



Customer Charter

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tangoenergy.com

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1 Our commitment to you

This Customer Charter outlines what you, as a small customer, need to know about your rights, entitlements and obligations under your Agreement with Tango Energy Pty Ltd.

This document sets out information about our services and responsibilities as your energy retailer and your rights and obligations as our small customer.

Your Agreement with us may be a Market Retail Contract whereby you accept an offer from us or a Standard Retail Contract.

This Customer Charter can be subject to change without prior notice and will always be available on our website.

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 are defined at the end of this Customer Charter or otherwise have the meaning given to them under the Terms.

2 Difference between your energy retailer and distributor

While we bill you for your Energy usage and remain your main point of contact for any of your Energy purchasing needs, your relevant 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.

Some of the issues that you may have that relate to your Energy supply may be the responsibility of your relevant local distributor.

You should note that we have no control over the quality of Energy supplied to your Supply Address. This may include faults, emergencies, fluctuations and spikes, which may or may not be within your relevant local distributor's control.

We will communicate any request, complaint, notice or other connection enquiry to your local distributor within the time frames specified by the Energy Laws.

While you have a choice of energy retailer, your local distributor will always remain the same. The name and contact details of your local distributor are outlined on your bill. These contact details are also set out at the end of this Customer Charter.

3 Your agreement with us

If you have a Market Retail Contract with us, you have given us your consent to supply Energy to your Supply Address. Your Market Retail Contract consists of your Terms, and your Energy Plan and the Energy Price Fact which summarises the key prices and other costs associated with your Agreement.

Your Market Retail Contract commence with us on the date that you accept our offer and are subject to any cooling off rights that you may have. However, we may not commence supplying Energy to you until the Supply Start Date as set out in the Terms.

Our Standard Retail Contract may automatically apply to you if you have not accepted a Market Retail Contract from us. This may occur where you have moved into premises that is already supplied by us or your previous market retail contract came to an end and you did not enter into another market retail contract with us (or another retailer).

You will be deemed to be taking Energy under a default contract on the terms of the applicable standing offer if you take Energy at a supply address for which we are the responsible energy retailer without having entered into a different agreement with us or another retailer.

4 Can this agreement be varied?

Your Agreement with us may only be varied in accordance with the Energy Laws, and by agreement between us.

We will provide you with reasonable notice of our intention to vary the Agreement, as required under Energy Laws.

5 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.

6 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.

7 What prices apply to me?

If you enter into a Market Retail Contract with us, the charges you are required to pay will be set out in your Energy Plan. Our Energy Fact Sheet also outlines the tariffs, fees and charges that apply under our 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 Sheet, you can find the relevant fees and charges on our website, 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.

8 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.

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

9 How is my bill calculated?

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

Your bill will include information required by the Energy Laws such as:

- Your name, account number, Supply Address and mailing address
- The unique national meter identifier (NMI) or Meter Identification Reference Number (MIRN) (as applicable) assigned to your Supply Address
- The period covered by the bill
- The relevant tariffs
- The total amount of Energy used in the period
- The total amount you need to pay and the due date
- Contact details for billing and payment enquiries and complaints
- Contact details for 24-hour faults and emergencies reporting
- Information on consumption and greenhouse gas emissions
- Bill payment options.

10 What is an estimated reading?

If we cannot obtain an actual meter read, due to property access issues, or any other issue identified by your local distributor or you have a basic meter and have elected to go onto a monthly billing cycle, we can estimate the Energy that you use. 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, if you have a basic meter and meet our submission requirements.

11 Can I request that my bill is reviewed?

Please contact us if you wish to discuss your bill or request a review. We will inform you of the outcome of your review as soon as possible and in accordance with the Energy Laws.

During any review, you are obliged to 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, as well as any undisputed future bills that are due. If the review demonstrates that the bill is correct you must pay the unpaid amount.

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

12 What if I've been overcharged?

When we become aware that we have overcharged you by:

- **\$50 or less** - we will credit the amount overcharged on your next bill; or
- **more than \$50** - we will inform you within 10 Business Days after becoming aware of the error and, if you have already paid that amount, unless otherwise reasonably directed by you we must credit the amount on your next bill or otherwise repay the amount to you within 10 Business Days.

13 What if I've been undercharged?

If we undercharge you, we will recalculate and invoice you for the difference.

If you were undercharged as a result of an act or omission by us, we can only recover the amount undercharged for the last nine months, unless the undercharging was the result of an act or omission on your part.

We will provide you with additional time to pay the undercharged amount in accordance with the Energy Laws.

14 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 passed the due date. Other consequences for law payment are set out in your Terms.

15 What if I can't make a payment?

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

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

Concessions may also be available to assist eligible customers with payment of their Energy bills. Holders of a Pensioner Concession Card, Health Care Card or DVA Gold Card may be eligible for such concessions.

Further information on State energy concessions you may visit www.tangoenergy.com/concessions-and-rebates or view the State government websites below:

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

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

Please call Tango Energy on 1800 010 648 weekdays, between 8:30am and 5:30pm AET to discuss any of the above.

16 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 read. You will still need to ensure access to the meter for the final read and provide us with a forwarding address for your final bill.

Your Agreement will end when you move out of your premises and you no longer have any responsibility to pay for Energy supplied to your premises, which will not be until:

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

- we disconnect your premises.

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

17 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.

18 What if I want to end my Agreement?

If you would like to end your Agreement, we ask that you contact us as soon as possible.

You should check your Agreement to see if a contract exit fee applies. The amount and the application of any fee will be outlined in your Agreement.

You are obliged to pay us all outstanding amounts.

19 Can we end your Agreement?

Our rights to end our Agreement with you are outlined in the Energy Laws. In general, we cannot end our Agreement with you unless:

- Your Supply Address has been disconnected in accordance with the Energy Laws and you are no longer entitled to reconnection under the same terms and conditions as your previous contract;
- You have entered into a new Agreement with us; or
- You have transferred to another retailer.

Where a Retailer of Last Resort Event (or RoLR event) occurs in relation to us, this Agreement will automatically end, and you will not be liable for an exit fee.

20 Do I have a cooling off period?

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.

21 Can this Agreement be transferred?

If your Agreement is a Market Retail Contract, you cannot assign, transfer or novate the Agreement without our consent.

We can assign, transfer or novate a Market Retail Contract or transfer you as a customer to any of our related bodies corporate or as part of the transfer to the same third party of all or substantially all of one of our energy sales business segments.

Standard Retail Contracts may only be assigned, transferred or novated in accordance with the Energy Laws.

22 Life support

Where you have a person residing at your Supply Address requires life support equipment or otherwise has a medical condition that requires continued electricity supply, we will notify your local distributor.

We will send you a medical confirmation form if you notify us that life support equipment is being used at your Supply Address. This form is to be signed by a medical practitioner and returned to us.

23 Sensitive load

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.

24 What if I have a complaint?

We encourage customers to resolve complaints directly with our Customer Service Team on 1800 010 648. Customers can also report problems, complaints and feedback related to Tango Energy's products and services:

Online: www.tangoenergy.com

Via email: support@tangoenergy.com

By mail:

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 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.

25 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.

Our privacy collection statement (available at 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) 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.

26 Product and service offers

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 Pty Ltd 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 to opt out of receiving these offers.

27 Provision of Information

We will, on request, provide you with:

- A copy of the Agreement and/or any document incorporated in it;
- A copy of one or more of the Energy Laws;
- Reasonable information on the tariffs available to you; Energy efficiency advice;
- Information on network charges, retail charges and any other charges relating to the sale or supply of Energy comprised in the amount payable under your bill;
- Your historical invoicing data in accordance with the Energy Laws;
- Information regarding concessions, rebates or grants that may be available to a residential customer; and Information about meter readings or registrations if required under the Energy Laws.

Generally, we will provide this information free of charge. In some circumstances, and where permitted by the Energy Laws we may charge you for providing this information.

28 Definitions

Market Retail Contract means a contract for the sale and supply of Energy at your Supply Address entered into upon accepting an offer from us.

Standard Retail Contract means a contract for the sale and supply of Energy at your Supply Address, required to be offered to you under the Energy Laws.

Supply Address means the address for which you have agreed to purchase electricity from Tango Energy.

Terms means the terms and conditions governing the supply and sale of Energy by us to you under either a Market Agreement or a Standard Retail Contract.

29 Important Contacts

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

Tango Energy Pty Ltd (ABN 43 155 908 839)	
Customer Service 8.30 am – 5.30 pm Mon to Fri (AET)	1800 010 648
Fax	03 8621 6112
Email	support@tangoenergy.com
Website	www.tangoenergy.com
Post	Tango Energy Retail Operations, PO Box 320, Geelong North VIC 3215
Address	East 1A, 33 Mackey Street North Geelong Victoria 3215

Interpreter Services	
Telephone interpreter Services	13 14 50
TTY	1800 555 630

Ombudsman

New South Wales Customers

Energy and Water Ombudsman NSW	Phone: 1800 246 545 Web: https://www.ewon.com.au/
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Queensland Customers

Energy and Water Ombudsman QLD	Phone: 1800 662 837 Web: https://www.ewoq.com.au/
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South Australian Customers

Energy and Water Ombudsman SA	Phone: 1800 665 565 Web: https://ewosa.com.au/
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Victorian Customers

Energy and Water Ombudsman VIC	Phone: 1800 500 509 Web: http://www.ewov.com.au/
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Distributor faults and emergencies – Electricity

New South Wales

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

Queensland

Distributor	Phone	Website
Energex	13 16 62	https://www.energex.com.au/
Ergon Energy	13 22 96	https://www.ergon.com.au/

South Australia

Distributor	Phone	Website
SA Power Networks	13 13 66	https://www.sapowernetworks.com.au/

Victoria

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

Distributor faults and emergencies – Gas

New South Wales

Distributor	Phone	Website
Jemena Gas Network	13 19 09	https://jemena.com.au/

Queensland

Distributor	Phone	Website
Australian Gas Networks	1800 898 220	https://www.australiangasnetworks.com.au/

South Australia

Distributor	Phone	Website
Australian Gas Networks (SA)	1800 898 220	https://www.australiangasnetworks.com.au/

Victoria

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