



Customer Charter

Version 7.0

VIC | SA | NSW | QLD

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1. Welcome

At Tango Energy, we are committed to providing safe, reliable and affordable energy services while treating our customers fairly, respectfully and transparently.

This Customer Charter explains:

- our services as your energy retailer;
- your rights and responsibilities as a customer;
- the support available if you need help paying your bills;
- concessions, rebates and government assistance that may be available to you;
- how we communicate with you; and
- how to make a complaint or access assistance.

This Charter applies to residential and small business customers as defined under applicable Energy Laws.

If there is any part of this Charter or any other information we provide that you do not understand, please contact our Customer Service Team on 1800 010 648.

Important Notice

This Charter is published for information purposes only.

This Charter:

- does not form part of your Energy Agreement;
- is not legally binding;
- does not alter the terms of your Market Retail Contract or Standard Retail Contract; and
- may be updated from time to time.

Capitalised terms have the meanings given in your Market Retail Contract or Standard Retail Contract.

2. Our Commitment to You

We are committed to:

- treating you fairly and respectfully;
- providing clear, accurate and timely information;
- communicating in plain language;
- protecting your privacy;

- supporting customers experiencing vulnerability or payment difficulty;
- helping customers access suitable energy plans;
- proactively assisting eligible customers to access concessions, rebates and government support programs;
- helping eligible customers identify lower-cost energy plans;
- making it easy for customers to review and switch to available energy offers;
- ensuring disconnection is a last resort; and
- resolving complaints promptly, fairly and transparently.

3. Your Rights and Responsibilities as a Small Customer

As a residential or small business customer you have important rights under Energy Laws, including:

- access to clear information about plans, prices and contracts;
- accurate billing and bill review rights;
- access to payment assistance if experiencing payment difficulties;
- protections before disconnection;
- life support protections where applicable;
- access to complaints and dispute resolution processes;
- privacy protections; and
- access to concessions, rebates and assistance programs where eligible.

You also have responsibilities, including:

- providing accurate information;
- paying bills by the due date or contacting us if you require assistance;
- providing safe access to meters;
- cooperating with your distributor where required; and
- complying with your energy agreement.

4. Our Role and Your Distributor's Role

As your retailer, we:

- sell energy to you;
- manage your account;

- issue your bills;
- receive your payments;
- help with plan changes; and
- assist with complaints and enquiries.

Your distributor:

- owns and maintains the electricity poles and wires or gas pipelines;
- maintains electricity and gas meters;
- manages outages and faults;
- responds to network emergencies; and
- performs connection and disconnection activities.

While you may choose your retailer, your distributor is determined by the location of your property and cannot be changed.

Your responsibilities regarding your distributor

You must cooperate with reasonable requests made by your distributor and allow the distributor to perform activities required under Energy Laws, including meter reading, maintenance, inspection, connection, disconnection, metering works and other network-related activities.

4. Information We Need From You

When you apply for energy services, we may require:

- identification information;
- contact details;
- supply address details;
- concession or rebate information;
- payment information; and
- any information required under Energy Laws.

You must provide accurate and up-to-date information to us.

5. Access to Your Property and Meter

We, your distributor and metering service providers may require safe and unhindered access to your meter for:

- meter readings;
- maintenance and repairs;

- safety inspections;
- meter replacement; and
- connection or disconnection works.

Providing access helps ensure your bills are based on accurate meter readings.

Smart Meter Upgrades

As part of the national smart meter rollout, your existing meter may be upgraded to a smart meter.

Smart meters can provide more accurate meter readings, support new tariff options and improve access to energy usage information.

Where required by Energy Laws, additional protections may apply following a smart meter exchange, including protections relating to tariff changes and explicit customer consent.

6. Your Energy Plan, Prices and Charges

If you are on a Market Retail Contract, details of your prices, tariffs, fees, charges and benefits are provided in:

- your energy plan;
- your contract documentation; and
- the applicable Energy Fact Sheet.

If you are on a Standard Retail Contract, pricing information is available through:

- our website;
- applicable fact sheets; and
- regulatory publications.

We may pass through network charges, government charges or regulatory costs, where permitted by law.

Prices, tariffs, fees, charges and energy-related payments may change from time to time in accordance with Energy Laws.

Where required, we will provide advance notice of:

- changes to prices;
- tariffs;
- fees and charges;

- feed-in tariffs; and
- other customer payments or credits.

Notice periods may vary depending on your contract type and applicable Energy Laws.

7. Fees and Payment Protections

We provide customers with at least one commonly used and accessible payment method that does not attract payment processing fees.

Where required by Energy Laws:

- customers experiencing hardship or payment difficulty may receive additional fee protections;
- customers affected by family violence may receive additional protections; and
- prohibited retail fees will not be applied.

Fees and Payment Protections

Security Deposits

Where permitted by Energy Laws, we may require a security deposit in certain circumstances, including where a customer does not meet applicable credit assessment criteria.

Any security deposit will be managed in accordance with Energy Laws, including any requirements relating to interest payments, refunds and use of the deposit against unpaid amounts.

8. Better Offers and Plan Reviews

We want all customers to be on a plan that suits their circumstances.

We may:

- notify you when a cheaper generally available plan becomes available;
- encourage you to compare available offers;
- review plans for customers receiving payment assistance;
- help customers switch to lower-cost offers where available; and
- provide information required under applicable Better Bills and Better Offer requirements.

Where required under Energy Laws, eligible customers may be moved to a lower-cost plan after receiving any required notices or opportunities to opt out.

9. Concessions, Rebates and Government Assistance

We are committed to helping customers access available government rebates, concessions and relief programs.

We may ask whether you may be eligible for a concession, rebate or relief scheme when you:

- become a customer;
- request a new energy plan;
- seek payment assistance;
- contact us regarding bill payment difficulties; or
- otherwise indicate that you may be eligible for assistance.

We will provide information about available programs and explain how to access them.

Where required by law, we will take reasonable steps to help eligible customers receive concessions and rebates.

10. Billing and Meter Readings

We will bill you at the frequency stated in your contract.

Customers on Standard Retail Contracts will receive bills at least quarterly.

If tariffs change during a billing period and actual consumption data is unavailable on the date of change, usage may be apportioned across the billing period in accordance with Energy Laws.

11. Estimated Meter Reads

We may use an estimated meter reading if:

- access to the meter is unavailable;
- actual metering data is unavailable;
- monthly billing has been requested for a basic meter; or
- another approved billing methodology applies.

Where estimated data is used, your bill will identify this. For information about how to read your meter, visit: [How to read your Meter or submit a Meter read – Tango Energy](#)

12. Reviewing Your Bill

If you believe your bill is incorrect, you may request a review. Customers may request a review of a bill, including the accuracy of meter readings, charges applied and estimated consumption calculations.

During a review, you must pay:

- the undisputed portion of the bill; or
- an amount equal to the average of your previous 12 months' bills,

whichever is lower.

Where a review identifies an error, we will correct the account in accordance with Energy Laws.

13. Payment Options

Customers are responsible for paying bills by the due date shown on the bill unless an alternative payment arrangement has been agreed with us. We offer a range of payment methods including:

- Direct Debit
- BPAY
- Credit Card
- Australia Post
- Post BillPay
- Cheque
- Money Order

At least one commonly used and accessible payment option will be available without payment processing fees.

Customers may also make advance payments to their account where available.

14. Payment Assistance and Financial Hardship

If you are experiencing payment difficulties, we encourage you to contact us as early as possible.

Support may include:

- payment extensions;
- flexible payment plans;

- energy efficiency assistance;
- information about concessions and rebates;
- referral to financial counselling; and
- support available under our Customer Hardship Policy.

When assessing assistance, we may also:

- review your current energy plan;
- identify lower-cost plans that may better meet your needs;
- consider available concessions and government assistance programs; and
- provide additional protections required under Energy Laws.

Disconnection for non-payment is always a last resort.

15. Moving Home

Moving Out

Please contact us at least four business days before you move.

To help ensure your final account is processed correctly, you should:

- provide your forwarding address and updated contact details;
- ensure safe and reasonable access to your meter where required;
- arrange a final meter reading if necessary; and
- advise us of any concession, rebate or assistance arrangements that may require updating.

Your responsibility for energy charges generally ends when:

- a final meter reading has been obtained (where required) and your move-out is confirmed;
- another customer becomes responsible for the premises; or
- the premises is disconnected.

Moving In

Please contact us before your move date.

We can assist with:

- transferring your account;

- arranging a connection or transfer of supply;
- establishing billing arrangements;
- discussing available energy plans;
- identifying available concessions, rebates or government assistance programs; and
- organising meter readings where required.

As part of the national smart meter rollout, some premises may be fitted with or upgraded to a smart meter. Additional information regarding smart meters and applicable customer protections is available on request.

Please note that connections are generally not performed on weekends or public holidays.

16. Cooling-Off Rights

If you enter into a Market Retail Contract, you may have cooling-off rights under applicable Energy Laws.

The cooling-off period is generally a minimum of 10 business days, although different periods may apply in some circumstances.

During the cooling-off period, you may cancel your contract without penalty by notifying us:

- by phone;
- by email;
- by mail;
- in person; or
- through any other approved communication channel.

Where required by Energy Laws, we will provide customers with information about contract terms, prices, tariffs, charges, benefits and applicable energy payments before entering into a contract, enabling customers to make informed choices about their energy services.

Any applicable termination fees, charges, benefits, concessions and rebates will be disclosed in your contract documentation and associated plan information.

17. Ending Your Energy Agreement

You may end your energy agreement in accordance with its terms and applicable Energy Laws.

If your plan includes an early termination fee, details will be disclosed in your contract documentation.

We may terminate an energy agreement only where permitted by the agreement and applicable Energy Laws and after providing any required notices.

18. Life Support Customers

If a person residing, or intending to reside, at your premises relies on life support equipment, you must notify us as soon as possible.

Upon notification we will:

- register the premises as a life support site;
- notify the distributor;
- provide medical confirmation documentation;
- explain relevant protections; and
- provide required notices regarding planned interruptions.

Where required by Energy Laws, additional verification, registration and protection requirements may apply.

19. Sensitive Loads and Supply Interruptions

If your premises contains sensitive electrical equipment, medical equipment or other devices that may be affected by supply interruptions, please contact us.

Examples may include:

- medical equipment that is not registered as life support equipment;
- refrigeration for medicines;
- communications equipment;
- business-critical equipment; or
- other sensitive electrical devices.

While we cannot prevent outages or interruptions to energy supply, we can provide information regarding:

- planned outages where notifications are available;
- distributor contact details;
- life support protections;
- vulnerability support services; and
- available assistance options.

Customers who have special requirements arising from health conditions, disability, age, family violence or other vulnerabilities are encouraged to contact us so we can discuss available support options.

20. Customers Experiencing Vulnerability

We recognise that some customers may require additional support.

This may include customers affected by:

- financial hardship;
- disability;
- chronic illness;
- family violence;
- language barriers;
- cultural circumstances; or
- age-related vulnerabilities.

Where appropriate we will work with customers to identify suitable support options and additional protections.

Customers affected by family violence may be offered additional privacy, safety and communication protections where available.

21. Reasonably Priced Energy Plans (Victoria)

For Victorian customers, additional protections may apply to help ensure customers remain on reasonably priced plans.

Where required by law, we may review eligible long-standing contracts and:

- move customers to a lower-cost plan;
- reduce tariffs;
- issue required notifications; and
- provide opportunities to opt out where permitted.

These obligations are subject to the requirements of the Energy Retail Code of Practice.

22. Switching to a Better Offer

We provide simple and accessible ways for customers to review available energy plans and switch to a better offer where eligible.

Customers may contact us by:

- phone;
- website;
- email; or
- other approved contact channels.

Further information is available on our website.

23. Complaints and Dispute Resolution

We welcome feedback and complaints and are committed to resolving concerns fairly, efficiently and transparently.

We will acknowledge and respond to complaints within applicable regulatory timeframes and keep customers informed about the progress of their complaint.

Contact Us

Phone: 1800 010 648

Email: support@tangoenergy.com

Website: www.tangoenergy.com

Mail: PO Box 320 Geelong North VIC 3215

We will acknowledge and investigate complaints in accordance with our complaint handling processes and applicable Energy Laws.

Where appropriate, we may provide customers with information about:

- hardship assistance;
- payment assistance;
- concessions and rebate programs;
- alternative dispute resolution options; and

- customer support services.

If we cannot resolve your complaint to your satisfaction, or you would like independent assistance, you may contact the relevant Energy Ombudsman service.

State	Ombudsman	Phone
Victoria	EWOV	1800 500 509
NSW	EWON	1800 246 545
Queensland	EWOQ	1800 662 837
South Australia	EWOSA	1800 665 565

Independent Energy Ombudsman services are free for customers.

24. Privacy and Credit Reporting

We respect your privacy and are committed to protecting your personal information.

We collect, store, use and disclose personal information, credit-related information and metering information in accordance with:

- the Privacy Act;
- applicable consumer credit legislation;
- Energy Laws; and
- our Privacy Policy.

Information may be collected and used to:

- provide energy services;
- establish and manage customer accounts;
- process billing and payments;
- assess eligibility for concessions, rebates and assistance programs;
- administer hardship and payment assistance arrangements;
- support life support registrations;
- assess creditworthiness;
- comply with legal and regulatory obligations; and
- improve our services.

Where required by law, we may collect, use and disclose information relating to government assistance programs, concessions, rebates and relief schemes and share information with relevant government agencies and authorised third parties involved in administering those programs.

We may obtain consumer credit reports and disclose information to credit reporting bodies where permitted by law.

Our Privacy Policy and Privacy Collection Statement are available on our website.

25. Marketing Communications

We may communicate with customers about products, services, offers and promotions that may be relevant to their energy needs.

Customers may opt out of receiving marketing communications at any time.

Customers on our No Contact List will not receive marketing communications.

Marketing communications will be provided in accordance with applicable privacy, consumer protection and Energy Laws.

To update your marketing preferences, contact us:

Phone: 1800 010 648

Email: support@tangoenergy.com

From time to time, we may also provide customers with non-marketing communications, including information relating to:

- energy plans;
- available concessions, rebates or government assistance;
- changes required by law;
- customer rights and protections; and
- important information regarding energy services.

These communications may be provided even where a customer has opted out of marketing communications where permitted or required by law.

26. Accessibility and Interpreter Services

We are committed to providing accessible information and will work with customers who require communication support, interpreter services or alternative communication formats where reasonably available.

Call interpreter services on: 1800 865 206

27. Important and Emergency Contacts

For electrical emergencies and outages:

State	Distributor	Emergency/Faults Number
VIC	Powercor	13 24 12
VIC	CitiPower	13 12 80
VIC	United Energy	13 20 99
VIC	Jemena	13 16 26
VIC	AusNet	13 17 99
NSW	Ausgrid	13 13 88
NSW	Endeavour Energy	13 10 03
SA	SA Power Networks	13 13 66
QLD	Energex	13 62 62
QLD	Ergon Energy	13 22 96

Tango Energy

Phone: 1800 010 648

Email: support@tangoenergy.com

Website: www.tangoenergy.com

Postal Address:

PO Box 320
Geelong North VIC 3215

Additional Support

Customers seeking information regarding:

- concessions and rebates;
- payment assistance;
- hardship support;
- life support registration;
- interpreter services;
- vulnerability support; or family violence assistance,

You can contact our Customer Service Team on 1800 010 648 for assistance and referral to relevant support services.