

## Rights of Small Customers

Residential customers and business customers who consume less than 1 terajoule of gas per annum are known as small customers and have certain rights, entitlements and obligations that are different from other retail customers. These are summarised as follows:

- a. APA must not bill a small customer on a deemed standard connection contract but must render a statement of charges to the customer's retailer.
- b. If APA and a small customer enter into a negotiated connection contract, APA must provide a statement of charges to the customer's retailer.
- c. If APA and a small customer enter into a negotiated connection contract, APA must provide the customer with:
  - i. information about the customer's right to a deemed standard connection contract and;
  - ii. an explanation of the differences between the proposed negotiated connection contract and the deemed standard connection contract.
- d. In a negotiated connection contract with a small customer, APA must include provisions about the handling of customer complaints.
- e. APA is not permitted to include a term in a negotiated connection contract with a small customer which limits APA's liability for breach of contract or negligence.
- f. If a small customer is not the owner of the customer's premises, the small customer will not breach its obligations in respect of the premises where the customer takes all reasonable steps to ensure that the owner or other responsible persons fulfil the obligation.
- g. APA is not permitted to de-energise a small customer's premises except in accordance with the National Energy Retail Rules. In some circumstances, APA is required to give a disconnection warning notice to the customer. There are times at which APA is generally not allowed to disconnect a small customer's premises.
- h. A small customer is entitled to reconnection subject to circumstances prescribed by the energy laws.