

# Frequently Asked Questions

## **Q: What is natural gas?**

A: Natural gas is a cleaner-burning fuel that offers a good combination of abundance, cleanness, affordability, reliability and flexibility. It is an energy source often used for many applications including residential heating, cooking and hot water in your home.

## **Q: Is natural gas available in my area?**

A: EGDC is able to supply homes connected to the gas distribution network in Sinclair, Nulsen and Chadwick including the Esperance CBD area. If you are unsure if your home is connected to natural gas us, call us on **9072 1422** and find out for you.

## **Q: What is the difference between the network operator and gas supplier?**

A: The network operator provides and maintains the natural gas network. The supplier buys gas which they then sell to consumers via the network operator's network. Your supplier is your first point of contact for billing queries and payment card requests.

## **Q: What is the difference between the network operator and gas supplier?**

A: The network operator provides and maintains the natural gas network. The supplier buys gas which they then sell to consumers via the network operator's network. Your supplier is your first point of contact for billing queries and payment card requests. The network operator and gas supplier in Esperance are Power Station Pty Ltd and Esperance Gas distribution Company Pty Ltd respectively.

## **Q: Does it cost anything to switch to natural gas?**

A: Apart for a \$40 new connection administrative fee, there is no cost to connect to EGDC unless your property requires substantial work or a service extension which is more than 20m or in very hard ground condition. If special fees do apply, we will advise you of the costs beforehand. Please contact our office on **9072 1422** for more information.

## **Q: I would like the account for gas use changed into my tenant's name. What do I need to do?**

A: You can do this by emailing the details to us, or by calling us on **9072 1422**. In your email, please include your full name, contact number, property address and date the tenant has moved in. We will then issue gas use accounts to your tenant as requested.

Please contact our office on **9072 1422** for more detailed information. For your own protection, we recommend that you take measures to ensure all gas use accounts are settled at the end of the tenancy before releasing bond money to your tenant.

## **Q: What am I paying for through the daily Energy Charge that is listed on my bill?**

A: The Energy Charge is the amount you pay for each unit of gas you use. It is listed in the bill as cents per unit for gas.

**Q: What am I paying for through the daily Supply Charge that is listed on my bill?**

A: The daily supply charge covers some of the fixed costs of supplying gas to your home or business, including the cost of installation and maintenance of pipelines, gas mains and gas meters. It is listed in the bill as cents per day.

**Q: How do I change my mailing address for my gas bill?**

A: You can change your mailing address by calling us on **9072 1422**.

**Q: How often do I receive my gas bill?**

A: Generally we will send your EGDC gas bill approximately once every three months if you are a residential customer. If you have a business account, you will receive your bill approximately once a month, depending on your energy consumption.

**Q: What should I do if I am having trouble paying my gas bill?**

A: We are here to help. Call us on **9072 1422** to discuss your situation. If necessary, we can give you more time to pay as a short-term solution. To make budgeting easier for you, we can set up a payment plan using CenterPay (you are a Centerlink customer) or an agreed payment plan, which allows you to pay a fixed amount each month towards your gas bill.

**Q: Buying natural gas appliance. What to look for?**

A: When you buy a Natural Gas appliance, you should make sure it's approved by the Australian Gas Association and bears an approval label. Installation of any gas appliance, including additional pipework, should only be carried out by a licensed gas fitter. Once your appliance has been installed, read the manufacturer's instructions carefully to learn how to use your gas appliance correctly. If you need to have a new gas appliance installed, find a licensed gas fitter in your local newspaper or business directory.

**Q: Smell gas?**

A: Natural gas is a very convenient, clean and versatile fuel. But like all fuels it must be handled wisely to ensure its safety and efficiency. If you think you smell gas, you should contact the 24-hour gas emergency service on **1800 010 272** or **9072 1422** during office hours for further advice.