

Tas Gas Networks Pty Ltd

5 Kiln Court St Leonards

PO Box 858 Launceston

Tasmania 7250 Australia

Tel **(03) 6336 9350**

Fax **(03) 6336 9355**

www.tasgasnetworks.com.au

ACN 104 499 569

ABN 91 104 499 569

Media Release

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**Tas Gas Networks supporting its commercial customers**

Tas Gas Network’s smaller business customers on the standard commercial tariff will benefit from the suspension of daily charges from 1 April 2020 until 30 June 2020.

Simon Himson, Chief Operating Officer, said Tas Gas had temporarily supported these customers during the COVID-19 crisis so they can put their business into hibernation without incurring ongoing daily charges.

“We are also suspending fees for disconnections, reconnections and final meter reads for these commercial customers until 30 June to give them full flexibility to suit their individual circumstances,” he said.

Business customers on a standard tariff should contact their natural gas retailer, Tas Gas Retail or Aurora Energy, with any changes or queries about their account.

Natural gas supply operations in Tasmania will continue to be business as usual with all normal services continuing, including new connections.

Simon Himson said Tas Gas employees would continue to attend premises that housed people in isolation or quarantine for emergency response such as loss of supply.

“Enquiries will be made with the customer about their isolation or quarantine status and additional precautions will be taken when attending the property,” he said.

“We are also planning to continue meter reading for the foreseeable future so commercial and residential customers are not exposed to billing estimates and have surety around charges.”

Simon Himson said Tas Gas would regularly review these decisions as part of its continuing response to the COVID-19 pandemic.

Released by:

Nicolas Turner

Tel: 0418 538 865