

## Cooling Off Notice provided pursuant to the Australian Consumer Law

### Important Notice to the Consumer

You have a right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement.

To cancel this agreement, you may:

- (a) contact Aurora Energy by telephone;
- (b) post or email the enclosed Termination Notice to Aurora Energy; or
- (c) contact Aurora Energy in writing via post, email or via the 'General Enquiries Form' on the Aurora Energy website.

Once notified of the cancellation, Aurora Energy will immediately cease supplying you with energy and you will only be billed for any energy supplied to you up to the date of cancellation.

### Supplier details

Name	Aurora Energy Pty Ltd
ABN	ABN 85 082 464 622
Business address	50 Elizabeth Street, Hobart Tasmania 7001
Mailing address	Aurora Energy GPO Box 191 Hobart TAS 7001
Contact	1300 842 427 <a href="mailto:cxe@auroraenergy.com.au">cxe@auroraenergy.com.au</a> <a href="https://www.auroraenergy.com.au/residential/contact/general-enquiries-form">https://www.auroraenergy.com.au/residential/contact/general-enquiries-form</a>

## Termination Notice provided pursuant to the Australian Consumer Law

I wish to cancel this agreement within the 10 business day cooling off period.

Consumer's name:

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Consumer's account  
number (optional):

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Consumer's address:

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Signature:

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Date:

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# Gas Agreement

Gas Sale Agreement between Aurora Energy



# Introduction

## Your Gas Sale Agreement with Aurora Energy

This Agreement is for the Sale of gas by Aurora Energy to you as a Residential or Small Business Customer at your current Supply Address. Aurora Energy does not provide distribution services. However, we will liaise with the Distributor on your behalf, unless directed otherwise by you.

## How to contact us

Write to Aurora Energy, GPO Box 191, Hobart TAS 7001, visit [auroraenergy.com.au](http://auroraenergy.com.au) or phone us on any of the following numbers:

<b>Residential</b>	<b>1300 132 003</b>
<b>Small Business</b>	<b>1300 132 045</b>
<b>Customer feedback</b>	<b>1800 800 753</b>
<b>Fax enquiries</b>	<b>(03) 6237 3444</b>
<b>Interstate callers</b>	<b>(03) 6237 3400</b>

## Gas safety

In a life threatening situation, call **000**.

For gas supply failures or faults, safety awareness, service difficulties, gas theft or information regarding planned interruptions or pipe locations, please contact the Distributor, Tas Gas, on **180 2111** (24 hours a day, 7 days a week).

## National Relay Service

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users phone **133 677**, Speak and Listen users phone **1300 555 727** and ask to be connected to Aurora Energy on the numbers listed above.

## Large print version

If you would like a large print version of this document, call us on **1300 132 003**.

## Translation information

If you need this information translated into other languages, please call the Translating & Interpreting Service on **131 450**.

للحصول على المساعدة الرجاء الاتصال بخدمة TIS

如需帮助，请致电TIS

برای کمک با TIS تماس بگیرید

## Privacy Collection Statement

At Aurora Energy Pty Ltd ('**Aurora Energy**'), we value your privacy. This Privacy Collection Statement sets out the types of personal information we usually collect, the purposes for which we collect it, and to who we may disclose it. It also sets out some key parts of our Privacy Policy which may be viewed at [auroraenergy.com.au](http://auroraenergy.com.au). All references to 'we', 'us' and 'our' in this Privacy Collection Statement refer to Aurora Energy.

### Collecting your personal information

When you interact with us, we may collect your personal information. The types of personal information we collect includes (but is not limited to) your name, residential address, email address, telephone number date of birth, payment details, and information related to the services provided to you such as metering data. In some circumstances we may also collect sensitive information about you (for example, if life support equipment is used at your supply address or if you are a concession customer).

We collect personal information directly from you (including if you are a past, present or prospective customer) in a range of ways. This may be in-person or by telephone, mail, email or online. We also collect personal information through our website (including via cookies), digital products, digital applications and social networks. For example, when you fill out an electronic form with us, or you use aurora+.

### Collecting personal information from other sources

We sometimes collect personal information about you from a third party. For example, we may collect your personal information from your authorised representative, energy distributor, other energy retailers (if you move to us from that retailer), credit reporting bodies, our agents or third parties with whom we have business relationships, and through publicly available sources such as websites and directories. If you provide us with personal information about another person (such as an authorised representative), we will assume that you have received their consent to do so and have notified them of this Privacy Collection Statement.

### Collection required by law

We may also collect your personal information if it is required or authorised by or under an Australian law (e.g. energy law) or court/tribunal order.

### Purpose for collecting personal information

We collect, use and disclose your personal information for a range of purposes including (but not limited to):

- to provide products, services and information;
- billing, payment and accounts;
- managing complaints and inquiries;
- ensuring compliance with regulatory and legal requirements;
- managing, administering and improving the products and services we provide;
- developing new products and services; and
- to conduct competitions and promotions, and undertake marketing activities with your express or implied consent (if you do not wish to receive this information you can opt out of this service).

### What happens if you don't provide your personal information to us?

If you choose not to provide your personal information to us, we may not be able to provide you with the services or information you require.

### Disclosing your information to third parties

We may routinely disclose your personal information to third parties, including (but not limited) our contractors and service providers such as Metering Dynamics, Yurika, TasMetering and TasNetworks (Metering Coordinator), Chandler Technologies and Zipform (Mail house), Premier (Telecommunications), Oracle and Hansen Technologies (Customer Management), Bidgely (Energy Disaggregation Technology), and Google Analytics/Tag Manager (Data Analytics). We may also disclose your personal information to our Board and shareholders, Government agencies (such as Centrelink), State based Energy Ombudsman and law enforcement agencies and, where relevant, your energy distributor and other energy retailers (if you move from us to that retailer).

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our Credit Reporting Policy and our Credit Reporting Statement of Notifiable Matters can be found at [auroraenergy.com.au](http://auroraenergy.com.au). These documents contain important information on credit reporting, including the credit reporting bodies to which we are likely to disclose your credit-related personal information, your rights in relation to such information (such as rights to access and request corrections) and whether we are likely to disclose such information overseas. We can also provide you with a copy of these documents on request.

### Disclosing your personal information overseas

Some of the organisations listed above may be located overseas. This may include countries such as the United States of America. When we do so, we will ensure that the service provider meets a high standard of security for storage or data and take reasonable steps to ensure that the service provider handles or stores your personal information in accordance with applicable Australian law.

### Accessing and correcting your personal information

You have the right to access and correct your personal information held by us about you. You can find out how to access the personal information we hold about you and how to correct that information by;

- reading our Privacy Policy at [auroraenergy.com.au](https://auroraenergy.com.au);
- contacting our Privacy Officer at [privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au); or
- contacting us on 1300 13 2003.

### Complaints

Please let us know if you have any queries or concerns about privacy. You can find out how to make a privacy complaint and how we deal with privacy complaints by;

- reading our Privacy Policy available at [auroraenergy.com.au](https://auroraenergy.com.au);
- contacting our Privacy Policy Officer at [privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au); or
- contacting us on 1300 13 2003.

# 1. The Agreement

## 1.1. About your Agreement with us

- 1.1.1. This document contains the general terms and conditions which we will Sell gas to you.
- 1.1.2. These terms, together with the Application Form and the Rates and Charges Guide, form the Gas Sale Agreement (“this Agreement”) between you and us for the Sale of gas.
- 1.1.3. This Agreement will commence on the date you sign the Application Form.

## 1.2. About the Gas Retail Code

- 1.2.1. The *Tasmanian Gas Retail Code* applies to this Agreement. Where there are any inconsistencies or permitted variations, this Agreement prevails to the extent allowed by the Gas Retail Code.
- 1.2.2. You can inspect the Gas Retail Code at the Regulator’s website at [www.economicregulator.tas.gov.au](http://www.economicregulator.tas.gov.au).

## 1.3. Definitions and interpretation

- 1.3.1. In this Agreement, “we”, “our” or “us” are used when referring to Aurora Energy, and we use “you”, or “your” when referring to you, our customer.
- 1.3.2. The glossary set out in clause 16 of this Agreement also provides the meanings of certain capitalised words used in this Agreement.

# 2. Sale and Commencement of Term

## 2.1. Connection to the Distribution System

- 2.1.1. In accordance with all applicable Regulatory Requirements, the Sale of gas under this Agreement requires the Supply Address to be connected to the Distribution System.
- 2.1.2. Unless you negotiate a different arrangement with the Distributor, we will obtain connection and distribution services from the Distributor in order to supply you with gas under this Agreement. Any charges imposed by the Distributor for these services will either be directly passed through to you or be built into the bundled charges payable under this Agreement. If the Supply Address is not currently supplied with gas, we will use our reasonable endeavors to connect the Supply Address to the gas Distribution System in accordance with all Regulatory Requirements, and will pass through to you any charges for this connection.

## 2.2. Sale Commencement Date

- 2.2.1. The Sale of gas will begin on the

Commencement Date nominated in your Connection Form or the earliest day after that date when the following actions are complied with:

- (a) all necessary transfers from another retailer have been completed to allow us to Sell you gas in accordance with all applicable Regulatory Requirements;
  - (b) where you are not the owner of the property, you have provided us with the consent of the property owner or agent;
  - (c) you are connected to the Distribution system in accordance with the Regulatory Requirements as set out in clause 2.1.;
  - (d) all pipes, fittings and appliances at the Supply Address are certified as complying with all necessary Gas Specifications pursuant to clause 4;
  - (e) there is a suitable Meter available for our use;
  - (f) access to your property is available in accordance with clause 11.2.; and
  - (g) if require, the provision of security pursuant to clause 9.
- 2.2.2. Notwithstanding any other provision of this Agreement, we will not be obliged to Sell gas to you until all of the conditions in clause 2.2.1. have been satisfied.

## 2.3. Term of Sale

We agree to Sell you gas in accordance with this Agreement from the Commencement Date until this Agreement is terminated in accordance with clause 3.

# 3. Termination

## 3.1. Termination by notice

- 3.1.1. Either party can terminate this Agreement by providing the other party with twenty-eight (28) Business Days’ written notice.
- 3.1.2. Termination of this Agreement is subject to disconnection fees as set out in the Rates and Charges Guide.

## 3.2. New Sale arrangement with us

If you enter into a new Sale arrangement with us in relation to the same Supply Address, this Agreement will end when that arrangement begins.

## 3.3. Transfer to another gas retailer

- 3.3.1. If you terminate this Agreement so that you can transfer to another retailer:
  - (a) you must inform us of the earliest date you wish to transfer, which must be at least twenty (20) Business Days after the date of your notice;
  - (b) your transfer to another retailer may take up to sixty-five (65) Business Days;
  - (c) you will continue to pay for the charges

applicable under this Agreement until the next scheduled Meter reading occurs after the date of your notice to terminate pursuant to clause 3.1.1.; and

- (d) this Agreement terminates on the commencement of your obligation to pay the other retailer under your new arrangements with that retailer.

### 3.4. Consequences of termination

- 3.4.1. When this Agreement is terminated, we are no longer obliged to sell you gas. You are responsible for paying for all gas consumed and charges incurred at the Supply Address at the rates set out in the Rates and Charges Guide until this Agreement is terminated. Termination will not affect your obligation to pay any amount due at the date of or following termination, or any accrued rights or remedies that either party may have under this Agreement.
- 3.4.2. If you choose to end this Agreement pursuant to clause 3.1., 3.2., or 3.3., it is your responsibility to choose a retailer and pay the costs associated with entering into a new contract for supply of gas.
- 3.4.3. For a period of six (6) months after your termination date (unless you vacate the premises) you must also maintain clear and safe access to the Meter for the Distributor, its agent or us expressly for the purpose of removing the Meter or disconnecting the Supply Address from the Distribution System.
- 3.4.4. Termination of this Agreement does not mean that you cannot be reconnected or that you cannot enter into a new Agreement with us.

## 4. Connection for supply

### 4.1. Gas appliance compliance

- 4.1.1. Where a new gas appliance has been installed at the Supply Address, you must produce a certification by a qualified gas fitter to the Distributor that the new gas appliance complies with Gas Specifications. This must occur before we can request the Distributor to connect your Supply Address to the Distribution System. The Distributor will not connect the Supply Address until you have produced a certificate of compliance.
- 4.1.2. If at any time it comes to the attention of the Distributor or us that any service pipes, fittings, equipment, installations or appliances on your Supply Address are unsafe or do not comply with the Gas Specifications, corrective action may need to be taken. As such, we may request the Distributor to disconnect your gas supply. Before taking any such action we will endeavour to give you such prior notice as we consider appropriate in the circumstances, although in some circumstances no prior notice may be possible.
- 4.1.3. Following any such disconnection, we will not

be obliged to resume gas supply until, at your expense, you have taken all steps and done all things necessary to make the site or appliance safe, and to comply with all Gas Specifications.

### 4.2. Protection and maintenance of your gas supply

- 4.2.1. To enable the Distributor to provide you with a reliable, safe supply of gas, you must:
  - (a) comply with all relevant Regulatory Requirements and keep the gas installations and appliances at your Supply Address in safe condition;
  - (b) protect the Distributor's equipment from damage and interference;
  - (c) not allow a person other than an accredited gas installer to perform work on a gas installation or appliance; and
  - (d) ensure that your actions and equipment do not adversely affect the Distribution System or the quality of our supply to both you and other customers.

## 5. Disconnection

### 5.1. Non-payment

- 5.1.1. We may request the Distributor to disconnect supply to your Supply Address if you have failed to pay your gas account or have not entered into a payment plan with us by the due date.
- 5.1.2. Notwithstanding clause 5.1.1. we will not request disconnection from the Distributor for supply of gas to your Supply Address, until we have provided you with:
  - (a) a reminder notice that your gas account is overdue for payment within fourteen (14) days after the initial due date for the gas account ("Reminder Date");
  - (b) a notice of our intention to request the Distributor to disconnect supply. We will send you this notice fourteen (14) days after the Reminder Date ("Intention to Disconnect Date"); and
  - (c) a payment arrangement offer.
- 5.1.3. If you fail to pay your outstanding gas account within five (5) Business Days from the Intention to Disconnect Date, or fail to enter into a payment plan with us or some other arrangements with us to pay your gas account, we will request a disconnection of supply from the Distributor.
- 5.1.4. If you are experiencing financial difficulty, please contact us and we will provide you with information about our payment plans.
- 5.1.5. If, after we request the Distributor to disconnect supply of gas to your Supply Address pursuant to clause 5.1.2.(b), you either pay your gas account or enter into a payment plan with us, we will use reasonable endeavors to prevent disconnection



occurring.

## 5.2. Denial of access

We may request the Distributor to disconnect supply to your Supply Address if, due to acts or omissions on your part, the access to the Supply Address for the purpose of reading the Meter is not possible for three (3) consecutive bills. The same applies if you have refused or failed to give an authorised officer access to the Supply Address or obstructed the officer in their functions under this Agreement.

## 5.3. Unauthorised or illegal use

5.3.1. If we suspect on reasonable grounds that you have committed an offence relating to the illegal use of gas or have obtained supply otherwise contrary to the Gas Retail Code, we may take action to disconnect supply. If you have been undercharged as a result of illegal use of gas we will estimate the usage for which you have not paid and take debt recovery action for the unpaid amount plus interest and any disconnection and reasonable legal costs.

5.3.2. Where clause 5.3.1. applies we will give you written notice of our intention to request the Distributor to disconnect supply and the reason(s) for the disconnection prior to the disconnection occurring.

## 5.4. Refusal to provide security

If you reject our request to provide security, and continue this refusal five (5) Business Days after receiving a notice of our intention to disconnect, we may request that the Distributor disconnect the Supply Address at your cost.

## 5.5. Other breaches

5.5.1. We may request that the Distributor disconnect the Supply Address, at your cost, if:

- (a) you breach any other of your obligations under this Agreement and fail to rectify that breach within ten (10) Business Days of being advised of the breach by us in writing; or
- (b) you are not, or cease to be, a Residential Customer or Small Business Customer.

## 5.6. Other grounds for disconnection

The supply to your Supply Address will be disconnected if the Distributor gives us notice of its intention to disconnect supply to your Supply Address. We will send you a written notice of the Distributor's intention within five (5) Business Days of us receiving such notice from the Distributor.

## 5.7. Request for disconnection

5.7.1. The supply to your Supply Address will be disconnected if you have requested or given prior agreement to the disconnection. You must give us at least five (5) Business Days' notice of your desire that supply be disconnected. This includes where you intend to vacate the Supply Address or have vacated the Supply Address. The notice must include:

- (c) the date you wish to disconnect gas supply; and
- (d) if you are vacating the Supply Address, a forwarding address for your final account. This notice is required to allow us to arrange a final Meter reading.

5.7.2. If you request for us to arrange disconnection for your Supply Address from the gas Distribution System, a disconnection fee will apply reflecting any direct costs arising from the disconnection. This includes any amount charged to us by the Distributor or another contractor or agent for providing services in relation to the disconnection, and our reasonable administrative charges.

5.7.3. If you do not give us notice as set out in clause 3, you will be responsible, in addition to the disconnection fee, for paying for all gas consumed and charges incurred at the Supply Address at the rates set out in the Rates and Charges Guide until the last to occur of any of:

- (a) the Supply Address is disconnected from the Distribution System; or
- (b) another customer enters into a contract with us for gas used at that Supply Address.

## 5.8. Reconnection

5.8.1. If your supply has been disconnected due to non-payment of a gas account under clause 5.1., we will, as soon as practicable, request the Distributor to reconnect supply to your Supply Address only if you:

- (a) pay the gas account (including any interest that has accrued on the gas account and, if applicable, a reconnection fee); and
- (b) provide us with security, in accordance to clause 9, for the payment of the future gas account; or
- (c) enter into a payment plan with us to pay the gas amount, interest and, if applicable, the reconnection fee.

5.8.2. If the Supply Address has been disconnected for any reasons stipulated in clause 5, we will recommence supply at your request and on payment of a reconnection/connection fee (as referred to in clause 5.8.5.) if you have rectified the reason for disconnection within a reasonable time.

5.8.3. We will use reasonable endeavors to ensure that the Distributor reconnects the Supply Address:

- (a) On the day of your request, if you contact us before 3pm on a Business Day;
- (b) On the next Business Day after your request if you contact us after 3pm on a Business Day; or
- (c) On the day of your request, if you contact us after 3pm on a Business Day but before 7pm and you agree to pay our after hours reconnection fee.

- 5.8.4. If we (or the Distributor or another contractor or agent) have been called out to disconnect the Supply Address for any of the reasons set out in clause 5 and the reason is rectified before we disconnect the Supply Address, then we may charge a call-out fee as referred to in clause 5.8.5.
- 5.8.5. The reconnection/disconnection fee, after hours reconnection fee and call out fee referred to in this clause 5 will be:
- (a) the fee specified in the Rates and Charges Guide; or
  - (b) if no fee is specified in the Rates and Charges Guide, an amount which includes any amount incurred by us from the Distributor or another contractor or agent for providing services in relation to the disconnection, connection or call out, and our reasonable administrative charges.

#### 5.9. Disconnection not termination

Disconnection of the Supply Address, for any reason, does not constitute an automatic termination of this Agreement, nor does it prevent us from terminating this Agreement in accordance with its terms.

## 6. Charges and variations

#### 6.1. Charges set out in this Agreement

- 6.1.1. The initial charges are as set out in the Rates and Charges Guide. We reserve the right to amend the rates and charges at any time.
- 6.1.2. The basis for the calculation of charges under this Agreement will be:
- (a) fixed daily fee (cents per day); and
  - (b) consumption fee (cents per megajoule).

#### 6.2. Timing of variation

- 6.2.1. A variation to the initial charges set out in the Rates and Charges Guide will not take effect until we have given you a written notice (which may consist of a statement on your bill or publication in each of the three (3) daily newspapers in Tasmania) of the variation, including:
- (a) the date on which the variation is to take effect; and
  - (b) a statement of new rates or the amount of the variation.
- 6.2.2. Any notice of variation will form part of this Agreement from the effective date of the variation notified in clause 6.2.1.(a).

#### 6.3. Change in your circumstances

You are responsible for notifying us of any changes in your circumstances that may affect the charges we are entitled to impose upon you under this Agreement. Any variations to these charges will not take effect until fourteen (14) days after we receive notice from you regarding the change in your circumstances.

## 7. Billing and payments

#### 7.1. Format and timing of bills

- 7.1.1. We will issue a bill to the address nominated by you or a person authorised to act on your behalf in relation to your consumption of gas during a Billing Period.
- 7.1.2. Each bill will identify the charges for gas and will set out any other information as required by the Gas Retail Code.
- 7.1.3. Each bill will be based on consumption of gas as indicated by Meter readings except where a reliable Meter reading cannot be obtained for any reason, including inability to access the Meter. The gas account may be based on a reasonable estimate of consumption and, if a reliable Meter reading becomes available later, the next account must be adjusted to reflect actual consumption.
- 7.1.4. Notwithstanding clause 7.1.3., we will obtain a reading on your Meter at least once in each twelve (12) month period.
- 7.1.5. We will notify you of a gas account estimated under clause 7.1.3., the reason for the gas account being estimated, how the gas account has been estimated and that if a reliable Meter reading becomes available later the next gas account will be adjusted to reflect actual consumption.
- 7.1.6. If we provide goods or services in addition to the sale or supply of gas including connection charges, those items may be billed separately or as separate items on the bill.

#### 7.2. Calculation of bills

- 7.2.1. Your bill will be based on the amount of gas identified by us or the Distributor as having been delivered to your Supply Address.
- 7.2.2. The amount of gas referred to in clause 7.2.1. will be derived from consecutive Meter readings or, where Meter readings are unavailable, from our reasonable estimate of your gas consumption under clause 7.3.

#### 7.3. Estimate of gas usage

- 7.3.1. Where a Meter reading has not been possible, or when an interim bill is requested, we will provide you with an estimated gas consumption based on:
- (a) information you provide to us on the Meter reading;
  - (b) your prior billing history; or
  - (c) standard industry profile figures for the Billing Period.
- 7.3.2. Where we estimate your consumption, this will be clearly indicated on your bill. The bill following the next available Meter reading will include the balance of the charges since the last Meter reading or if the consumption was overestimated the charges will be amended

and the customer advised accordingly.

- 7.3.3. If you request us to undertake a special Meter reading, a Special Meter Reading fee (as specified in the Rate and Charges Guide) will apply reflecting our direct cost arising from conducting a special Meter reading. This will include the amount incurred by us from the Distributor or another contractor or agent for providing services in relation to the special Meter reading, and our reasonable administrative charges.

#### 7.4. Review of bills

- 7.4.1. We will review your bill at your request, in accordance with our Complaints Handling and Dispute Resolution Procedure in clause 13.
- 7.4.2. If our review shows the bill to be correct, you must pay the amount of the bill in full or request a Meter test under clause 8. If our review shows the bill to be incorrect, we will make appropriate adjustments to your next bill.

#### 7.5. Payment

- 7.5.1. If you agree to pay us the full amount shown on each bill including GST by the due date shown on the bill, which will not be less than twelve (12) Business Days after the date of issue of the bill.
- 7.5.2. You may make payments to us by:
- (a) Direct Debit into our account;
  - (b) credit card;
  - (c) mailing us a cheque;
  - (d) payment at authorised offices; and/or
  - (e) any other method advised by us from time to time.
- 7.5.3. If you are unable to pay the bill by the due date, you must contact us to arrange for payment. We will offer you a range of payment options.
- 7.5.4. Any amount due from you that is not paid by the due date shown on the account will be treated as being overdue, and subject to our regulatory limitations, you will:
- (a) incur an overdue account fee as specified in the Rates and Charges Guide; and
  - (b) become liable for the payment of interest that reflects the 90-day Bank Accepted Bill rate (plus 6%), as set by the Reserve Bank of Australia for the relevant quarter.
- 7.5.5. If the bill remains unpaid within fourteen (14) days after the due date we will issue a reminder notice.

#### 7.6. Undercharges and overcharges

- 7.6.1. If you have been undercharged as a result of an error or omission by us or by the Distributor we will recover the amount of the undercharge, totaled over a period no longer than twelve (12) months prior to when the

measurement error became known.

- 7.6.2. If you have been overcharged as a result of an error or omission by us or the Distributor we will refund the amount of the overcharge.

#### 7.7. Recover of unpaid accounts

- 7.7.1. We may recover as a debt if:
- (a) any amount that remains outstanding after a disconnection of your supply due to your failure to pay your gas account;
  - (b) any amount that remains outstanding for failure to pay a gas account notwithstanding that we continue to supply gas to you;
  - (c) an amount estimated for any illegal use of supply;
  - (d) any connection or reconnection fee; and/or
  - (e) any interest that we charge you.

## 8. Metering and Meter testing

#### 8.1. Meter testing

- 8.1.1. The Distributor may test your Meter periodically for its own purposes, and you will not be charged for this work.
- 8.1.2. You may request to have your Meter testing if you believe it is inaccurate. We will refer you to the Distributor or Meter testing authority that will test the Meter at a charge for the services, which you must pay in advance. The Meter Testing Fee is set out in the Rates and Charges Guide. We will give you a copy of the results of the test if the testing authority does not do so.
- 8.1.3. If the Meter is accurate, you will be responsible for paying all testing charges incurred by us and the full amount of your bill.
- 8.1.4. If the Meter is found to be inaccurate, you will not be charged for the service and the Meter will be corrected or replaced at the Distributor's discretion.

#### 8.2. Tampering with Metering equipment

- 8.2.1. If the Distributor or we find that the Metering equipment or Meter data (or any associated service pipes or equipment) at your Supply Address has been tampered with, or that there has been any other interference such that we consider that your gas usage has not been measured accurately, you agree that we will be entitled to disconnect your gas supply.
- 8.2.2. If, following disconnection of your gas supply, we agree to resume gas supply to you, any resumption may (at our discretion) be on condition that you pay a reconnection fee, together with the full cost of repairing or replacing any damaged property, or of making

the installation safe.

- 8.2.3. You also agree to pay our reasonable assessment of any loss we have incurred from a shortfall in recorded consumption as a result of the tampering during the period of your occupancy, together with applicable fees and interest calculated as though the account was overdue.

## 9. Security

### 9.1. When it will apply

- 9.1.1. Before agreeing to Sell you gas, we may require you to provide security where:
- (a) you are a new customer with no payment history;
  - (b) you have an unsatisfactory payment history; or
  - (c) you have an unsatisfactory credit rating.
- 9.1.2. The amount of the security will not exceed 1.5 times the bill amount of the average quarterly consumption of gas by a person who has similar gas consumption to you.
- 9.1.3. We will provide a receipt to you on deposit of the security into an interest bearing account.

### 9.2. Use and return of the security

- 9.2.1. We may use the security, including accrued interest, to offset:
- (a) your outstanding bill if your gas supply has disconnected due to your failure to pay your gas account;
  - (b) your final bill where this Agreement has been terminated and a bill remains unpaid;
  - (c) at your request, any fees that may arise from your request for disconnection of supply or you inform us of a change in the occupation of the Supply Address.
- 9.2.2. We will advise in writing within fourteen (14) days should we use your security.
- 9.2.3. We will return the security, together with accrued interest, within ten (10) Business Days of one of the following events occurring:
- (a) after one (1) year of satisfactory payment of your gas account; or
  - (b) when you cease to be our customer and have no outstanding debt with us.

## 10. Information and communication

### 10.1. Information we require from you

- 10.1.1. You must ensure that your name and Supply Address are correctly set out on this Agreement, and must provide us with identification before we Sell gas to your

Supply Address.

- 10.1.2. You must also advise us if there is any change which may affect the quality or safety of the gas supplied under this Agreement. This may include changes in:
- (a) your contact details;
  - (b) the major purpose of using gas at your Supply Address;
  - (c) access to the gas Meter; or
  - (d) the internal gas pipes or appliances at the Supply Address.

### 10.2. How we use and disclose Personal Information about you

- 10.2.1. We are committed to protecting your privacy and handling all Personal Information in accordance with the *Personal Information Protection Act 2004* (Tas) and the *Privacy Act 1988* (Cth).
- 10.2.2. We need to collect the Personal Information in this Agreement to Sell you gas and, if necessary, to transfer you from your existing retailer. We may use and disclose Personal Information about you for this and related purposes, including to send you information about other products and services.
- 10.2.3. If you do not wish to receive marketing information and offers from us, or if you wish to access any of the Personal Information we hold about you, please contact us via the telephone number provided in clause 17 or via post.
- 10.2.4. You acknowledge that in certain circumstances, we may be permitted or require by law to use or disclose Personal Information about you, including your name, address and other details. Such uses or disclosures may include, without limitation:
- (a) disclosures to certain law enforcement agencies for the purpose of:
    - (i) connecting your Supply Address to the Distribution System; or
    - (ii) complying with the Regulatory Requirements (including the Gas Retail Code),
  - (b) disclosures to certain law enforcement agencies for purposes relating to the enforcement of criminal and other laws;
  - (c) uses or disclosures in accordance with a court order;
  - (d) uses or disclosures to lessen or prevent serious threats to an individual's life, health or safety, or to public health or safety; or
  - (e) uses to assist in internal investigations into suspected fraud or other unlawful

activities.

10.2.5. You also authorise us to seek Personal Information from, or give it to:

- (a) credit reporting agencies;
- (b) other credit providers;
- (c) the Distributor or another retailer of gas; or
- (d) our agents, contractors and franchisees.

This includes information about your credit worthiness, credit standing, credit history or credit capacity as credit providers are allowed to give or receive from each other or credit reporting agencies under the *Personal Information Protection Act 2004* (Tas), the *Privacy Act 1988* (Cth) and other Regulatory Requirements.

### 10.3. Access to information

We will provide you with access to Personal Information we hold about you, on request, unless we are not permitted to by law or required by any Regulatory Requirements to refuse such access. For access request, please contact us via the telephone number provided in clause 17 or via post.

### 10.4. Means of communication

10.4.1. Except where a particular method of communication is specified in this Agreement or any Regulatory Requirements:

- (a) any communication between us and you under this Agreement may be in writing, by telephone or by electronic means such as email to an agreed address;
- (b) any communication under this Agreement required to be in writing may be delivered by facsimile or any other electronic means capable of generating a delivery confirmation report; and
- (c) if a notice is sent by post, it is taken to be received three (3) Business Days after posting unless received earlier.

### 10.5. Information we will provide to you

- 10.5.1. We will provide you with a copy of our *Gas Customer Charter* at or before the time your supply is connected and at any other time upon request.
- 10.5.2. You can also inspect our *Gas Customer Charter* and the Rates and Charges Guide at our website [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

## 11. Your obligations in using gas

### 11.1. General Obligations

11.1.1. Our obligations under this Agreement are subject to you complying with the following requirements:

- (a) you must comply with the Gas Retail Code and Regulatory Requirements where applicable, and must give effect to any of the Distributor's rights under the Gas Retail Code or the Regulatory Requirements;
- (b) you must pay all relevant fees and charges in relation to your Supply Address, and continue to pay your supply account by the due date specified on the bill;
- (c) you must not allow gas directed to your Supply Address to be used at another address, or take at your Supply Address any gas provided by us directed to another address;
- (d) you must not resupply gas supplied under this Agreement to any other person unless specifically agreed to by us in writing or unless permitted by Regulatory Requirements;
- (e) you must not tamper with or bypass, or permit anyone else to tamper with or bypass, the Meter or associated equipment;
- (f) if we Sell gas to you for a specific purpose, you must not use the gas for another purpose; and
- (g) you must use your gas in a safe and approved manner.

### 11.2. Access to Supply Address

11.2.1. You must give us and the Distributor safe, convenient and unhindered access to the Supply Address for the following purposes:

- (a) to read the Meter;
- (b) to connect or disconnect supply;
- (c) to inspect or test gas installations as appropriate;
- (d) to inspect, repair, test, or maintain the Distribution System; and
- (e) to install, inspect, repair, test or maintain the gas Meter.

11.2.2. You need to immediately inform us if you do something to affect access to the Metering equipment. If you undertake building alterations that restrict access to your Meter, the Meter will need to be relocated or a remote reading system will be installed at your cost.



- 11.2.3. For the purpose of clause 11.2.1., you must ensure that any animal on your property is under control.

### **11.3. If you are not the owner of the Supply Address**

You may only be able to fulfill certain of your obligations under this Agreement if you are not the owner of the Supply Address. If you are not the owner of the Supply Address, we may require you to request that the owner fulfill those obligations on your behalf. Our obligations to you are conditional on the owner agreeing to fulfill those obligations on your behalf, where this Agreement is necessary to enable us to carry out our obligations.

### **11.4. Consequences for breach of obligations**

A breach of any provisions in clause 14 may constitute a breach of this Agreement and at our discretion entitle us to terminate the Agreement.

## **12. Our responsibilities in selling gas**

### **12.1. Force Majeure Event**

- 12.1.1. If a Force Majeure Event results in either party being in breach of this Agreement, the obligations of each party will be suspended for the duration of the Force Majeure Event, except any obligations to pay money.
- 12.1.2. The party affected by the Force Majeure Event must use its Best Endeavors to give the other party prompt notice and full details about the Force Majeure Event. They must also give an estimate of its likely duration, the obligations affected by it, the extent it affects those obligations and steps taken to minimise, overcome or remove those affects.
- 12.1.3. For the purposes of clause 12.1.2., our requirement to give you prompt notice is satisfied if we make the necessary information available by way of providing a twenty-four (24) hour telephone service within thirty (30) minutes of being advised of the Force Majeure Event, or otherwise as soon as practicable.
- 12.1.4. The party affected by the Force Majeure Event must use its Best Endeavors to minimise, overcome or remove the Force Majeure Event as quickly as practicable. However, this does not require either party to settle any industrial dispute.

## **13. Complaints and dispute resolution**

### **13.1. Your right to review**

You make a complaint to us about any decision we have made in relation to our Sale of gas to your Supply Address.

### **13.2. Complaints handling and dispute**

#### *Resolution Procedure*

Subject to anything to the contrary in this Agreement, when we receive a complaint from you, we will deal with your complaint in consideration with Australian Standard ISO 1002-2006.

### **13.3. Outline of review process**

#### *Telephone complaint*

- 13.3.1. You may telephone us on the number set out in the Gas Customer Charter or otherwise communicated to you, to notify us of any complaint in relation to our Sale of gas to the Supply Address.

- 13.3.2. We will try to resolve your complaint through informal negotiations over the telephone.

#### *Written complaint*

- 13.3.3. Where are you not satisfied with the way we have dealt with your complaint over the telephone, or where you prefer to write to us, you may write to us and formally notify us of your original complaint and your request for a review of your complaint.

- 13.3.4. On receipt of your written complaint and request for review, we will review your complaint and respond to you in writing within twenty-eight (28) days with our decision.

#### *Referral to higher level*

- 13.3.5. Where you are not satisfied with the response received from your first point of contact (whether over the telephone or by written complaint), you may have the complaint reviewed at a high level. This process elevates your complaint through to the appropriate manager, by telephone or in writing as you prefer.

#### *Referral of complaint to the Ombudsman*

- 13.3.6. If you are not satisfied with our review and written response to your complaint, you may contact the Energy Ombudsman Tasmania for further review.

## **14. General**

### **14.1. Our liability**

- 14.1.1. Title and risk in all gas supplied to you will pass to you at the respective delivery point.
- 14.1.2. If you are classified as a “consumer” under the *Competition and Consumer Act 2010* (Cth) this Agreement automatically incorporates conditions, warranties and rights for your benefit and protection. If you are a consumer under these laws, this Agreement cannot restrict or remove the benefits these laws give, except to the extent permitted by these laws.
- 14.1.3. To the extent permitted by these laws, we give no condition, warranty or undertaking,

and we make no representation to you about the condition or suitability of any good or service provided under this Agreement, its quality, fitness or safety, other than those set out in this Agreement.

- 14.1.4. Where conditions, warranties or undertakings are implied by these laws and cannot be excluded, to the extent permitted by law, our liability for breach of these conditions, warranties or undertakings is (at our option) limited to:

- (a) providing equivalent goods or services provided under this Agreement to your Supply Address; or
- (b) paying you the cost of replacing the goods or services provided under this Agreement to your Supply Address or acquiring equivalent goods or services.

#### **14.2. Not liable**

- 14.2.1. As far as the law allows, we are not liable for any loss or damage you suffer (whether due to negligence or otherwise), because of the gas we Sell to you under this Agreement.
- 14.2.2. In particular, we are not liable for any loss or damage you may suffer because:
- (a) there is a failure in gas supply, or there is a defect in the gas supplied (however cause);
  - (b) some characteristics of gas make it unsuitable for some purposes; or
  - (c) any act or omission of a third party (such as the Distributor).

#### **14.3. Supply standards and interruptions**

- 14.3.1. Except where required by law, we have no responsibility for gas quality and distribution standards and all the responsibility rests with the Distributor.
- 14.3.2. You agree that the Sale and supply to the Supply Address may be interrupted, discontinued or restricted:
- (a) when permitted or required under law or court order;
  - (b) for a Force Majeure Event;
  - (c) by the Distributor;
  - (d) when there are insufficient quantities of gas or system capacity to meet the needs of all users;
  - (e) for repairs, testing, maintenance or for installation of a new connection or other work; or
  - (f) during an emergency or for reasons of public health or safety or the protection of any person or property.
- 14.3.3. In these circumstances, you agree immediately to cease or reduce your gas consumption at the Supply Address and to comply with the directions of the

Distributor.

- 14.3.4. Where reasonably possible and in accordance with Regulatory Requirements, we or the Distributor will give you prior notice of interruptions.

#### **14.4. Survival of certain clauses**

Clauses 14.1, 14.2, 14.3 and 14.4 survive the termination of this Agreement.

#### **14.5. GST**

You agree to pay us GST on any taxable supplies made by us in connection with this Agreement, except where we have indicated that a charge is inclusive of GST.

#### **14.6. Waiver and variation**

- 14.6.1. Except as otherwise provide in this Agreement, a right created under this Agreement may not be waived except in writing signed by the party granting the waiver.
- 14.6.2. Other than as required or permitted by law or the terms of this Agreement, any variation of this Agreement must be made in writing between the parties.
- 14.6.3. We may vary this Agreement by written notice to you to the extent reasonably necessary to comply with any change in any Regulatory Requirements to the extent permitted by Regulatory Requirements.

#### **14.7. Applicable law**

- 14.7.1. This Agreement shall be governed by the laws of Tasmania.
- 14.7.2. We and you submit to the non-exclusive jurisdiction of the courts of Tasmania.

## **15. Faults with respect to supply**

For gas supply failures or faults, safety awareness, service difficulties, gas theft, or information regarding planned interruptions or pipe locations, please contact the Distributor on 180 2111 (24 hours a day, 7 days a week).

## **16. Definitions and interpretation**

#### **16.1. Definitions**

In this Agreement, unless the contrary intention is expressed:

**Agreement** means these terms and conditions, and any Schedules or Annexures.

**Application Form** means the Aurora Gas Application Form.

**Annexure** means an annexure attached to this Agreement.

**Aurora Energy** means Aurora Energy Pty Ltd ABN 85 082 464 622 of Level 4, 50 Elizabeth Street, Hobart Tasmania 7000.

**Billing Period** means the length of the supply period covered by each bill, in this case, three (3) calendar months.

**Business Day** means a day (not being a Saturday or Sunday) on which banks are open for general banking business in Hobart.

**Commencement Date** means the date on which this Agreement commences which is nominated by you in your Connection Form, or the earliest date after that on which you satisfy all the conditions set out in clause 2.2.

**Customer Charter** has the same meaning as in the Gas Retail Code.

**Director of Gas** means a person appointed by the Tasmanian Government to oversee commercial and regulatory issues relating to the distribution and retail supply of gas in Tasmania.

**Distributor** means the person or entity who is licensed to own or operate the pipes we use to supply you with gas. In this case, the Distributor is Tas Gas Networks Pty Ltd.

**Distribution System** means a network of pipelines, meters and controls used to supply gas, or a Distributor uses to transport gas for supply to customers.

**Distribution Services** has the meaning given in the Gas Retail Code.

**Force Majeure Event** means an event outside the control of a party.

**Gas Act** means the *Gas Act 2000* (Tas), as amended or replaced from time to time.

**Gas Retail Code** means the *Tasmanian Gas Retail Code* made by the Director of Gas from time to time under section 38A of the Gas Act.

**Gas Specifications** means the Australian Specifications for Reticulated Natural Gas AS 4564-2011, as amended or replaced from time to time.

**GST** has the meaning given in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

**Meter or Metering** means an instrument that measures the quantity of gas passing through it and includes associated equipment attached to the instrument to control or regulate the flow of gas. The Meter is the property of the Distributor.

**Personal Information** has the meaning given in the *Privacy Act 1988* (Cth).

**Rates and Charges Guide** means the brochure entitled *Gas Rates and Charges*.

**Regulator** means the Office of the Tasmanian Economic Regulator, appointed as the Director of Gas under section 7 of the *Gas Act 2000* (Tas).

**Regulatory Requirements** means any Commonwealth, State or Local Government legislation, including acts of parliament, regulations, by-laws or other subordinate legislation, judicial, administrative or regulatory decrees or orders, or any mandatory approvals and guidelines, including industry standards applicable to the Tasmanian Gas market (including the Gas Retail Code) or administrative interpretations of them, as may be in force and as amended from time to time.

**Residential Customer** means a customer whose consumption of gas or anticipated gas consumption is used for domestic purposes and less than one (1) TJ per annum.

**Sale or Sell** means the sale of gas by us to you.

**Small Business Customer** means a customer whose consumption of gas or anticipated gas consumption is used for business purposes and less than one (1) TJ per annum.

**Supply Address** means:

- (a) the address for which you purchase gas from us where there is only one supply point or connection point at that address; or
- (b) where there is more than one supply point or connection point at that address, each supply point or connection point through which you purchase gas.

The Gas Rates and Charges brochure sets out the fees and charges that may be applicable to you for the purchase of gas from us.

## 16.2. Interpretation

In this Agreement, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect the interpretation of this Agreement;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) all references to “include” or “including” are non-exhaustive and do not imply any limitation;
- (e) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporation and any governmental agency;
- (f) a reference to terms of an offer or agreement is to all terms, conditions and provisions of the offer or agreement;
- (g) a reference to any statute, regulation, or proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rule varying, consolidating, re-enacting, extending or replacing them. A reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (h) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (i) a reference to a person includes that person’s officers, employees, contractors, agents or other representatives;
- (j) an event which is required under this Agreement to occur on or by a stipulated day which is not a Business Day may occur on or by the next Business Day;
- (k) words defined in *A New Tax System (Goods and Services Tax) Act 1999* (Cth) have the same meaning when used in clause 14.5. of this Agreement.

Gas Sale Agreement | December 2023  
[auroraenergy.com.au](http://auroraenergy.com.au)