

SYNERGY CONSUMERS - what you should know about your RIGHTS

WACOSS
Utilities Hotline
Information & Advice
9420 7217

Synergy Customer Charter

*What are my rights as a
Synergy Customer?*

*What are Synergy's
obligations to customers?*

*How can I contact
Synergy about customer
concerns?*

Synergy Billing & Payments Code of Practice

*How does Synergy's policy
on billing affect me and my
payments?*

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Synergy customers' rights and obligations are set out in the **Synergy Customer Charter**. The Customer Charter also explains how Synergy handles complaints and the service standards Synergy is committed to providing to customers.

A copy of the Customer Charter is available on the WACOSS CUP website.

Some important elements of Synergy's Customer Charter include:

- You need to notify Synergy 3 business days before vacating or moving into an existing house in metro areas or 5 business days in outer areas.
- Synergy will acknowledge your written query within 10 business days and provide a response within 20 business days.
- Synergy has specified timeframes in which it aims to respond to electrical problems and power outages.

Residential customers can phone Synergy on 13 13 53 from 9am-5pm Monday – Friday regarding any inquiries about their power service.

Other Synergy customer rights are set out in the **Billing and Payments Code of Practice**. The Code of Practice explains how billing and payments inquiries and difficulties are handled.

A copy of the Code of Practice is available on the WACOSS CUP website.

Some important elements of the Code of Practice include:

- Flexible arrangements for customers having payment difficulties,
- Responsibilities of owners and tenants towards billing, payments and notification of occupancy or vacancy, and
- Residential customer rebates and concessions.

You can get more information about customers rights and how to negotiate with your electricity provider about your issues or complaints from the other CUP Electricity Information Sheets.

Ways to make a difference

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