

We are reviewing your gas protections



Do you think these gas protections meet your needs?
What other protections would you like to see?
Would you like to talk to us about your gas protections?

escosa@escosa.sa.gov.au
1800 633 592
More information
<https://bit.ly/OG-ECPF-review>

Billing and payment



- You get your gas bill at least every three months.
- Your bill describes what you are paying for.
- You have 12 business days to pay.
- You can ask your supplier to check your bill if you think it's wrong and get a fair response.
- You can pay your bill in person or by mail.
- Some people can also pay by direct debit or CentrePay.
- If you need help paying, you can ask to make a payment plan.
- If you make a payment plan and keep making payments, your gas won't be cut off.

Interruptions



- You will get a written notice if your gas will be off for a while.
- If you don't get a notice, you can ask why your gas was off.

Disconnections



- If your gas gets cut off because you haven't paid, you can make a payment plan.
- When you have made a payment plan, you can ask for your gas to be put back on.
- You will get your gas back that day or the next business day.

Complaints



- You can complain about your bill or service to your supplier.
- Your supplier must respond to your complaint within a month.
- If you are unhappy with their response, you can ask the SA Energy and Water Ombudsman to help. <https://ewosa.com.au/>