

SYNERGY - CONSUMER RIGHTS: Customer Charter and Hardship Policy

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Information & Advice:
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A copy of the
Synergy Customer Charter is
available at:
http://www.synergy.net.au/docs/synergy_customer_charter.pdf

A copy of the
**Synergy Hardship Policy
Keeping Connected**
is available at:
http://www.synergy.net.au/docs/synergy_hardship_policy.pdf

For information on billing, see
Synergy Billing Policies online
at:
http://www.synergy.net.au/at_home/synergys_billing_policies.xhtml

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The Synergy **Customer Charter** sets out the rights and obligations of Synergy customers. It also explains how Synergy handles complaints and the service standards Synergy is committed to providing to customers.

Some important elements of Synergy's Customer Charter include:

- When vacating a house you must give Synergy 3 business days prior notice if you live within metro area; and 5 business days notice if you live outside the metro area
- Synergy will acknowledge your written query within 10 business days and provide a response within 20 business days
- Synergy **will not** disconnect you on weekends, public holidays, after 3:00pm Monday to Thursday, and after 12:00 noon on a Friday
- Information relating to available concessions and rebates

All utility retailers in Western Australia are now required to publish a **Financial Hardship Policy**, Synergy's is titled **Keeping Connected**.

Keeping Connected outlines the minimum standards Synergy is required to abide by in assessing payment difficulties and financial hardship, and also includes some of the rights afforded customers under the *Code of Conduct for the Supply of Electricity to Small Use Customers* (the Code).

The Hardship Policy includes information about:

- **Eligibility for the Keeping Connected Program:** When making an assessment of financial hardship, Synergy is required to take into account: information that they possess as the retailer; information provided by the customer; and advice provided by an independent financial counsellor or relevant consumer representative organisation
- **The obligations of Synergy in relation to payment difficulties or financial hardship:** such as offering a range of payment options, and the customer's right to negotiate a payment plan that they can realistically afford.

If you require more information, **Part 6 of the Code** contains the regulatory obligations of electricity retailers in relation to payment difficulties and financial hardship.

Ways to make a difference

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