



**SUPAGAS**  
YES WE CAN!

# CUSTOMER CHARTER

# CONTENTS

About this Customer Charter	2
Information and communication: <b>How to contact Supagas</b>	2
Emergency, leaks, and faults	2
Customers with special needs	2
Privacy	2
Our Story	3
Gas Marketing Code of Conduct and Compendium of Gas Customer Licensing Obligations	3
Connecting a new home without a gas connection	3
Moving house	3
Stop supply due to non-payment	3
Payment difficulties	3
Reconnection of your gas	4
<b>LPG products and services</b>	4
What is LPG?	4
Physical properties	4
Residential and commercial cylinders	4
Forklift gas	4
Bulk LPG	4
Reticulated LPG (metered)	4
Specialty	4
SupaSwap	4
Supagas Heatagas	5
Hospitality and Food	5
Medical Gases	5
Industrial Gases	5
<b>LPG fees, charges, and trading terms</b>	5
Bulk and cylinder customers	5
Pricing	5
Equipment service charge	5
Returned cylinders	5
LPG reticulated gas customers	5
<b>Trading terms</b>	6
<b>How to pay your gas account</b>	6
Direct debit	6
Over the telephone	6

# CONTENTS

Electronic Funds Transfer (EFT)	6
Centrepay	6
BPAY	6
Credit/debit card	6
Post Billpay®	6
Customer Portal	7
<b>Information for reticulated LPG gas customers</b>	7
Billing frequency	7
Estimated meter readings	7
About your gas meter	7
Service pipes	7
Your rights as a reticulated LPG customer	8
Broken gas main, damage to service in street or garden, smell of gas near your meter box.	8
Loss of gas service from suspected mechanical or technical failure.	8
Advice of planned interruption to gas supply.	8
<b>Your rights as a reticulated LPG customer</b>	8
Broken gas main, damage to service in street or garden, smell of gas near your meter box.	8
Loss of gas service from suspected mechanical or technical failure.	8
Advice of planned interruption to gas supply.	8
<b>Connecting to reticulation networks</b>	8
Moving house	8
Disconnection policy	9
Disconnection due to non-payment of your bill	9
Reconnection	9
<b>Information for cylinder and bulk gas customers: Connection to cylinder or bulk gas</b>	9
Western Australia	9
Northern Territory	9
Moving house	10
Change of address	10
How do I know when to order gas?	10
Turning on your cylinder (excluding liquid withdrawal and forklifts)	10
Determining which cylinder is supplying gas	11
How do I order gas?	11
Speak to a Customer Service representative	11
When will the gas be delivered?	11

# CONTENTS

How are our cylinders delivered? .....	11
What if I run out of gas? .....	11
<b>Safety and emergencies</b> .....	<b>12</b>
Emergencies, leaks, and faults .....	12
Properties of liquefied petroleum gas (LPG) .....	12
Gas leaks .....	12
If you smell gas outside your premises or in a street .....	13
Carbon monoxide .....	13
Carbon monoxide poisoning .....	13
Asphyxiation .....	13
Resuscitation .....	13
How to identify a leak .....	14
Leaking forklift exchange cylinders .....	14
Cylinder safety .....	14
Cylinder transportation .....	14
<b>Appliance safety</b> .....	<b>15</b>
Room-sealed gas appliances .....	15
Gas barbecues .....	16
To ensure you use your barbecue safely .....	16
Patio heaters .....	16
<b>Energy saving tips</b> .....	<b>16</b>
Hot water .....	16
Heating .....	17
Energy efficient appliances .....	17
<b>How to make a complaint</b> .....	<b>17</b>
Complaints .....	17
Customer advocate .....	17
Unresolved complaints .....	17
Standards of behaviour .....	17
<b>Social Media Policy</b> .....	<b>18</b>
Our terms and conditions .....	19
If your post may offend anyone .....	19
If you post information that may endanger your privacy .....	19
If your post is off-topic .....	19
If your post is repeated unnecessarily or considered spam .....	19
<b>We value your feedback</b> .....	<b>20</b>
Feedback .....	20
Contact us .....	20
Regulatory Authority .....	20



## ABOUT THIS CUSTOMER CHARTER

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

This charter outlines your entitlements as a Supagas 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 SUPAGAS

- **Telephone:** 13 78 72
- **Website:** [supagas.com.au](http://supagas.com.au)
- Visit any Supagas Branch, agent or dealer

### EMERGENCY, LEAKS, AND FAULTS

If life or property is threatened, please call 000.

For emergencies that are not life-threatening, faults, and leaks, call: **13 78 72** (Supagas)

### 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 78 72**.

### PRIVACY

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

To view a copy of Supagas' Privacy Policy, visit [supagas.com.au](http://supagas.com.au).

If you would like a copy of this charter in large print, please call **13 78 72**.

## OUR STORY

Supagas is a leading supplier of LPG, industrial, medical, specialty and helium gases in Australia. We are a fast-growing nation-wide company and are rapidly building a reputation for growth and success based on an exceptional 'YES WE CAN' customer service offering and quality product in the highly competitive market.

Today, Supagas has multiple distribution centres, branches and agencies growing nation-wide and is able to provide a fast and reliable delivery along with personal responses to queries, ensuring quality service every time. Supagas' state-of-the-art facilities allows us to offer multiple gas types and gas products, as well as run specialised laboratories to mix and test specialty gas. This helps us to better service our customers' needs and requirements.

Our competitive advantage is based on reliable delivery, fast and personal responses to queries, and outstanding customer service.

---

## GAS MARKETING CODE OF CONDUCT AND COMPENDIUM OF GAS CUSTOMER LICENCING OBLIGATIONS

As a licenced 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 [supagas.com.au](http://supagas.com.au) or alternatively by contacting us on **13 78 72**

## CONNECTING A NEW HOME WITHOUT A GAS CONNECTION

For a new gas connection, please call our Customer Service team on **13 78 72** or visit us at [supagas.com.au](http://supagas.com.au) for assistance and more information.

---

## MOVING HOUSE

If you are moving home, call our Customer Service team on **13 78 72** or visit us at [supagas.com.au](http://supagas.com.au) for assistance and more information.

### 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.
- 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 to ensure a smooth transition.

---

## STOP SUPPLY DUE TO NON-PAYMENT OF YOUR BILL

Prior to stopping supply for failure to pay a bill, Supagas will:

- Send a reminder notice.
- Use our best endeavours to contact you by phone or other electronic methods.
- 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 78 72** so we can provide you with assistance. This assistance can include an agreed payment arrangement or referral to financial counsellors. Supagas has a **Financial Hardship Policy** for customers experiencing payment difficulties or financial hardship. This policy is available at [supagas.com.au](http://supagas.com.au).

---

## RECONNECTION OF YOUR GAS

If you have been disconnected due to:

- Failure to pay a bill.
- Illegal use of gas.

Once the disconnection issues have been resolved, you must request a reconnection and Supagas 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.
  - The network operator will reconnect your gas within two business days of the request from Supagas.
- 

## LPG PRODUCTS AND SERVICES

### RESIDENTIAL AND COMMERCIAL CYLINDERS

- **45kg LPG Cylinder:** Commonly used for residential heating, cooking, and hot water systems. Also suitable for small commercial purposes.
- **13.5kg LPG Cylinder:** Portable LPG used for BBQs, outdoor heating, and small portable stoves.

### FORKLIFT GAS

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

LPG is a cost-effective and convenient fuel, designed to power forklift trucks, ensuring, efficient, and reliable energy for material handling operations.

### BULK LPG

Bulk LPG is used for larger operations such as hospitals, schools, and commercial or industrial applications. Customers may include large residential 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 directly to a customer's property. The piping is connected to an LPG storage vessel away from the customer's site.

### SPECIALTY GASES

- **Helium Gas:** Used for balloons, medical applications, and welding. Available in various quantities and suitable for both commercial and personal use.
- **Oxygen Gas:** Used in medical, industrial, and welding applications.
- **Argon Gas:** Typically used in welding and industrial manufacturing.

### SUPASWAP

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

### SUPAGAS HEATAGAS

Fuel for outdoor heaters, portable stoves and BBQs. Provides power for gas generators.

## HOSPITALITY AND FOOD

Supagas supplies a large range of gases for the Hospitality and Food markets including:

- **Carbon Dioxide (CO<sub>2</sub>):** Used for beverage carbonation, welding, and cooling systems.
- **Nitrogen Gas:** Available for a variety of uses including industrial applications and cooling.
- **SupaMix and SupaMap gases.**

## MEDICAL GASES

- **Medical Oxygen:** Used in hospitals, clinics, and homecare for patients requiring oxygen therapy.
- **Nitrous Oxide:** Commonly used for anaesthesia in medical and dental settings.

## INDUSTRIAL GASES

- **Acetylene Gas:** Often used in welding and metal cutting.
- **Welding Gases:** A range of gases used in industrial welding processes, including oxygen, acetylene, and argon.

---

## 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/rental charge is also payable. Generally, this charge is payable annually and in advance, but it may differ depending on the terms of a written agreement. The equipment service charge covers items such as repair, maintenance, and periodic inspection and testing. From time to time, other charges may apply, for example, special delivery fees.

By accepting the supply of LPG from Supagas, 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 Supagas. Your local supplier or Supagas 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

Customers are required to adhere to the payment terms agreed upon in the contract. If the contract doesn't specify payment terms, the general rule is:

- For sales: Payments are due by the last business day of the month following the supply of goods.
- For hires: Payments are due within 30 days from the invoice date.

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

- Stop future deliveries of gas until the account is paid.
- Charge a late payment fee: If payments are late, the customer may be charged interest, typically calculated at a rate up to 3% higher than the ANZ Banking Group Ltd indicator lending rate.
- Cancellation of Discounts: If the customer benefits from trade discounts or rebates, these may be cancelled.
- Contract Termination: If the customer doesn't rectify the failure to pay within seven days after receiving a formal notice from Supagas, the company can terminate the contract or suspend deliveries.

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

### DIRECT DEBIT

Set up direct debit from your bank account, credit card, or debit card to automatically pay your gas bill. You will need your Supagas account number, BSB, and bank account number or a valid credit card for the payment to be processed. No credit card fees are applicable for direct debit payments.

### OVER THE TELEPHONE

This is via creditcard.

### ELECTRONIC FUNDS TRANSFER (EFT)

Transfer funds directly to us from your bank account. 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 or call **13 78 72**.

### BPAY

Pay using BPAY via Internet or phone banking from your cheque, savings account, or credit card. Payment will be processed within two business days. For more information, contact your financial institution.

### CREDIT/DEBIT CARD

you can log into your "My Account" to do this.

### AUSPOST BILLPAY

Pay in person at any Australia Post outlet or phone **13 78 72**. You will need a barcoded invoice. Payments made through Australia Post will be processed within two business days.

### CUSTOMER PORTAL

## INFORMATION FOR RETICULATED LPG GAS CUSTOMERS

### BILLING FREQUENCY

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

All Supagas representatives attending your home will carry photo identification, which will be produced upon request. If you have any concerns, **call 13 78 72**.

### ESTIMATED METER READINGS

If a Supagas 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 Supagas on **13 78 72** 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 Supagas; however, in some rare circumstances, the meter may be owned by a corporate body. Supagas 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, or shrubs, and they should not be hard to access because of the presence of dogs.

### 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 pipework).
- We encourage you to contact the free service **Dial Before You Dig** on **1100** for information on the location of your gas service pipes.
- A licenced 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 Supagas 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. If the premises are 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 the case of emergencies, notice may not be given.

---

## CONNECTING TO RETICULATION NETWORKS

To connect to Supagas reticulated LPG, please contact us on **13 78 72** to open an account. You will also need to complete a **Enquiry Form** which is available at [supagas.com.au](http://supagas.com.au).

Supagas will connect to the boundary of your property within 20 business days of receiving your completed **Enquiry Form**, payment of any relevant fees, and subject to the network being accessible;

- 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).

## MOVING HOUSE

When you intend to move from the property or wish to disconnect or connect your gas supply, please notify Supagas of your requirements by calling **13 78 72**.

If you are a reticulated gas customer, please call **13 78 72** 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.
- 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

Supagas can disconnect your reticulated gas supply for 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 Supagas 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, Supagas 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.

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

- 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 directly with Supagas related to the reason for the proposed disconnection.

---

## RECONNECTION

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

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

- The same business day if the 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 or on a Saturday, Sunday, or public holiday.

---

## INFORMATION FOR CYLINDER AND BULK GAS CUSTOMERS CONNECTION TO CYLINDER OR BULK GAS

To connect to Supagas 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 licenced gas fitter on the installation or modification of your gas installation. A copy will need to be supplied to Supagas.

**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 licenced gas fitter and will be checked by our driver on delivery.

## MOVING HOUSE

If you use exchange cylinders, the cylinders can either be returned to Supagas 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 78 72** 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 Supagas 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)

Bulk tank or large cylinder customers 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)

Customers 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 FORKLIFT GAS)

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. Gently pour hot water over the cylinder, allowing it to run down the sides.
2. Being careful not to scald yourself, feel from the bottom to the top of the cylinder.
3. The gas is extremely cold. If there is gas present, the cylinder will become cold immediately; if the cylinder is empty, 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, as 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 [supagas.com.au](http://supagas.com.au).

## 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 78 72** 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 78 72** to arrange a delivery.

### In person

Visit your local Supagas Branch, agent, or dealer.

## WHEN WILL THE GAS BE DELIVERED?

Deliveries of cylinders in most areas are made on a regular basis, either by Supagas or your local supplier. If you are unsure of the next delivery day, call Supagas 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 Supagas 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 78 72** 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.

## 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:

- **LPG cylinders, tanks, and reticulated gas network: 13 78 72 (Supagas)**

### PROPERTIES LIQUEFIED PETROLEUM GAS (LPG)

LPG is a flammable gas, but is a safe and efficient source of energy when used properly.

LPG is a combination of propane and butane. It is heavier than air, and 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 vapourise and dissipate.

LPG is naturally colourless and odourless. However, has an odorant 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. For an explosion to occur, there must be gas (fuel) and air (oxygen) in the correct proportions, as well as an ignition source. All leaks should be reported and addressed.

### 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 licenced gas fitter 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.
- **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.
- **LPG cylinders, tanks, and reticulated gas customers** – Call **13 78 72**.

## 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.
- **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.
- **LPG cylinders, tanks, and reticulated gas customers** – Call **13 78 72**.

## CARBON MONOXIDE

Carbon monoxide is an odourless, tasteless, and 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, or rust-through spots; and when appliances are improperly vented.

## CARBON MONOXIDE POISONING

Carbon monoxide combines with haemoglobin in the blood and is pumped around the body, preventing the blood from carrying oxygen and starving 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.
- 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 licenced gas fitter.

## ASPHYXIATION

If gas escapes and builds up, at the expense of air, in an enclosed 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 loss of consciousness.
- A sense of well-being, leading to acting 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 cabbage.
  - 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 (e.g., 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 a 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 the leaking cylinder to an open area where the nearest ignition source and drain is greater than five metres and allow it to vent.
  - In situations where the cylinder cannot be shut off or removed to an open area, contact Supagas emergency at **13 78 72**.
  - For cylinder collection or assistance, contact **13 78 72**.  
If you are in any doubt, contact **13 78 72**.
- 

## CYLINDER SAFETY

- Know how to shut off the valve on the cylinder.
  - Only use a licenced gas fitter to install new or additional cylinder fittings. It is illegal for an unlicensed person to install or repair cylinders. Upon 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, Supagas will deliver cylinders in excess of 13kg to your premises. Should you need to transport a cylinder yourself, it must stand upright, be secured, and transported 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 (8.5kg and below) can be carried in an enclosed vehicle, and it is recommended you have the car windows down. 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 licenced gas fitter will assist in ensuring safe and efficient operation.

- Only use a licenced gas fitter for the installation or maintenance of gas appliances. It is illegal for an unlicensed person to install or repair gas appliances. Upon completing an installation, your gas fitter 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, and clothing 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 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 an adequate oxygen supply to enable the 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 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 licenced 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.
- 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.

---

## **ENERGY SAVING TIPS**

### **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 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.
- consider putting the heating on a timer so it automatically switches off. It can be very easy to forget to switch your heating off.

---

## ENERGY EFFICIENT APPLIANCES

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

## HOW TO MAKE A COMPLAINT

### COMPLAINTS

Supagas is 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 Supagas is unable to resolve your complaint within two business days, you will receive a response within 10 business days provided Supagas has all the necessary information.

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

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

Contact us: Call: **13 78 72**

Contact us via our Website at <https://www.supagas.com.au/feedback>

### CUSTOMER ADVOCATE

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

#### Contact our customer advocate

email: [customeradvocacy@supagas.com.au](mailto:customeradvocacy@supagas.com.au)

### UNRESOLVED COMPLAINTS

#### LPG cylinder or bulk customer

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

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 Supagas 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 Supagas – 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 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.
  - in serious cases, notifying Police.

Supagas encourages escalation of complaint(s) within Supagas 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, LinkedIn 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 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 Supagas 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 78 72**

Website: <https://www.supagas.com.au/contact>

### 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 Supagas 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)