



# Customer Charter

VIC | SA | NSW | QLD

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## 1 What is the Customer Charter?

This Customer Charter (**Charter**) sets out information about our services as your energy retailer and your rights and obligations as our customer.

The information in this Charter applies to small customers only (as that term is defined in the Energy Laws) and is subject to change without prior notice.

If there is any part of this Charter, or any other material we have provided to you, that you do not understand, please contact us on 1800 010 648 and our Customer Service Team will assist you.

Capitalised terms have the meaning given to them under our Market Agreement and Standard Retail Contract Terms (the **Terms**).

### **Important notice to the customer:**

This Charter is published **for information purposes only** and its contents are **not legally binding**. It does not form part of, or otherwise affect the terms or conditions of, any existing or future agreement between you and us.

## 2 What is the difference between my energy retailer and distributor?

As your retailer, we bill you for your Energy usage and remain your main contact for your Energy purchasing needs.

Your local distributor owns and maintains the electricity poles and wires, gas pipes and gas meters (and electricity meters in Victoria) that supply Energy to your Supply Address. We have no control over the quality of Energy supplied to your Supply Address, including faults, emergencies, fluctuations and spikes, which may or may not be within your distributor's control.

While you have a choice of energy retailer, the distributor at your Supply Address will not change. The name and contact details of your local distributor are outlined on your bill and the end of this Charter.

## 3 What sort of information do I need to give you?

If you request that we provide Energy to your Supply Address, we will need to obtain certain information from you. The information we will require will include acceptable identification and contact details.

## 4 Why do you need access to my premises?

Your local distributor requires safe and unhindered access to the meter(s) at your Supply Address to undertake repair work, connect or disconnect supply and to record meter usage.

Safe and easy access to your meter will also assist us to provide you with accurate bills based on actual meter readings.

Please contact us on 1800 010 648 to discuss any meter access issues.

## 5 What prices apply to me?

If you are on a Market Agreement, your charges will be set out in your Energy Plan. Our Energy Fact Sheet also outlines the tariffs, fees and charges that apply to your Agreement.

We may pass through any network or Government charges as permitted under the Energy Laws.

If you are on our Standard Retail Contract, in addition to the Energy Fact Sheets, you can find the relevant fees and charges on our website, [www.tangoenergy.com](http://www.tangoenergy.com).

These prices, and any benefit offered to you, may be varied from time to time as permitted under the regulatory requirements in your State.

## 6 How can I pay?

We offer a range of payment methods for your convenience, which are also listed on your bill, including:

- Credit Card;
- Direct Debit;
- BPAY;
- By mail (cheque or money order only);
- At an Australia Post outlet; and
- Post BillPay.

We will also accept payment in advance.

If you wish to arrange a direct debit, please contact us on 1800 010 648 or visit our website, [www.tangoenergy.com](http://www.tangoenergy.com).

If you choose to pay your bill by credit card, we may pass on to you any merchant service fees that we incur as a result of processing your credit card payment.

## 7 How is my bill calculated?

We will bill you at the frequency stated in your Agreement. If you are on our Standard Retail Contract, bills will be issued to you at least quarterly.

If any of the rates or charges vary during a billing period and metering data for a Supply Address is not available on the day of the price change, we will calculate your usage before and after the variation on a proportionate basis.

## 8 What is an estimated reading?

An estimated reading is where we estimate your Energy usage and use that as the basis for your bill. We will only use an estimated reading as the basis for your bill if:

- we cannot obtain an actual meter read due to issues accessing your property;
- you have a basic meter and have elected to go onto a monthly billing cycle;
- we do not have access to your actual metering data; or
- where we have otherwise agreed a method with you to bill you based on an estimate of your usage.

If we receive estimated meter data from your local distributor, we will clearly display this on your bill.

Please contact us on 1800 010 648 if you would like to arrange access to your meter and we will contact your local distributor or metering coordinator to make arrangements for an actual meter read.

You can also submit a self-read of your meter, if you have a basic meter and meet our submission requirements, which can be found on our website at <https://www.tangoenergy.com/meter-information>.

## 9 Can I request a review of my bill?

Please contact us if you wish to discuss your bill or request a review. During a bill review, you must pay the lesser of either the amount of your bill that you don't dispute, or an amount equal to the average monthly bill for the past twelve months. You must also pay any undisputed future bills that are due.

If the outcome of your review is that you have been overcharged or undercharged, we may credit or repay you for any overcharge, or invoice you for any undercharged amounts, in accordance with the Energy Laws.

If the review demonstrates that your bill is correct, you must pay the unpaid amount.

You can request a meter test, however you may be charged if the meter test indicates that the meter is compliant with the Energy Laws.

## 10 What happens if I pay my bill late?

If you have not paid your bill by the due date, we may send you a reminder notice and an overdue notice indicating the bill is past the due date. Other consequences for late payment are set out in your Terms.

## 11 What if I can't make a payment?

If you are having trouble paying your bills, you may be entitled to the following:

<b>Payment Extension</b>	If you are experiencing short term financial difficulty, an extension of time to pay can be arranged.
<b>Payment Plan</b>	We have a number of payment plans to assist customers in paying their bills and can arrange the plan that best meets your needs.
<b>Energy Efficiency Advice</b>	Reducing energy consumption is one way to reduce your costs. Our experienced team can provide advice on how this may be achieved.

### Concessions

Concessions may also be available to assist eligible customers with payment of their Energy bills. For further information on State energy concessions and eligibility, visit [www.tangoenergy.com/concessions-and-rebates](http://www.tangoenergy.com/concessions-and-rebates) or view the State government websites below:

State	Website
New South Wales	<a href="http://www.service.nsw.gov.au/services/concessions-rebates-and-assistance">www.service.nsw.gov.au/services/concessions-rebates-and-assistance</a>
Queensland	<a href="http://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions">www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions</a>
South Australia	<a href="http://www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions">www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions</a>
Victoria	<a href="https://services.dhhs.vic.gov.au/concessions-and-benefits">https://services.dhhs.vic.gov.au/concessions-and-benefits</a>

### Hardship Policy

Further information on payment assistance is also available in our Customer Hardship Policy. A copy of our Customer Hardship Policy is available on our website: [www.tangoenergy.com/hardship-policy](http://www.tangoenergy.com/hardship-policy).

Please call Tango Energy on 1800 010 648 weekdays, between 8:00am and 6:00pm AET to discuss any of the above.

## 12 What happens if I move out?

If you are moving out of your Supply Address, please contact us at least 4 business days before you move so we can arrange for a final meter read. You will need to ensure we can access your meter for the final read and provide us with a forwarding address for your final bill.

Your Agreement will end when you move out and are no longer responsible for payment of the Energy supplied to the premises, which will not be until:

- either you tell us, or we become aware, that you have moved out and the meter is read;
- someone else starts buying Energy at the premises (whether from us or from another retailer); or

- we disconnect your premises.

Further information on ending your Agreement is set out in the Terms.

### **13 What happens if I'm moving in?**

If you are moving into a new Supply Address, just call us on a business day so we can arrange an initial read and reconnection of the Energy supply. Please note that connections are not undertaken on a weekend or a public holiday.

If your new Supply Address is not already connected to the relevant distribution network, we will work with your local distributor to confirm the availability of supply and to organise a connection. Please note that new connections can take some time, so we would ask that you contact us as soon as possible.

### **14 Do I have a cooling off period?**

If you would like to end your Agreement, we ask that you contact us as soon as possible. Our Market Agreement is subject to a minimum 10 business day cooling off period and your Agreement will outline how you can exercise your rights to cool off.

To cancel your Agreement during the cooling off period, you must give us notice setting out your clear intention to do so either in person, by telephone, by post, by fax or by email.

If you cancel your Agreement outside the cooling off period, you may incur a contract exit fee. Any contract exit fee will be outlined in your Agreement.

We will only end your Agreement where permitted by the Energy Laws.

### **15 What if someone at my premises requires life support?**

If a person living at your Supply Address requires life support equipment or has a medical condition that requires continued Energy supply, you must notify us and we will notify your local distributor.

If you notify us, we will send you a medical confirmation form to be signed by a medical practitioner and returned to us. It is important that you return the medical confirmation form to us as soon as possible.

### **16 What if I have a sensitive load or concerns about supply interruptions?**

Occasionally and for reasons beyond our control, there will be interruptions to the Energy supply at your Supply Address. If you have a sensitive load or any concerns regarding the supply of Energy to your Supply Address, please contact our Customer Service Team on 1800 010 648.

### **17 What if I have a complaint?**

We encourage you to resolve complaints directly with our Customer Service Team on 1800 010 648. You can also report problems, complaints and feedback related to our products and services:

**Online:** [www.tangoenergy.com](http://www.tangoenergy.com)

**Via email:** [support@tangoenergy.com](mailto:support@tangoenergy.com)

**By mail to:**

Tango Energy Pty Ltd  
Retail Operations  
PO Box 320  
Geelong North VIC 3215

Independent dispute resolution for our Energy customers is also available through the relevant energy ombudsmen in each state. Contact details for each state are listed at the end of this document.

Further information is also available through under Standard Complaints Handling and Dispute Resolution Procedures: [www.tangoenergy.com/complaints](http://www.tangoenergy.com/complaints).

## **18 Is my privacy protected?**

We respect your privacy and will handle your personal and confidential information in accordance with the Privacy Act and with our Privacy Policy which is available on our website, [www.tangoenergy.com/privacy](http://www.tangoenergy.com/privacy).

Our privacy collection statement (available at [www.tangoenergy.com/privacy-collection](http://www.tangoenergy.com/privacy-collection)) sets out how we collect, hold, use and disclose Personal Information about you and our credit reporting collection statement (available at [www.tangoenergy.com/credit-reporting-statement](http://www.tangoenergy.com/credit-reporting-statement)) sets out how we collect, hold, use and disclose Credit-Related Information about you.

We may collect, use, hold and disclose your Personal Information, Credit Related Information and other confidential information (including your meter data) where the Energy Laws require us to do so, to ensure that we can provide your Energy and related products and services.

We may also be required to collect sensitive information (as that term is defined in the Privacy Act) about you or third parties, if for example, your premises need to be registered as a sensitive load or life support site.

Pursuant to the Terms, we may obtain a consumer credit report from a credit reporting body containing information about you for the purpose of assessing your credit worthiness and we may disclose your Personal Information to a credit reporting body for the purpose of obtaining such a report.

We will not use information that you have provided to us in a manner inconsistent with the Privacy Act, consumer credit laws or any other applicable law.

## **19 What if I don't want to be contacted for marketing?**

We aim to offer you an innovative wide range of products and services during the term of your Agreement and after your Agreement expires.

Tango Energy maintains a No Contact List in relation to the marketing, advertising and promotion of our retail energy offers. Customers on the list will not be contacted for marketing purposes.

If at any time you do not wish us to use your information to contact to you for this purpose, please call on 1800 010 648 or write to us at Tango Energy, or email us at [support@tangoenergy.com](mailto:support@tangoenergy.com) to opt out of receiving these offers.

## 20 Important Contacts

**Note:** Contact information is for your information only. Tango Energy may not supply all jurisdictions and services listed below.

<b>Tango Energy Pty Ltd (ABN 43 155 908 839)</b>	
<b>Customer Service</b> 8:00 am – 6:00 pm Mon to Fri (AET)	<b>1800 010 648</b>
Fax	03 8621 6112
Email	support@tangoenergy.com
Website	<a href="http://www.tangoenergy.com">www.tangoenergy.com</a>
Post	Tango Energy Retail Operations, PO Box 320, Geelong North VIC 3215
Address	East 1A, 33 Mackey Street North Geelong Victoria 3215

<b>Interpreter Services</b>	
Telephone interpreter Services	13 14 50
TTY	1800 555 630

### **Ombudsman**

Independent dispute resolution is available through the relevant energy ombudsmen in each state. Contact details for the ombudsman each state are:

<b>State</b>	<b>Ombudsman</b>	<b>Contact details</b>
<b>New South Wales</b>	Energy and Water Ombudsman NSW	Phone: 1800 246 545 Web: <a href="https://www.ewon.com.au/">https://www.ewon.com.au/</a>
<b>Queensland</b>	Energy and Water Ombudsman QLD	Phone: 1800 662 837 Web: <a href="https://www.ewoq.com.au/">https://www.ewoq.com.au/</a>
<b>South Australia</b>	Energy and Water Ombudsman SA	Phone: 1800 665 565 Web: <a href="https://ewosa.com.au/">https://ewosa.com.au/</a>
<b>Victoria</b>	Energy and Water Ombudsman VIC	Phone: 1800 500 509 Web: <a href="http://www.ewov.com.au/">http://www.ewov.com.au/</a>

## Distributor contact for faults and emergencies – Electricity

### New South Wales

Distributor	Phone	Website
Ausgrid	13 13 88	<a href="https://www.ausgrid.com.au/">https://www.ausgrid.com.au/</a>
Endeavour Energy	13 10 03	<a href="http://www.endeavourenergy.com.au/">http://www.endeavourenergy.com.au/</a>
Essential Energy	13 20 80	<a href="https://www.essentialenergy.com.au/">https://www.essentialenergy.com.au/</a>

### Queensland

Distributor	Phone	Website
Energex	13 16 62	<a href="https://www.energex.com.au/">https://www.energex.com.au/</a>
Ergon Energy	13 22 96	<a href="https://www.ergon.com.au/">https://www.ergon.com.au/</a>

### South Australia

Distributor	Phone	Website
SA Power Networks	13 13 66	<a href="https://www.sapowernetworks.com.au/">https://www.sapowernetworks.com.au/</a>

### Victoria

Distributor	Phone	Website
Citipower	13 12 80	<a href="https://www.citipower.com.au/">https://www.citipower.com.au/</a>
Jemena	13 16 26	<a href="https://jemena.com.au/">https://jemena.com.au/</a>
Powercor	13 24 12	<a href="https://www.powercor.com.au/">https://www.powercor.com.au/</a>
SP Ausnet	13 17 99	<a href="https://www.ausnetservices.com.au/">https://www.ausnetservices.com.au/</a>
United Energy	13 20 99	<a href="https://www.unitedenergy.com.au/">https://www.unitedenergy.com.au/</a>

## Distributor contact for faults and emergencies – Gas

### New South Wales

Distributor	Phone	Website
Jemena Gas Network	13 19 09	<a href="https://jemena.com.au/">https://jemena.com.au/</a>

### Queensland

Distributor	Phone	Website
Australian Gas Networks	1800 898 220	<a href="https://www.australiangasnetworks.com.au/">https://www.australiangasnetworks.com.au/</a>

### South Australia

Distributor	Phone	Website
Australian Gas Networks (SA)	1800 898 220	<a href="https://www.australiangasnetworks.com.au/">https://www.australiangasnetworks.com.au/</a>

### Victoria

Distributor	Phone	Website
AusNet Services	13 67 07	<a href="https://www.ausnetservices.com.au/">https://www.ausnetservices.com.au/</a>
Australian Gas Networks	1800 898 220	<a href="https://www.australiangasnetworks.com.au/">https://www.australiangasnetworks.com.au/</a>
Multinet Gas	13 26 91	<a href="https://www.multinetgas.com.au/">https://www.multinetgas.com.au/</a>