

# Customer Charter



***Kleenheat***



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# About this Customer Charter

Kleenheat delivers better value energy to local homes and businesses, backed by reliable customer service and ongoing community support.

This charter clearly outlines your entitlements as a Kleenheat customer, explains our products and services, and provides information to help support positive customer relationships.

We're committed to operating in an open and honest way, giving our customers a voice and working together to clarify and resolve issues or concerns.

Our focus on safety means we're also driven to protect the wellbeing of our customers, employees, contractors and the communities where we operate – meeting all compliance, licensing and regulatory obligations.



# Information and communication

## How to contact Kleenheat

- Telephone 13 21 80
- [kleenheat.com.au](http://kleenheat.com.au)
- Visit any Kleenheat operation, agent or dealer
- In writing to Kleenheat

PO Box 4184

Myaree Business Centre WA 6960

## Emergency, leaks and faults

If life or property is threatened, please call **000**

For emergencies that are not life threatening, faults and leaks, call:

Electricity **13 13 51** Western Power

Natural Gas **13 13 52** ATCO

LPG Cylinders, tanks and reticulated gas network

**1800 093 336** Kleenheat

## Customers with special needs

For Translating and Interpreter Services, call 13 14 50



If you have hearing difficulties, please call TTY on



133 677 and ask for 13 21 80.

## Privacy

All personal information collected by Kleenheat will only be used in line with the relevant privacy laws.

To view a copy of Kleenheat's Privacy Policy visit [kleenheat.com.au](http://kleenheat.com.au)

If you would like a copy of this charter in large print please call 13 21 80.



# Our story

As a WA born and bred company, Kleenheat has more than 65 years' experience supporting the energy needs of homes and businesses across Western Australia and the Northern Territory.

We began in 1956 as a supplier of liquid petroleum gas (LPG) to local WA farming communities.

Since those early days, we've expanded our LPG offering with Kwik-Gas, made our mark on the liquid natural gas (LNG) market, delivered reliable electricity solutions to businesses, and brought better value natural gas to WA homes.

We've certainly come a long way as a business, but we've always maintained our focus on delivering genuine value and reliable support for our customers.

We believe our honest approach sets us apart from other energy companies as we keep looking for new ways to ensure our products and services remain simple.

It's all about helping to make energy easier for our customers.

# Natural gas products and services

## What is natural gas?

Natural gas is a convenient, efficient and clean source of energy for residential, commercial, industrial and leisure use.

## Physical properties

Natural gas is a flammable fuel. It is lighter than air and should a leak occur, the gas will rise upwards.

Natural gas is a safe product if used and handled correctly. In its natural state it is a colourless, odourless, and tasteless non-toxic fuel. An odourant has been added to give natural gas an unpleasant “rotten egg” smell, allowing for detection in the case of a gas leak.

## Kleenheat natural gas supply area

Kleenheat is able to supply natural gas to homes and small businesses connected to the gas distribution network between Geraldton and Busselton, including Perth. If you are currently a natural gas customer in this area, Kleenheat will use the same pipes and gas meters that are currently supplying your property.

Visit [kleenheat.com.au](http://kleenheat.com.au) or call us on 13 21 80 to switch.

## Kleenheat as your gas retailer

Kleenheat as a retailer of natural gas, is responsible for arranging gas supply to your home or business, providing reliable customer service and issuing your bills.

## ATCO Gas Australia as your gas distributor

ATCO Gas Australia is a private company that owns and operates your gas meter and pipes, which connects your home or business to the natural gas supply network. ATCO Gas provides the connection and gas meter services on behalf of all retailers.

ATCO Gas will read your meter and provide your meter reading to Kleenheat to bill you for the gas you have used.

## **Gas Marketing Code of Conduct and Compendium of Gas Customer Licensing Obligations**

As a licensed gas retailer, we comply with the Gas Marketing Code of Conduct and the Compendium of Gas Customer Licence Obligations, which both outline the standards for all gas retailers to follow when supplying small-use gas customers.

Both of these documents are available at [kleenheat.com.au](http://kleenheat.com.au) or alternatively by contacting us on 13 21 80.

### **Cooling off period**

If you are a residential or small business customer with a non-standard and unsolicited contract, you have a 10 day cooling off period to consider your plan.

During the cooling off period we will not supply you with gas, unless you agree to be supplied during this period. You will be charged for any gas usage and any associated services supplied during the cooling off period.

For further details, please read your Terms and Conditions.

### **Connecting to Kleenheat**

To switch to Kleenheat natural gas please visit [kleenheat.com.au](http://kleenheat.com.au) to complete the sign up process online. We use the same natural gas, through the same pipes, using the same gas meter at your home.

Once we've processed your request, a welcome letter will be sent including confirmation of your plan and our terms and conditions. We will notify your current retailer of your decision to change to Kleenheat.

Your transfer will be completed and we will start supplying you natural gas on your next scheduled meter reading or if earlier, the date agreed to with you. Remember, meters are read approximately every three months, and you will receive one last bill from your current retailer before changing over to Kleenheat.

## Connecting a new home without a gas connection

For a new gas connection, please call our Customer Service team on 13 21 80 or email us on [nghome@kleenheat.com.au](mailto:nghome@kleenheat.com.au) for assistance and more information.

## Moving house

If you are moving home, log in to your My Account and select the *Moving House* option. Follow the prompts.

Don't forget to have the following information ready with you:

- Date of when you are moving out;
- Date of when you are moving into the new property;
- Address of the new property; and
- If it's a rental property, the agent/landlord's name and contact number.

You should let us know at least five days before your move out date so you are not charged for any gas consumption at the property after you have vacated.

## Disconnection policy

Kleenheat can disconnect your gas supply for a number of reasons, including:

- that you have failed to pay a bill and have not paid or agreed to accept an offer of an instalment plan, or other payment arrangements; or
- access to your meter has been denied or you fail to give Kleenheat access for more than 12 consecutive months; and
- illegal use of gas.

### **Kleenheat will not disconnect your gas (except in the case of an emergency or illegal use of gas):**

- after 3:00pm Monday to Thursday; or
- on a Friday, Saturday, Sunday, public holiday or on the day before a public holiday except in the case of a planned interruption; and
- if you currently have an unresolved complaint directly with Kleenheat related to the reason for the proposed disconnection.

## Disconnection due to non-payment of your bill:

Prior to arranging disconnection for failure to pay a bill, Kleenheat will:

- send a reminder notice;
- use our best endeavours to contact you by phone or other electronic methods; and
- send a disconnection warning giving you no less than 10 business days' notice that we will disconnect your gas supply.

## Payment difficulties

If you are experiencing difficulty and are unable to pay your account, it is important you contact us on 13 21 80 so we can provide you with assistance. This assistance can include an agreed payment arrangement or referral to financial counsellors.

Kleenheat has a Financial Hardship Policy for our customers experiencing payment difficulties or financial hardship. This policy is available at [kleenheat.com.au](http://kleenheat.com.au)

## Reconnection of your gas

If you have been disconnected due to:

- failure to pay a bill;
- access to the meter being denied; and
- illegal use of gas.

Once the disconnection issues have been resolved, you must request a reconnection and Kleenheat will forward your request to the network operator:

- on the same business day, if your request is received before 3:00pm on a business day;
- no later than the next business day, if the request is received after 3:00pm on a business day, Saturday, Sunday, or public holiday; and
- the network operator will reconnect your gas within two business days of the request from Kleenheat.

# Natural gas fees, charges and payment

## Pricing

Our standard gas prices are based on the regulated tariff caps approved by the Minister for Energy, made up of a supply charge and a usage charge. These are the prices we'll charge you under the Standard Form Contract.

By signing up to our Monthly Energiser or Monthly Smart Saver plans, we can offer you a saving on the usage component of the standard gas tariff. More information and terms and conditions can be found at [kleenheat.com.au](http://kleenheat.com.au)

## Billing frequency

All residential customers will be sent a bill when their meter is read by the distributor, which happens at least every 105 days. Your bill will be mailed or emailed to you, based on the method you selected at sign up. New customers can be billed earlier depending on when the distributor reads your meter.

## Estimated read

If your meter cannot be accessed, your account may be based on an estimated reading calculated on an average of past reads. When the meter is next read, the difference between the estimated reading and the actual read will be adjusted on your next invoice.

If your meter cannot be accessed the actual read will be adjusted on your next invoice.

An actual meter read is required once a year and you will be contacted to provide access to your meter for this read. If you require a booked read, fees do apply.

Our Customer Service Team can assist you by contacting us at [nghome@kleenheat.com.au](mailto:nghome@kleenheat.com.au) or 13 21 80.

## How to pay your gas account

### Direct debit

Set up direct debit from your bank account, credit card or debit card to automatically pay your gas bill.

If you are on the Monthly Energiser or Monthly Smart Saver plan, you can nominate a direct debit date. Otherwise, direct debit deductions will be processed when the invoice is due for payment.

You will need your Kleenheat account number, BSB and bank account number or a valid credit card in order for the payment to be processed. Kleenheat accepts Visa, MasterCard and AMEX. No credit card fees are applicable for direct debit payments.

### Electronic Funds Transfer (EFT)

Transfer funds directly to us from your bank account.

Please deposit funds into: BSB: 036-805

Account Number: Refer to your invoice.

Payment will be processed within two business days.

### Centrepay

If you would like your payments to be deducted from Centrelink, please quote our Centrelink number 555 055 454J or call 13 21 80.

### BPAY

Pay using BPAY via Internet or phone banking from your cheque or savings account or credit card.

Bill Code: 67447 Reference: see your invoice or statement.

Payment will be processed within two business days.

For more information, please contact your financial institution.

## **Credit/debit card**

Visit the Pay Your Bill page on Kleenheat's website to make a payment using your credit or debit card. Alternatively, you can log in to your My Account to do this as well.

You will need your Kleenheat account number and a valid credit/debit card in order for the payment to be processed. Payment will be processed within two business days.

Note our online payment only accepts MasterCard, Visa and AMEX and a fee will be applied. Please visit [kleenheat.com.au](http://kleenheat.com.au) for our latest fees and charges.

## **Pay by phone using your Visa, MasterCard or Amex credit card.**

Pay over the phone with a credit card 24 hours a day seven days a week. Call 13 21 80 and follow the prompts on our automated system.

You will need your account number and a valid credit card in order for the payment to be processed.

Payment will be processed within two business days. Note a credit card fee will apply.

Please visit [kleenheat.com.au](http://kleenheat.com.au) for our latest fees and charges.

## **By cheque**

Payments made by cheque will incur a fee and will be processed within two business days. Please visit [kleenheat.com.au](http://kleenheat.com.au) for our latest fees and charges.

## **Post Billpay®**

Pay in person at any Australia Post outlet or phone 13 18 16. You will need a barcoded invoice.

Payments made through Australia Post will be processed within two business days.



# LPG products and services

## What is LPG?

Liquefied petroleum gas (LPG) is a convenient, efficient and clean source of energy for residential, commercial, industrial, leisure and automotive use.

## Physical properties

LPG is a combustible fuel. It is heavier than air and should a leak occur, it will collect at the lowest point. If LPG builds up in a depression or in a confined space, dissipation could be slow as air flow may be restricted.

In its natural state, LPG is a colourless, odourless, tasteless non-toxic fuel. Without the odourant added to alert users to a leak, there would be no warning of its presence. Statutory regulations demand that LPG must have an unpleasant and non-persistent odour. For this reason, ethyl mercaptan is added, which has the 'rotting cabbage' smell associated with LPG.

## Residential and commercial cylinders

The most commonly used form of LPG for residential and commercial applications is the 45kg cylinder. However in some locations, smaller cylinders may be used such as 13.5kg for cooking only. LPG provides fuel for hot water, heating and cooking. Apart from home use, 45kg cylinders are often used at restaurants and cafes and are generally stored alongside the place of use.

## Liquid withdrawal cylinders (blue tops)

Liquid withdrawal or decanting cylinders are LPG storage vessels that are used to fill smaller LPG cylinders. A liquid withdrawal cylinder is clearly identified by a blue collar that protects the valve.

These cylinders must never be used on a domestic installation. Any person using this type of cylinder for decanting must have completed specific decant training and the site must meet regulatory and local council requirements.

If, by mistake, you receive a liquid withdrawal cylinder, please turn the cylinder off and call Kleenheat immediately.

## Forklift gas

Kleenheat is a leading supplier of LPG to the forklift market.

LPG is a cost-effective and convenient fuel. Kleenheat offers forklift operators the benefits of delivery schedules to suit business requirements, together with safety and maintenance advice.

It is important that only trained authorised personnel use, store and replace forklift cylinders.

For vehicles where the forklift cylinders are positioned horizontally, the pressure relief valve must be at the top. When cylinders are vertically positioned, the cylinder must be fitted to a position that enables the hose to be easily connected and not stretched.

When not in use, all forklift cylinders must be stored vertically (not upside down) and in an open, well ventilated area and segregated from other fuel containers.

## Bulk LPG

Bulk LPG is used for larger operations such as hospitals, schools and commercial or industrial applications.

Customers may include large domestic or small business property owners, particularly in rural areas. Tanks range in sizes, starting at 190kg capacity.

## **Reticulated LPG (metered)**

Reticulated gas is a metered system of distributing LPG, piped direct to a customer's property. The piping is connected to an LPG storage vessel away from the customer's site.

## **Kwik-Gas**

Kwik-Gas is a convenient, small cylinder exchange program (3.7kg and 8.5kg cylinders) typically used for barbecue, outdoor heating and camping purposes.

The Kwik-Gas program offers maximum customer convenience and safety. Customers simply exchange an empty cylinder for a full one at a Kwik-Gas reseller outlet, paying only for the cost of the gas. Each cylinder offered for exchange by Kleenheat is expertly inspected and filled to ensure customer satisfaction and safety.

## **Kleenheat AutoGas**

Kleenheat wholesales AutoGas (automotive LPG) to service stations in both Western Australia and the Northern Territory.

Customers may benefit from lower running costs compared to driving on either petrol or diesel, lower greenhouse gas emissions, and AutoGas reduces engine wear and carbon build-up on internal engine parts extending the engine life of the AutoGas vehicle.

# LPG fees, charges and trading terms

## Bulk and cylinder customers

### Pricing

LPG prices are variable and subject to change with each delivery. You will be notified of the price on your Invoice.

### Equipment service charge

When you order a replacement cylinder or a refill to your bulk supply, you are paying for the gas and where applicable, supply costs. An equipment service charge is also payable. Generally this charge is payable annually and in advance, but may differ, depending on the terms of a written agreement. The equipment service charge covers such items as repair, maintenance and periodic inspection and testing. From time to time others charges may apply, for example special delivery fees.

By accepting supply of LPG from Kleenheat, you agree to be bound by its Terms and Conditions. These standard Terms and Conditions are not applicable if you have a written agreement. The cylinders and tanks remain the property of Kleenheat. Your local supplier or Kleenheat owns the LPG until it is transferred by way of sale to you.

### Returned cylinders

No credit or other allowances will be made for gas remaining in returned cylinders.

### LPG reticulated gas customers

For users of reticulated gas, a daily supply charge covers some of the fixed costs of supplying gas to premises including installation and maintenance of pipelines, gas mains and gas meters. This fee still applies if the gas is not being used but remains connected. A connection and/ or disconnection fee may also be payable.

## Trading terms

Accounts must be paid within the agreed trading terms. Kleenheat's standard trading terms for accounts are on or before the 21st of the month following the month of invoice. However, your terms may have been revised as part of your agreement with Kleenheat.

Failure to pay the account within the agreed terms will entitle Kleenheat to:

- stop future deliveries of gas until the account is paid;
- charge a late payment fee;
- charge expenses incurred to collect the debt; and
- disconnect your gas supply. (Associated charges will apply.)

You should read this in conjunction with your gas supply agreement, credit application and/or quotation, which may specify further details regarding account payments and defaults.

## How to pay your gas account

### Electronic Funds Transfer (EFT)

Transfer funds directly to us from your bank account. Refer to our EFT details under Account Payment Methods on your Invoice or Statement.

It is important to advise us of your payment by emailing your Remittance Advice to [eft@kleenheat.com.au](mailto:eft@kleenheat.com.au) or fax (08) 9312 9714.

### BPAY

Pay by BPAY via the internet from your savings account or credit card. Refer to our BPAY details under Account Payment Methods on your Invoice or Statement.

### **Over the telephone**

Pay over the phone 24 hours a day seven days a week by calling 13 21 80 and following the prompts.

Kleenheat accepts Visa, MasterCard and Amex. Charges may apply.

### **By direct debit**

Arrange an automatic deduction from your bank account. Call 13 21 80 to arrange for an authority request to be sent to you.

### **Pay in person**

At your local Kleenheat branch or agency. You can also pay at your local Australia Post outlet if your Invoice has a barcode.

### **Pay by mail**

Return the remittance advice with a cheque or postal order to:

Kleenheat  
PO Box 4184  
Myaree Business Centre WA 6960

### **Payment difficulties**

If you are experiencing difficulty in paying your account, phone 13 21 80 prior to your due date.

Kleenheat has a Financial Hardship Policy for customers experiencing payment difficulties and to view this policy, visit [kleenheat.com.au](http://kleenheat.com.au).

# Information for reticulated LPG gas customers

## Billing frequency

An authorised Kleenheat representative will read your meter approximately every one to three months. You will receive an invoice from Kleenheat every one to three months or at such times as agreed with you and in accordance with regulatory requirements.

All Kleenheat representatives attending your home will carry photo identification, which will be produced upon request. If you have any concerns call 13 21 80.

## Estimated meter readings

If a Kleenheat representative cannot access the 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 between the estimated reading and the actual reading will be made up on your next account.

To avoid estimated accounts you can call Kleenheat on 13 21 80 to arrange a special meter reading.

## About your gas meter

Your gas meter may be contained within a metal box situated at the front of your property.

The gas meter is generally owned by and remains the property of Kleenheat, however in some rare circumstances the meter may be owned by a corporate body. Kleenheat is responsible for maintaining the meter as well as the service pipes that transfer gas from the street to the meter.

Meters must be accessible with no obstacles such as fences, garage doors, shrubs etc., and where they are not hard to access because of the presence of dogs.

Your obligation is to make sure that the meter on your property can be safely, easily and conveniently accessed. Not only is the access important to allow meter readings to be taken, but it may also be critical in the case of an emergency where an authorised Kleenheat representative may need to turn off the gas supply in an emergency.

## Service pipes

Damage to service pipes can cause considerable disruption to gas supply and can be costly to repair. To avoid damage to gas service pipes:

- ensure your garden landscape does not include trees or shrubs planted close to the meter or pipes;
- ensure that the soil is deep enough to prevent damage to gas pipes. Gas pipes are at least 45cm deep;
- make sure you know the location of your gas meter and any gas pipes (if your meter is housed in a meter box there may be a sticker affixed detailing a map of the pipe work);
- we encourage you to contact the free service Dial Before You Dig on 1100 for information on the location of your gas service pipes; and
- a licensed gas fitter must be used for all gas work to your property and you will be provided with certification that the work has been carried out correctly.

## Your rights as a reticulated LPG customer

These are the minimum standards of service you can expect from Kleenheat relating to your reticulated LPG service:

- **Broken gas main, damage to service in street or garden, smell of gas near your meter box.**
  - We will endeavour to immediately attend the premises and aim to be there within two hours of your advice to us, where practical.
  - We will make sure we advise you of the precautions to take to make the area safe.



- **Loss of gas service from suspected mechanical or technical failure.**
  - If the premises are located in a metropolitan area, we will attend the premises within 24 hours of your call. Otherwise, if the premises are located in a rural location, we will take reasonable endeavours to attend the premises as soon as possible. We will also provide you with an indication of when the representative will attend your premises.
  - We will make sure we advise you of the precautions to take to make the area safe.
- **Advice of planned interruption to gas supply.**
  - We will notify you at least four business days before any planned interruptions to your gas supply and advise how the interruptions will affect you. However, in case of emergencies notice may not be given.

Please call 1800 093 336 and for further information, refer to our Safety and Emergency section in this charter.

## **Connecting to reticulation networks**

To connect to Kleenheat reticulated LPG please contact us on 13 21 80 to open an account. You will also need to complete a Request for Gas Form which is available at [kleenheat.com.au](http://kleenheat.com.au).

Kleenheat will connect to the boundary of your property within 20 business days of receiving your completed Request for Gas Form, payment of any relevant fees, and subject to the network being accessible.

## Moving house

When you intend to move from the property or wish to disconnect or connect your gas supply, please notify Kleenheat of your requirements by calling 13 21 80.

If you are a reticulated gas customer, please call 13 21 80 no less than five business days before vacating your property to arrange a final meter reading and advise:

- the last day for gas supply to the premises;
- your new address;
- your new phone number;
- the name of the real estate agent if you were a tenant at the property; and
- for property owners, we recommend that you advise the new owners to contact us as soon as possible (this will ensure minimal or no disruption to supply).

## Disconnection policy

Kleenheat can disconnect your reticulated gas supply due to the following reasons:

- Failure to pay a bill, and you have not paid or agreed to accept an offer of an instalment plan, or other payment arrangement.
- Access to your meter has been denied or you fail to give Kleenheat access for more than 12 consecutive months.
- Illegal use of gas.

### **Disconnection due to non-payment of your bill:**

Prior to arranging disconnection for failure to pay a bill, Kleenheat will:

- send a reminder notice;
- use our best endeavours to contact you by phone or other electronic methods; and
- send a disconnection warning giving you no less than 10 business days' notice that we will disconnect your gas supply.

## **Kleenheat can disconnect your reticulated gas supply due to the following reasons:**

- Failure to pay a bill, and you have not paid or agreed to accept an offer of an instalment plan, or other payment arrangement.
- Access to your meter has been denied or you fail to give Kleenheat access for more than 12 consecutive months.
- Illegal use of gas.

## **Kleenheat will not disconnect your gas except in the case of an emergency or illegal use of gas:**

- after 3:00pm Monday to Thursday;
- on a Friday, Saturday, Sunday, public holiday or on the day before a public holiday, except in the case of a planned interruption; and
- if you currently have an unresolved complaint with Kleenheat directly related to the reason for the proposed disconnection.

## **Reconnection**

You can request reconnection once the disconnection issues have been resolved.

Kleenheat will send the reconnection details to the relevant contractor or Kleenheat employee on:

- the same business day if the request is received before 3:00pm on a business day; and
- no later than the next business day, if the request is received after 3:00pm on a business day or on a Saturday, Sunday or public holiday.

# Information for cylinder and bulk gas customers

## Connection to cylinder or bulk gas

To connect to Kleenheat for cylinder or bulk gas, you will need to provide the following compliance information relevant to your state.

### Western Australia

Notice of Completion (NoC) – this is provided by a licensed gasfitter on the installation or modification of your gas installation. A copy will need to be supplied to Kleenheat.

Existing installation – if you have an existing installation, information from your gas compliance badge which is affixed to your gas installation and/or previous gas supply details.

### Northern Territory

Compliance plate – this compliance plate must be affixed to your gas installation by a licensed gasfitter and will be checked by our driver on delivery.

## Moving house

If you use exchange cylinders, the cylinders can either be returned to Kleenheat or left at the property for continuity of supply to the new residents. Please note no credit or allowances will be made for gas remaining in returned cylinders. Please call 13 21 80 to advise us of the following:

- The day you will be vacating the premises.
- Your new address.
- Your new phone number.
- The name of the real estate agent if you were a tenant at the property.
- For property owners, we recommend that you advise the new owners to contact us as soon as possible (this will ensure minimal or no disruption to supply).

## **Change of address**

You must give Kleenheat at least three business days' prior notice of any change of address or new ownership of the property where the cylinders are situated.

## **How do I know when to order gas?**

Bulk tank or large cylinder (90kg, 190kg and 210kg) will receive scheduled refills automatically, based on historical records. Alternatively customers can order their tank refills however customers must ensure they have sufficient gas to allow for delivery.

We suggest that you monitor the gauge on the tank, calling us when it reaches 30%.

Exchange cylinder customers (45kg or less capacity) need to order replacements and delivery will be the next scheduled delivery day.

It is recommended that for residential gas supply, you have a two-cylinder installation as this will give a continuous flow of gas. If you have a manual changeover system, each time you begin using a new cylinder we recommend that you order your next cylinder.

## Turning on your cylinder (excluding liquid withdrawal and forklifts)

On each cylinder there is a valve with an arrow pointing anti-clockwise to identify the direction to turn the cylinder on. In the event the valve is difficult to turn, use a spray lubricant to loosen the valve. If the valve will not move, test the cylinder's level of gas, the valve may be fully open and the cylinder may be empty.

If you're not sure how much gas is left in your cylinder:

1. Boil the kettle.
2. Gently pour the hot water over the cylinder, allowing it to run down the sides.
3. Being careful not to scald yourself, feel from the bottom to the top of the cylinder.
4. The gas is extremely cold, if there is gas present then the cylinder will become cold immediately, if the cylinder is empty then it will remain warm from the hot water.

Whilst this test is not 100% accurate, it is preferable to shaking, tapping or lifting the cylinder, these methods will not demonstrate the volume of gas in the cylinder.

## Determining which cylinder is supplying gas

If you have a manual regulator there will be a changeover lever pointing toward the cylinder supplying the gas. When the cylinder empties, you will need to switch the lever over to the other cylinder and turn the cylinder on to commence the gas flow. Turn off the cylinder that is not in use.

The automatic regulator changes the gas flow from one cylinder to another and the lever points to the cylinder that is empty. The person delivering will manually change the indicator for you when the empty cylinder is replaced.

## How do I order gas?

For 45kg vapour cylinder exchange orders, customers can order online and save, 24 hours a day, seven days a week at [kleenheat.com.au](http://kleenheat.com.au).

Or alternatively call 13 21 80 and by following the prompts, you can place an order, or order and pay.

You will need your customer number and credit/debit card details.

Please note if you receive your gas supplies from a Kleenheat dealer, or do not have an account set up with us, you cannot use the automated system for ordering. Please contact our Customer Service team on 13 21 80.

### **Speak to a Customer Service representative**

If you prefer to speak to a Customer Service representative, or have different types of cylinders, you can place your order by calling 13 21 80 during business hours and opting to speak to one of our Customer Service employees.

For bulk gas supplies, if you have chosen not to receive refills automatically or believe your supply will not last until the next scheduled delivery, please call us on 13 21 80 to arrange a delivery.

### **In person**

Visit your local Kleenheat operation, agent or dealer.

## **When will the gas be delivered?**

Deliveries of cylinders in most areas are made on a regular basis, either by Kleenheat or your local supplier. If you are unsure of the next delivery day, call Kleenheat or your local supplier.

### **How are our cylinders delivered?**

The connection of LPG cylinders will be completed by our delivery driver where access to the site is available and where it is suitable and safe for them to do so. You will need to ensure that you provide us with appropriate vehicular access (as close as practicable) to the LPG cylinder installation site, with a flat/level area, for the safe unloading of LPG cylinders. LPG cylinder installations must be located in an area where access is clear, trolley access is available, gates are unlocked and pets restrained.

While site conditions may change over time, it is the customer's responsibility to ensure adequate maintenance and upkeep of the cylinder delivery area and LPG cylinder installation area, allowing us clear and safe access.

Where these requirements cannot be met, the customer can make alternative arrangements with Kleenheat for cylinder delivery, which may include leaving a cylinder at an agreed location on the property and/or where the customer agrees to connect the cylinder to the LPG installation.

### **What if I run out of gas?**

If you have completely run out of gas and require a delivery, call 13 21 80 or your local agent or dealer.

We cannot guarantee immediate delivery, however, we will endeavour to get gas to you as soon as practical.

Please note that a special delivery fee may apply if the required delivery is outside of our normal delivery schedule.



# Electricity products and services

Kleenheat retails electricity to eligible business customers connected to the electricity network in Western Australia. If your business uses more than 50 megawatt hours, or 50,000 units per year of electricity, your electricity supply could be assessed by the network operator to be contestable, which gives you a choice of who you can choose to supply your electricity.



## Kleenheat electricity supply area

Kleenheat can supply electricity to contestable business customers connected to the South West Interconnected System (SWIS) network which extends as far north as Kalbarri, as far south as Albany, east to Kalgoorlie and includes the Perth metropolitan area. If your business is currently an electricity customer in this area, you can switch to Kleenheat using the same distribution network.

At this time, we are not allowed to supply electricity to customers who consume less than 50 megawatt hours of electricity per year. This may change in future if the Western Australian electricity industry is deregulated further.

## **Kleenheat as your electricity retailer**

Choosing Kleenheat as the electricity retailer for your business will mean that we become responsible for arranging supply to your business. With close to 60 years of looking after the energy needs of the Western Australia community, we have the expertise to provide exceptional customer service and reliable billing for your electricity, as well as your gas. Our dedicated energy consultants are available to provide you with a tailored energy solution to suit your business.

## **Western Power as your electricity distributor**

Western Power owns and operates the South West Interconnected System (SWIS) electricity network, which includes infrastructure like the transmissions and distributions lines that connects your business to the network and, servicing and reading your meter. Western Power provides the connection and electricity meter services on behalf of all retailers.

## **Code of conduct for the supply of electricity to small use customers**

Business customers who consume less than 160 megawatt hours, or 160,000 units per year are classed as a small use customer.

The Code of Conduct for the Supply of Electricity to Small Use Customers ('Electricity Code of Conduct') regulates and controls the conduct of retailers, distributors and their representatives who supply electricity to residential and small business customers.

This document can be accessed at [kleenheat.com.au](http://kleenheat.com.au) or alternatively by calling 13 21 80.

## **Cooling off period**

If you are a small use business customer you have a 10 day cooling off period to consider your agreement from the day after you agree to the plan.

During the cooling off period we will not supply you with electricity, unless you agree to be supplied during this period. You will be charged for any electricity usage and any associated services supplied during the cooling off period.

For further details, please read your Terms and Conditions.

## Connecting to Kleenheat

To purchase electricity from Kleenheat, please visit [kleenheat.com.au](http://kleenheat.com.au) to complete the sign up form or alternatively call 13 21 80. We will contact you to obtain written or verbal consent to access your historical meter data from the network operator, and will then prepare pricing for electricity supply to your business.

Once we have a written agreement, a welcome letter will be sent to you including a copy of the agreement. We will submit a transfer request with the network operator to effect the transfer. Your transfer will be completed and we will start supplying your electricity within three days for locations within the Perth metropolitan area or five days for locations outside this Area.

## Connecting a business without an electricity connection

For a new electricity connection, please call our Customer Service team on 13 21 80 for assistance and more information.

## Pricing

Your tariff, which is the price you pay for the electricity you use, will be specified in your contract.

This amount will vary depending on your contract and your usage.

For further detail on the price you will pay, please call our Customer Service team on 13 21 80 for assistance and more information.

## Moving from your supply address

You should let us know at least five business days prior to your move out date, so you are not invoiced for any electricity charges after you have vacated.

Please call our Customer Service team on 13 21 80.

## Final charges

The final charges payable by you will be determined according to a final reading of the meter. If a final reading is not performed on the day you leave the supply address, we will estimate your electricity usage. We may charge a fee for a final reading of the meter.

## Disconnection policy

Kleenheat can disconnect your electricity for a number of reasons including:

- you have failed to pay a bill and have not paid or agreed to accept an offer of an instalment plan, or other payment arrangement;
- access to your meter has been denied or you fail to give Kleenheat access for more than 12 consecutive months; and
- illegal use of electricity.

Except in the case of an emergency or illegal use of electricity, Kleenheat will not disconnect your electricity in the following situations:

- After 3:00pm Monday to Thursday.
- After 12:00pm on a Friday.
- On a Saturday, Sunday, public holiday or on the business day before a Public Holiday except in the case of a planned interruption.
- If you currently have an unresolved complaint with Kleenheat directly related to the reason for the proposed disconnection.
- If you have life support equipment and have registered this with Kleenheat.

## Disconnection due to non-payment of your bill

Prior to arranging disconnection for failure to pay a bill, Kleenheat will:

- send a Reminder Notice;
- use our best endeavours to contact you by phone or electronic methods; and
- send a Notice of Disconnection giving you no less than 18 business days' notice that we will disconnect your electricity.

## Reconnection of your electricity

If you have been disconnected due to:

- failure to pay a bill;
- access to the meter being denied; and
- illegal use of electricity.

You can request reconnection once the disconnection issues have been resolved and Kleenheat will forward your request to the electricity network operator:

- on the same business day, if your request is received before 3:00pm on a business day; and
- no later than the next business day, if the request is received after 3:00pm on a business day, Saturday, Sunday or Public Holiday;

The electricity distributor will reconnect your electricity within two business days of the request from Kleenheat for supply addresses located within the metropolitan area; and

If your supply address is located in a regional area, the electricity distributor will reconnect your electricity within six business days of the request from Kleenheat.

## Payment difficulties

If you are experiencing difficulty in paying your account, phone 13 21 80 prior to your due date.

Kleenheat will consider any reasonable request for alternative payment arrangements from our business customers who are experiencing payment difficulties

## Life support equipment

When you open a new account, we need to know if there is anybody living at the supply address that needs life support equipment.

If you rely on electrical life support equipment, you will need to contact us to register with us. You can do this by contacting our Customer Service team on 13 21 80.

## Service standard payments

As your electricity retailer, we will always aim to provide you with the best possible service at all times.

The Electricity Code of Conduct, which forms part of our electricity licence, specifies certain circumstances in which you may be eligible to apply for a service standard payment. These include:

- if we fail to follow the required procedures under the Electricity Code of Conduct before disconnecting you for failure to pay a bill, we must pay you \$100 for each day that you were wrongfully disconnected;
- if we fail to arrange the reconnection of your electricity supply within the required timeframes, we must pay you \$60 for each day that the reconnection is late, up to a maximum of \$300; and
- if you make a written complaint and we fail to acknowledge the complaint within 10 business days, or fail to respond by addressing the matters in the complaint within 20 business days then we must pay you \$20.

If you believe you may be eligible to receive such a payment, you will need to call us on 13 21 80.

You can apply to receive a service standard payment within three months of the date when you believe we failed to meet the required service standards. Please note, only one payment can be made to each affected supply address for each service standards failure.

If our failure to comply with a service standard is because of events or conditions outside our control, or Western Power's control, we are not liable to make a service standard payment.

# Liquefied natural gas (LNG)

Kleenheat, through its brand EVOL LNG, is a producer and supplier of Liquefied natural gas (LNG).

## What is LNG?

LNG is a clear, colourless, non-toxic cryogenic liquid that is produced when natural gas is cooled to minus 161°C at atmospheric pressure. The primary component of LNG is methane CH<sub>4</sub>, but LNG also commonly contains small amounts of ethane, propane, butane and nitrogen.

LNG is a safe, clean burning fuel in comparison to traditional oil-derived fuels, in a range of applications including remote power generation, industrial processes and transport.

## EVOL LNG supply area

EVOL LNG's production and distribution capabilities include a state of the art 175 tonne per day LNG plant located in Kwinana Western Australia. This allows EVOL LNG to specialise in LNG virtual pipeline solutions for off-grid mining operations currently supplying more than 50,000 tonnes per annum of LNG to remote power generation stations throughout the Goldfields region.

EVOL LNG's fleet of road tankers safely transport LNG to customer sites where the product is delivered into storage and regasification facilities that are built, owned and operated by EVOL LNG.

## **EVOL LNG as your supplier**

EVOL LNG has an innovative team always exploring further applications for LNG particularly in the mining, marine and locomotive industries.

Our in-house engineering team have the capabilities to design and supply fuel dispensing and vaporising systems to meet your every need.

Visit [evollng.com.au](http://evollng.com.au) to find out more on how to lower your fuels costs and CO2 emissions.





# Safety and emergencies

## Emergencies, leaks and faults

If life or property is threatened, please call **000**.

For emergencies that are not life threatening, faults and leaks, call:

Electricity **13 13 51** Western Power

Natural Gas **13 13 52** ATCO

LPG cylinders, tanks and reticulated gas network  
**1800 093 336** Kleenheat

## Properties of natural gas and liquefied petroleum gas (LPG)

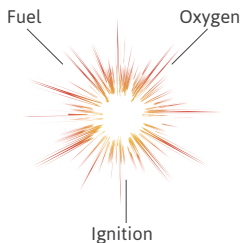
LPG and natural gas are both flammable gases, but both are a safe and efficient source of energy when used properly.

Natural gas is predominately methane and is lighter than air, in the event of an unconfined leak to atmosphere the gas can be expected to rise and dissipate.

LPG is a combination of propane and butane. It is heavier than air. In the event of a leak, the gas can be expected to stay low to the ground with the potential to travel and accumulate in below ground cavities such as pits and drains. The gas will eventually vaporise and dissipate but this will occur at a slower rate than with natural gas.

Natural gas and LPG are naturally colourless and odourless however both have an odourant added called ethyl mercaptan to assist in detecting leaks. In the event of a leak of either gas, a rotten cabbage smell can be detected.

Gas leaks have the potential to pose a fire or explosion hazard under certain circumstances and there must be gas (fuel) and air (oxygen) in the correct proportions as well as an ignition source for this to occur, as such all leaks should be reported and addressed.



Kleenheat encourages you to ensure all members of your household are aware of what to do in the event of a gas leak and the safe use of gas.

## Gas leaks

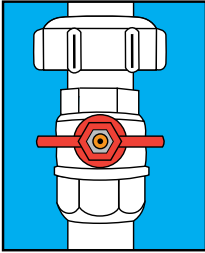
### **If you smell gas inside your premises;**

- ensure there are no sources of ignition;
- turn off all pilot lights and appliances;
- open all windows and doors to encourage ventilation until the smell dissipates;
- if the smell diminishes this could indicate an appliance fault and you will need to contact a licensed gasfitter to check your appliances;
- if you still smell gas all occupants must immediately leave the premises to a safe location away from the source of the gas smell. Do not re-enter the premises until advised otherwise;
- natural gas and LPG reticulated gas customers – turn off your gas at the meter by switching the gas tap to the off position. Instructions are inside your meter box and are shown in the diagram to the right;
- LPG cylinders or tanks turn off the supply if it is safe to do so;
- call for assistance ensuring you use a phone outside the house and completely away from the source of the gas smell; and
- natural gas customers – call 13 13 52.  
LPG cylinders, tanks and reticulated gas customers – call 1800 093 336.

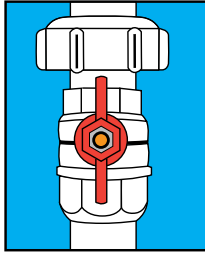
### **If you smell gas outside your premises or in a street;**

- ensure there are no sources of ignition;
- turn off all pilot lights and appliances;
- move people to a safe location away from the gas smell;
- natural gas and LPG reticulated gas customers – turn off your gas at the meter by switching the gas tap to the off position. Instructions are inside your meter box and are shown in the diagram to the right.

- LPG cylinders or tanks – turn off the supply if it is safe to do so; and
- natural Gas customers – call 13 13 52.  
LPG cylinders, tanks and reticulated gas customers - call 1800 093 336.



Off position



On position

### **Carbon monoxide**

Carbon monoxide is an odourless, tasteless, non-visible gas that can be formed when fuels are burned without a sufficient supply of air. It can be produced when appliances are not properly installed, maintained or used; when vent pipes become clogged with debris, have gaps, leaks, spaces and rust-through spots; and when appliances are improperly vented.

### **Carbon monoxide poisoning**

Carbon monoxide combines with haemoglobin in blood and is pumped around the body. This prevents the blood from carrying oxygen and starves the body tissues. Even small concentrations of carbon monoxide can be lethal.

Some of the symptoms associated with inhaling carbon monoxide are:

- giddiness;
- lack of muscle control;
- semi-consciousness; and
- lips, nose, ears and cheeks becoming bright red.

The best prevention for carbon monoxide problems is to have appliances installed and periodically inspected and maintained by a licensed gasfitter.

## **Asphyxiation**

If gas escapes and builds up, at the expense of air, in an open area it can have a very quick effect on a person. Asphyxiation is a lack of oxygen in the blood and the following symptoms may become apparent:

- Faintness.
- Weakness.
- Partial or complete lack of consciousness.
- A sense of well-being and may act aggressively.
- Lips and cheeks becoming blue.
- All facial features turning blue (the person may be unconscious at this stage).

## **Resuscitation**

Call an ambulance immediately. Move the person to a gas-free area. If you are qualified to do so, begin resuscitation of the person, being careful not to inhale exhausted air from the patient.

## **How to identify a leak:**

- A foul smell, resembling rotting egg.
- Ice forming around the top of the LPG cylinder or near the valve.
- Dirt being blown into the air.
- Water being blown into the air at a pond, river or creek.
- Continuous bubbling in wet, flooded areas.
- Fire at or near exposed pipes.
- Flames apparently emanating from the ground.
- Dead or brown vegetation (eg. patches of grass) in an otherwise moist or green lawn.

## **Leaking forklift exchange cylinders**

- Under no circumstances start the forklift until safe to do so.
- Wear appropriate clothing including long sleeve non-synthetic material shirt, gloves and safety glasses.
- Turn off the cylinder service valve.

- If safe to do so, disconnect the service hose and remove the cylinder from the forklift cylinder cradle.
- Relocate leaking cylinder to an open area where the nearest ignition source and drain is greater than five metres and allow to vent.
- In situations where the cylinder cannot be shut off or removed to an open area, contact Kleenheat emergency 1800 093 336.
- For cylinder collection or assistance, contact 13 21 80.
- If you are in any doubt, contact 1800 093 336.

## Cylinder safety

- Know how to shut off the valve on the cylinder.
- Only use a licensed gas fitter to install new or additional cylinder fittings. It is illegal for an unlicensed person to install or repair cylinders. On completing a gas installation, your gas fitter must provide you with a compliance document.
- Do not attempt to repair a cylinder yourself. Never remove or tamper with valves or a corroded cylinder by grinding, drilling or welding.
- Cylinders must be inspected and tested by a suitably qualified person every 10 years. Out of test date cylinders cannot legally be filled.

## Cylinder transportation

Generally Kleenheat will deliver cylinders in excess of 13kg to your premises. Should you need to transport a cylinder yourself then it must stand upright, be secured and in an open vehicle (e.g. a utility or trailer). Make sure the valve is turned off and cannot be moved during transport. A maximum of two cylinders can be transported at any one time.

Leisure cylinders (9kg and below) can be carried in an enclosed vehicle and it is recommend you have the car windows down. Again, the cylinder/s must stand upright, be secured and should be kept in the car for as little time as possible. We recommend a maximum of two cylinders should be carried at any one time.

## Appliance safety

As your appliances begin to age, their condition can deteriorate. Regular servicing by a licensed gas fitter or electrician will assist in ensuring safe and efficient operation.

- Only use a licensed gas fitter or electrician for installation or maintenance of gas and electrical appliances. It is illegal for an unlicensed person to install or repair gas and electrical appliances. On completing a installation, your gas fitter or electrician must provide you with a compliance document.
- Always read the “how to use” instructions before commencing use of an appliance.
- Periodically check for accumulation of dust in appliances and clean out with a duster or brush; this also applies to room vents.
- Check that your hot water system is effective and taps are not leaking.
- If your water heater is not required for extended periods of time, turn it over to the “vacation” setting and consider turning off the pilot light.
- Gas space heaters may require the installation of a flue to the outside of the building.
- Keep combustibles such as paper, curtains, clothing etc away from appliances. Flammable liquids must not be used near an ignition source such as a pilot light or electrical components on a gas appliance.
- Only use appliances for the purpose for which they were intended.
- Outdoor gas or electrical appliances must never be used indoors.
- Only purchase gas appliances approved by the Australian Gas Association (AGA). Approved appliances will have an approval sticker attached.
- Most modern appliances have some form of ‘fail safe’ device fitted, however don’t rely 100% on these for your safety.
- Maintain ventilation to ensure adequate oxygen supply to enable safe and efficient operation of appliances.

## **Room-sealed gas appliances**

A “room-sealed appliance” means an appliance with a combustion system sealed from the room in which the appliance is located and that obtains air for combustion from a ventilated uninhabited space within the premises or directly from the open air outside the premises.

Regulations prohibit the installation of certain types of gas appliances in certain areas such as a bathroom or bedroom. Check with your state or territory regulatory authority for details.

## **Unflued gas heaters**

An unflued gas heater is a free standing heating device without an exhaust flue. Unflued gas heaters do produce very low levels of emissions into the home but it can affect some people with certain health problems. If this is the case for you then a flued heater should be considered.

Each state or territory has different regulations in regards to unflued heaters, so check with your state or territory regulatory authority.

The Australian Gas Association has a certification process and can provide further information, visit [www.aga.asn.au](http://www.aga.asn.au)

## **Gas barbecues**

Ensure your barbecue has been assembled and installed according to the manufacturer’s instructions and by a licensed gas fitter. Keep the barbecue at least three metres from windows and doors and away from wooden fences, combustible overhead roofs and from trees with low branches.

### **To ensure you use your barbecue safely:**

- keep the lid open whilst lighting the barbecue;
- should the burners go out during operation or if the burner does not light, turn all gas valves off, open the lid and wait five minutes before attempting to relight;
- should a grease fire occur, and it is safe to do so, leave the lid open and turn off the burners. If this is not possible and if safe to do so, turn off the gas cylinder at the valve;
- check for gas leaks every time you disconnect and reconnect any gas fitting, by spraying with soapy

water. The soap will bubble if there is a leak;

- to prevent burns, always use proper tools and oven mitts when barbecuing;
- if your barbecue has a rotisserie unit, once it is connected to an electrical outlet, it should not be operated in damp or wet weather;
- the barbecue must be thoroughly cleaned at least annually or according to the manufacturer's instructions;
- when the barbecue is not in use, turn off the gas cylinder at the valve and cover to protect the barbecue from the elements; and
- gas barbecues are intended for external use only and must not be used indoors.

### **Patio heaters**

Ensure your patio heater has been assembled and installed according to the manufacturer's instructions, including recommendations on the required clearances between outdoor heaters and other materials.

- Patio heaters are for external use only and must not be used indoors.
- When the heater is not in use, turn off the gas cylinder at the valve.

### **About your gas and electric meter**

Your meter may be contained within a metal box situated at the front of your property.

### **Dial Before You Dig**

If you are planning on digging in your yard we encourage you to contact the free service Dial Before You Dig on 1100 for information on underground power cables and pipelines through your property.

Always take care as digging could result in damage to electrical cables and gas pipes resulting in a leak.

Remember, only use a licensed electrician or gas fitter when carrying out any work at your property. They will provide you with certification that all work has been done correctly as legally required.



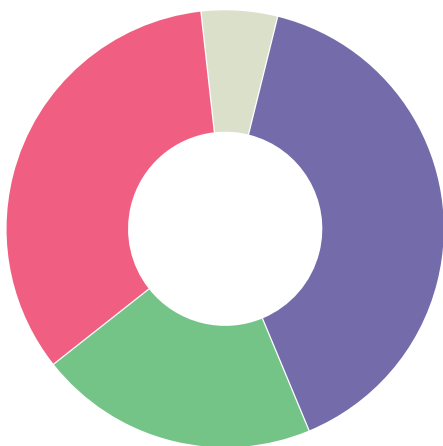
# Energy saving tips

## Save money by saving energy

The best way to reduce your energy costs is by understanding your appliance energy usage for your home.

Take a look below at the average usage for appliances and simple, effective ways you can save both energy and money.

### Household energy use



- Heating and cooling
- Water heating
- Lighting

- Appliances and equipment including refrigeration and cooling

## Hot water

Regardless of the type of hot water heater you have, everyone can save energy and water by following these tips:

- Taking shorter showers.
- Installing a water saving shower head (AAA rated) can reduce the water used from 22l per minute to just 9l per minute. Less water used means less energy used to heat the water.
- Immediately repair dripping hot water taps.
- When doing the dishes, fill the sink with just the water you need instead of leaving hot taps running.
- Ensure that the temperature on your hot water storage tank is set at 60 degrees Celsius. Higher than this will use gas and electricity unnecessarily, but lower may allow bacteria to thrive. The temperature on an instantaneous system should be no more than 50 degrees Celsius;
- If you have a hot water storage tank system, turn it off when you go on holiday.
- Maintain your hot water system every five years.

## Heating

Save money on your heating costs by:

- lowering the temperature on the thermostat - a couple of degrees will make all the difference;
- in winter buy some thicker curtains. These will help keep the heat in, limiting the amount of time the heating needs to be on for;
- thicker doonas and blankets on your bed will also limit the need for heating; and
- consider putting the heating on a timer so it automatically switches off. It can be very easy to forget to switch your heating off.

## Lighting

- Turn off lights in rooms you are not using.
- Consider using a lamp rather than overhead lights.
- Change old globes to energy efficient fluorescent globes.

## Washing machine

As heating water accounts for around 85 per cent of a washing machine's energy use, sticking to a cold water cycle will generally save energy. In fact, washing in cold water effectively cleans clothes and remove stains – so save warmer washes for heavily soiled clothes or bedclothes. Waiting for a full load before using your washing machine will also help save water and energy.

## Energy efficient appliances

By choosing energy efficient appliances you can help reduce greenhouse gas emissions and save money on your gas and electricity bills.

Additionally, don't leave your appliances in standby mode, turn off at the wall.

Check your fridge seals to ensure they are intact and not letting out cool air.

# How to make a complaint

## Complaints

Kleenheat are committed to offering the best possible standard of customer service and products.

If you have a complaint everything possible will be done to resolve the matter on your initial contact or within two business days. If Kleenheat is unable to resolve your complaint within two business days, you will receive a response within 10 business days provided Kleenheat has all the necessary information.

You may also request to escalate your complaint to our Customer Advocate and/or our Customer Service Operations Manager.

More information regarding how to contact us for complaints is set out below.

## Contact us:

**Call:** 13 21 80

**Email:** [complaints@kleenheat.com.au](mailto:complaints@kleenheat.com.au)

**Write to:** Complaints

Kleenheat

PO Box 4184

Myaree Business Centre WA 6960

## Customer advocate

The Customer Advocate's primary role is to independently review your complaint with a view to resolving it.

### Contact our customer advocate

**Call:** 13 21 80

**Email:** [customeradvocate@kleenheat.com.au](mailto:customeradvocate@kleenheat.com.au)

## Unresolved complaints

Kleenheat aims to resolve all complaints internally, however if you are not satisfied you have the right to refer your complaint to an external body.

**If you are a natural gas, electricity or LPG reticulated gas customer, you can refer your complaint to:**

Energy and Water Ombudsman Western Australia  
PO Box Z5386 St Georges Terrace, Perth WA 6831

Call: (08) 9220 7588 or 1800 754 004

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Visit: [www.ombudsman.wa.gov.au/ewowa](http://www.ombudsman.wa.gov.au/ewowa)

**If you are a LPG cylinder or bulk customer, you can refer your complaint to:**

Department of Commerce Consumer Protection  
(for WA customers)

Phone: 1300 304 054

Northern Territory Consumer Affairs

Phone: 1800 019 319

# Standards of behaviour

We're committed to communicating with our customers in a courteous and respectful manner – and hope our customers will return the favour by interacting with us in a polite way.

There may be occasions when customers require further explanation of our products and services or may become confused and frustrated about certain issues.

That's why our Customer Service Team is on hand to listen to feedback, investigate, and resolve problems as best we can.

Throughout this process, please remember Kleenheat won't tolerate bullying, intimidation or harassment of any kind towards our people. This may include but isn't limited to:

- verbal or physical abuse;
- yelling, screaming or offensive language; and
- derogatory comments about a person's appearance, lifestyle or family.

Threats or intimidation towards any person or property associated with Kleenheat – or persistent harassment via telephone calls, emails, social media or in person – will not be tolerated.

We know the vast majority of our customer interactions are polite and considerate, but when inappropriate behaviour does occur we will take the necessary action. This may include but isn't limited to:

- a warning to cease the behaviour;
- recommending switching to another retailer if the complaint(s) is not resolved after exhausting all complaint options; and
- in serious cases, notifying WA Police.

Kleenheat encourages escalation of complaint(s) within Kleenheat or to an external body, should staff or customers feel the issue has not been adequately resolved.

Our people are committed to treating every customer with the attention and respect they deserve – doing their best to quickly resolve issues as they arise.

All we ask is our customers extend the same courtesy while we're servicing your needs.

# Social Media Policy

We enjoy hearing from you via Facebook and Instagram – and social media’s a great place for you to connect with us, share your experiences or participate in promotions and competitions.

We’ll also use our social media accounts to provide updates on our business, information on local partnerships, and product or service announcements.

We aim to answer anything you post within 24 hours but bear with us if you’ve asked a tricky question because we may need to check with more than one department to ensure you get the right answer. Regardless, we’ll get back to you as soon as we can.

## **Our terms and conditions**

We have the following terms and conditions to ensure that how we operate and what we expect of you is clearly outlined.

Our general policy is not to delete your comments, but there are a few reasons we may take down your posts:

### **If your post may offend anyone**

That means no swearing, racist, sexist or otherwise hateful or bullying comments. We can’t allow content – or links to content – that could be considered offensive, obscene, threatening, or otherwise not appropriate for an audience of all ages to be posted on any of our pages or accounts.

### **If you post information that may endanger your privacy**

It’s never a good idea to share anyone’s personal information (for example phone numbers, private email addresses, family photos) on public sites, and if we think you’ve posted something others may abuse, we’ll take it down to protect you or them.



**If your post is off-topic**

We like to keep the discussion focused, so please make sure your contributions are relevant to the issue at hand. That goes for advertising too – we won't accept spam or posts that are trying to advertise on our page. Multiple, duplicated or repetitive posts that are not relevant to the purpose of our content may be taken down.

**If your post is repeated unnecessarily or considered spam**

We'll always do our best to support social media enquiries or comments in a timely manner, but will remove posts that are repeated excessively without a reasonable opportunity for us to respond.

# We value your feedback

## Feedback

If you like what Kleenheat does, or you can see where we can improve, it is important to let us know. You can contact us via the methods below.

## Contact us

Call: 13 21 80

Email: [complaints@kleenheat.com.au](mailto:complaints@kleenheat.com.au)

Write to: Complaints

Kleenheat

PO Box 4184

Myaree Business Centre WA 6960.

## Regulatory Authority

This Customer Charter was developed to meet the Economic Regulation Authority (WA) Customer Service Guidelines (August 2006). The ERA has since removed the requirement for a retailer to have a Customer Service Charter, however Kleenheat have chosen to retain this as a valuable communication tool for our customers.

Should you wish to contact the ERA or Energy Safety in regards to this Charter, their contact details are as follows:

### **Economic Regulation Authority (WA)**

GPO Box 8469 PBC WA 6849

Call: (08) 08 6557 7900

Fax: (08) 6557 7999

Web: [erawa.com.au](http://erawa.com.au)

### **Department of Mines, Industry Regulation & Safety (EnergySafety)**

303 Sevenoaks St Cannington WA 6107

Call: (08) 6251 1900

Fax: (08) 6251 1501

After hours: Freecall: 1800 678 198

Web: [dmirs.wa.gov.au](http://dmirs.wa.gov.au)

**Wesfarmers Kleenheat Gas Pty Ltd**

ABN 40 008 679 543

Building 161 Car Park 12 Murdoch University Murdoch WA 6150  
PO Box 4184, Myaree Business Centre, WA 6960

13 21 80

[kleenheat.com.au](http://kleenheat.com.au)

Kleenheat is part of

 **Wesfarmers Chemicals, Energy & Fertilisers**

***Kleenheat***