

**Q. Why haven't I been sent a gas bill?**

This year we implemented a major upgrade to our systems in line with new retail gas market procedures. This change has presented some issues with the billing process to retailers. We understand that some customers who recently connected to gas have not received their first gas bill from their retailer. We are currently working hard to have this matter resolved.

**Q. Does this mean the next gas bill I get will be huge?**

The next bill could be issued for a longer period or referenced to an estimated reading which could but will not necessarily result in a higher bill. If this would be a concern, please contact your retailer who can set up payment arrangements to reduce the impact.

**Q. Why does my bill say it's an estimated read?**

Estimated reads can be used to calculate your bill for a range of reasons, including when an actual meter read is not available. This could be, for example, due to physical reasons where our meter readers couldn't gain access to your gas meter (such as a locked gate or dog on the premises), or for system related reasons.

**Q. My gas meter is not obstructed, and I don't have a dog on the property. Why was my meter not read?**

The estimate that shows on your gas bill may be due to a system issue rather than an access issue.

**Q. What happens if I've been sent a very high bill compared to last time?**

If you are concerned with your account you should speak to your retailer. The phone number for your retailer is shown on your invoice.

**Q. Can I take a photo of my gas meter and send it to my retailer?**

Yes, if you are not happy with the estimate that appears on your account, you can provide a meter reading to either your retailer or directly to Jemena. Our customer service team can be contacted on 1300 137 078.

**Q. I haven't had an actual gas meter read in one year. How can I arrange an actual read?**

An actual reading of your meter can be arranged by contacting your retailer.

**Q. Who can I speak to about my account?**

You should discuss any issues regarding your account or your bill with your retailer in the first instance. Their phone number is shown on your gas bill.