

Kosangas Guernsey - Conditions of Supply

*1 Unit is equivalent to 3,412 Btu. or 1 Kilowatt hour.
100 cubic feet of gas at 2500 Btu./cu.ft. is equivalent to 73.27 Units.
1 cubic metre of gas at 2500 Btu./cu.ft. is equivalent to 25.87 Units.*

CONDITIONS OF SUPPLY

1. Gas registered is sold by the cubic foot or cubic metre and accounts will be submitted in terms of units, 100 cubic feet is equivalent to 73.27 units and 1 cubic metre is equivalent to 25.87 units.
2. Only staff employed by the Company are permitted to lay service pipes between Gas Cylinders or Mini Bulk Tanks and the emergency shut off valve on the customers' premises.
3. The register of the meter shall be prima facie evidence of the quantity of gas supplied. Only meters supplied by and belonging to the Company shall be used for the registration of gas consumed. The Company reserves the right to change meters whenever it is considered necessary. Only staff employed by the Company are permitted to connect or disconnect meters.

If a meter is found to be registering incorrectly the percentage error will be determined by test and charges will be adjusted in accordance with the test.

Should the meter cease to register then the customer will be responsible for an amount equivalent to the corresponding quarter of the previous year, unless it can be proved that the consumption of gas has materially changed during the quarter under review.

4. Customers, whether owners or tenants of premises, are held responsible for the loss or damage of the Company's property (i.e. meters, etc.)
5. The registered customer will be held responsible for all gas consumed at the registered address. **Change of tenancy must be notified to the Company in writing within twenty-four hours.** Customers who let their houses will be held responsible for the payment of gas consumed by the tenants. Payment is due on submission of the account.
6. The Company shall have access at all reasonable times to all meters, fittings and works for the supply of gas.
7. The Company cannot be held liable for any interruption to the gas supply

Where an individual supply contract has been agreed with the company the terms of that contract will prevail.

No disputes or claims will be entertained unless made within 21 days from the date of the statement.

The company reserves the right to discontinue supply if accounts are not paid within 42 days from the date of the statement.

TARIFFS

Copies of our current Tariffs are obtainable upon request. The Company's staff will be pleased to give guidance with regard to Tariffs upon request.

Office Hours: Monday to Friday 8.30am to 5.00pm.

Showroom Hours: Monday to Saturday 9.00am to 5.00pm.

Customers are advised that excess payment refunds may be claimed by completing the refund request. Please note, refunds can only be processed against an actual meter reading.

If you suspect a gas leak turn off the gas at the meter or cylinder control valve and immediately notify the Company, do not leave it to someone else, TELEPHONE 749000 – DAY OR NIGHT. Do not operate your telephone, doorbell or any electrical switches on or off. Extinguish any naked flames and do not smoke. Open doors and windows to ventilate.