

Faults & Emergencies

For all gas emergencies and suspected faults please contact Gas Networks Victoria on free call 180 2111

Government funded energy charge rebates, concessions or relief schemes

The Department of Families, Fairness and Housing (DFFH) offers a variety of concessions and benefits to eligible cardholders to assist low-income Victorians with energy bills. If you have a relevant concession card, you maybe eligible for:

- Winter Gas Concession

For more information about concessions visit the Department of Human Services website at:

<https://services.dffh.vic.gov.au/winter-gas-concession>

- Utility Relief Grant

For more information about the Utility Relief Grant Scheme visit the Department of Families, Fairness and Housing (DFFH) website at:

<https://services.dffh.vic.gov.au/utility-relief-grant-scheme-non-mains>

- Non-Government Assistance

For more information about non-government assistance, please visit:

- <https://www.salvationarmy.org.au/locations/victoria/>
- <https://www.anglicarevic.org.au/>
- <https://nils.com.au/>

If you would like further information on Government assistance schemes, energy rebates or other concessions or rebates available in Victoria please contact us by calling: 1800 750 750 or visit: <https://www.tasgas.com.au/vic/>

To compare energy pricing please visit: <https://compare.energy.vic.gov.au>

Deaf or hard of hearing

If you are deaf or have a hearing impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 1800 750 750
- Speak and Listen users phone 1300 555 727 then ask for 1800 750 750
- Internet relay users connect to NRS <https://nrschat.nrscall.gov.au/nrs/internetrelay> then ask for 1800 750 750
- SMS Relay text 0423 677767

Interpreter Services

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|-----------------|--------------------|----------------------|
| • Phone 131 450 | • Skakel 131 450 | • Τηλέφωνο 131 450 |
| • 電話 131 450 | • Telefono 131 450 | • Điện thoại 131 450 |
| • 磨练 131 450 | • फोन 131 450 | • هاتف 131 450 |
| • ໂທ 131 450 | • Telefown 131 450 | • Telefoon 131 450 |

Numbers to know

In the event of a gas-related emergency or fault, please call:

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|---------------------------------|--------------|
| • Faults and emergencies | 180 2111 |
| • Billing and general enquiries | 1800 750 750 |

Office hours

- 8.30am to 5.00pm Monday to Friday

Is my privacy protected

We collect, use, hold and disclose your personal, credit related and confidential information (including metering data) where it is required under the Regulatory Requirements and in order to provide you with energy and related products and services. You can get a copy of this policy at: <https://www.tasgas.com.au/vic/help-centre/privacy> or calling: 1800 750 750 and asking us to send a copy to you.

Complaints and disputes resolution procedures

Tas Gas Retail is committed to providing our customers with high quality, reliable service. If problems do arise, we will work towards resolving them as soon as you contact us on 1800 750 750. We will handle your complaint in accordance with our standard complaints and dispute resolution policy. You can get a copy at: <http://www.tasgas.com.au/vic/customer-service/complaints> or by asking us to send a copy to you. Customers also have a right to refer complaints or disputes under this Contract to the Energy and Water Ombudsman Victoria (EWOV). EWOV is an independent disputes resolution body that can investigate and resolve many disputes under this Contract. To obtain details of EWOV's services visit: <http://www.ewov.com.au/> or call EWOV on 1800 500 509.