” is defined in section 11ZOA of the *Energy Coordination Act 1994*; and

“**security**” means either a *payment deduction authority* or *refundable advance* (or other form as agreed by us) required by us as security against payment of bills; and

“**supply address**” means the address to which gas will be supplied under the *contract*; and

“**trading licence**” means our trading licence under the *Energy Coordination Act 1994*; and

“**unit**” is a measure of the amount of energy in gas, with one unit equalling 3.6 megajoules, which is the same energy as 1 kilowatt-hour or one unit of electricity; and

“**we**” and “**us**” means Alinta Sales Pty Ltd (ABN 92 089 531 984) trading as Alinta Energy of Level 18, Raine Square, 300 Murray Street, Perth WA 6000, and includes our employees, subcontractors, agents and successors in title; and

“**work**” includes installing, operating, maintaining, renewing and replacing any *network equipment*; and

“**you**” means the person to whom gas is (or will be) supplied under the *contract*; and

“**your equipment**” means all pipes and equipment used to transport, control or consume gas located after (downstream of) the point where gas leaves the *meter* at your *supply address* (except any *network equipment*).

31.2 How we publish things

Where these terms and conditions say that we will *publish* a thing, we will:

- (a) advertise the thing in *The West Australian* newspaper (except where the thing relates solely to the Kalgoorlie-Boulder area, in which case we will advertise the thing in the *Kalgoorlie Miner* newspaper); or
- (b) place details of the thing on our website; or
- (c) post you a notice of the thing (this notice may be sent before your next bill, or may be sent with or printed on your next bill).

Where we are required by law to do so, we will also *publish* a thing by putting a notice in the Government Gazette.

The address of our website appears in clause 32 and will appear on each bill.

31.3 Simple English

These terms and conditions are written in a “simple English” style. Accordingly, where:

- (a) a contract or other document might traditionally or ordinarily be expected to have expressed an idea in a particular form of words; and
- (b) a provision of these terms and conditions appears to have expressed the same idea in a different form of words in order to use a clearer or simpler style, the ideas are not to be taken to be different just because different forms of words were used.

For example:

- (c) “do *our* best” means “use best endeavours”; and
- (d) “try” means “use reasonable endeavours”; and
- (e) “end”, in relation to the *contract*, means “terminate”; and
- (f) “can” means there is a discretion as to whether the thing stated is done or not done; and
- (g) “will” and “must” both mean that the thing stated has to be done.

31.4 Other rules of interpretation

Interpretation Act

The rules of interpretation contained in the *Interpretation Act 1984 (WA)* apply to the interpretation of these terms and conditions as though the *contract* were a written law, unless the contrary intention is shown.

Use of italic typeface

The fact that italic typeface has been applied to some words or expressions is solely to indicate that those words or expressions may be defined in clause 31.1 or elsewhere, and in interpreting this *contract* the fact that italic typeface has or has not been applied to a word or expression is to be disregarded. This clause 31.4 does not limit the application of clause 31.1.

Examples

Examples do not limit the generality of a clause (including when the example is introduced by the word “including” or similar words).

Laws, regulations, codes etc.

A reference to a law, regulation, code or standard is a reference to that law, regulation, code or standard as amended or replaced from time to time.

Notes

Where information in this *contract* is set out in braces (namely “{” and “}”), the information:

- (a) is provided for information only and does not form part of this *contract*; and
- (b) is to be disregarded in interpreting this *contract*.

31.5 Miscellaneous

Applicable law

The *contract* is entered into under Western Australian law.

No waiver

A failure, delay or partial exercise of a power or right by *us* is not a waiver of that power or right, and does not preclude a further exercise by *us* of that or any other power or right under the *contract*.

Entire agreement

The *contract* constitutes the entire understanding between *you* and *us* concerning the subject matter of the *contract*. This clause operates to the extent permitted by law.

Severability

If any clause of these terms and conditions is found to be invalid or not enforceable, all other clauses will continue to be valid and enforceable.

Notices

Unless these terms and conditions say otherwise, notice under the *contract* does not have to be in writing.

Any written notice given under these terms and conditions must be sent to the address for service in the *contract*. Notice is deemed to be given and received according to the following table:

In the case of...	notice will be deemed to have been given and received...
oral communication, in person or by telephone	at time of communication
personal delivery	upon delivery
posting	two (2) <i>business days</i> after posting
facsimile	upon proof of transmission
email	when the sender’s computer or other device from which the email was sent records that the email was successfully transmitted

If a notice would otherwise be taken to be received on a day that is not a *business day*, or after 5 pm on a *business day*, then it is taken to be received at 9 am on the next *business day*.

Electronic communication

You agree that we can send any notices, communications or information under this *contract* to you by *electronic means*, including by email, using the details that you have provided.

We can set any rules about how we will communicate things to you by *electronic means*, and what things may be communicated by *electronic means*, and we will tell you how to find out what those rules are.

If we cannot deliver any communications to you by *electronic means*, or if we know that you are not able to receive things by *electronic means*, then we can send those communications to you by other means, including by post.

32. Contact details

If you need to contact us, our contact details at the date of the *contract* are:

Registered office address

Level 13, Grosvenor Place, 225 George Street
SYDNEY NSW 2000

Business address

Level 18, Raine Square, 300 Murray Street
PERTH WA 6000

Postal address

PO Box 8348
PERTH BC, WA 6849

Telephone/facsimile/e-mail

Residential (WA) Monday to Friday 8.00am to 5.00pm
Telephone 13 13 58
Facsimile 08 9486 3346
E-mail customer.services@alintaenergy.com.au

Business (WA) Monday to Friday 8.00am to 5.00pm
Telephone 13 13 58
Facsimile 08 9486 3951
E-mail energy.sales@alintaenergy.com.au

Outside WA Monday to Friday 8.00am to 5.00pm (WST)
Telephone 1800 677 945
E-mail energy.sales@alintaenergy.com.au

Overseas Monday to Friday 8.00am to 5.00pm
Telephone +61 8 9486 3000
E-mail customer.services@alintaenergy.com.au

Emergencies (WA) 24 hours a day, 7 days a week
Telephone 13 13 52

Internet

alintaenergy.com.au

Any changes to our contact details will be *published*.

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