



The Energy and Water Ombudsman Western Australia receives and resolves complaints concerning the provision of services by electricity, gas and water services providers. We are guided by the principles of independence, natural justice, access, equity, effectiveness and community awareness.

## Our services are free.

### Who can complain to us?

Electricity, gas or water services customers and other people affected by a water service. You can authorise another person to act on your behalf.

### Who can you complain to us about?

You can complain about the electricity, gas and water services providers listed on our website at [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater) or you can contact us for information.

### When should you complain to us?

Before contacting us, you should try to resolve your complaint with the electricity, gas or water services provider. If your complaint is not resolved, or if there is an unreasonable delay, you can contact us for help or advice.

### What can we investigate?

We can investigate complaints concerning the provision of services by electricity, gas and water services providers. The types of electricity, gas and water issues that the Ombudsman can consider are:

- Provision or supply of electricity, gas or water;
- Billing;
- The administration of credit and payment services;
- Alleged or disputed debts and the recovery of debts;
- Disconnection and restriction of supply and refundable advances;
- Service standard payments;
- Marketing of services;
- The exercise of powers in relation to land, neighbouring land or property;
- Damage or loss due to supply issues; and
- Complaints by a person other than a customer who is affected by a water service.

The Energy and Water Ombudsman may decline to investigate if the complainant does not have sufficient interest in the matter, an investigation is not warranted or there is a more appropriate body to deal with the complaint.

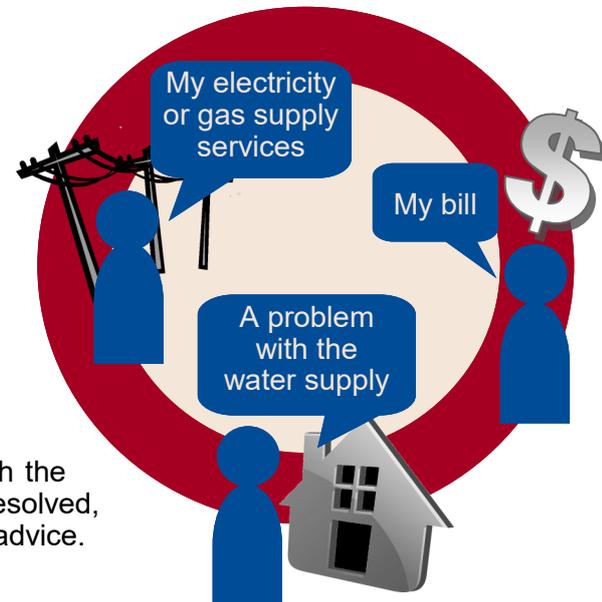
### What can't we investigate?

We cannot investigate:

- The setting of prices or tariffs or determining price structures;
- Commercial activities that are outside the scope of the electricity, gas or water services licence;
- The content of Government policies;
- Complaints under consideration by, or previously considered by, any court or tribunal; or that the Ombudsman considers should be dealt with by a court or tribunal;
- Any matter specifically required by legislation, codes, licences and orders to be handled by another authority; and
- Issues to do with bottled gas.

In resolving a complaint, the Ombudsman must take into account:

- Events beyond the reasonable control of the electricity, gas or water services provider; and
- The actions taken by an electricity, gas or water service provider (and any resulting consequence) that are in compliance with a direction or notice received by the provider.



## What happens when a complaint is made to us?

When you lodge a complaint, we assess it to decide how best to handle it. The way we handle your complaint depends on what action has already been taken to resolve it, as shown in the adjacent diagram.

We will ask you to try to resolve the matter with the electricity, gas or water services provider first. If your complaint remains unresolved, the Energy and Water Ombudsman will investigate and, where appropriate, attempt to resolve the complaint.

## What happens if we investigate your complaint?

If your complaint is investigated, we contact the electricity, gas or water service provider to get more information about your concerns. We may also contact you for more information.

The length of time it takes to investigate can vary. For more complex matters, it can take some time for us to collect and consider all the relevant information. We will contact you during the investigation when there are developments in your case, and if your complaint takes longer than usual, we will keep in contact with you to inform you about the progress of our investigation.

During the investigation, we look for opportunities to resolve your complaint by agreement between you and the electricity, gas or water service provider. If you agree to a resolution, we will stop our investigation and close your complaint.

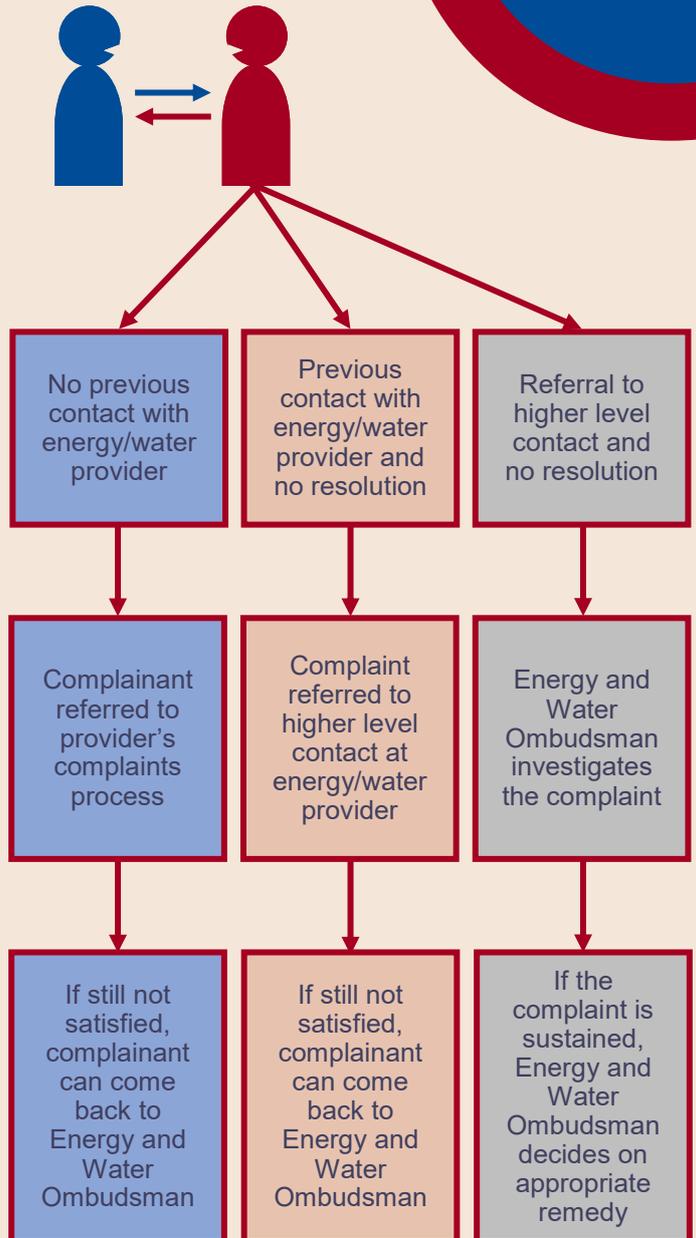
If the electricity, gas or water service provider cannot agree on a resolution with you, we will either determine that your complaint is not substantiated or make a binding decision on action to be taken to resolve the issue. We have the authority to make binding decisions up to a value of \$20,000 or up to \$50,000 with the agreement of the provider.

## How to contact us

You can ask us for information, lodge a complaint or send us feedback by telephone, mail, email, fax or via our website using the Online Form. Forms can also be printed from our website.

Our contact details are shown below. The Energy and Water Ombudsman's Office is open from Monday to Friday between 9.00am and 4.30pm.

## Complainant phones, writes to or visits the Energy and Water Ombudsman



## How we handle complaints

## Energy and Water Ombudsman Western Australia



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**Telephone:** (08) 9220 7588

**Freecall:** 1800 754 004

**Fax:** (08) 9220 7599

**Freefax:** 1800 611 279

**Interpreter Service:** 131 450

**National Relay Service:** 1800 555 727

**Email:** [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

**Website:** [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater)

**Postal Address:** PO Box Z5386, St Georges Terrace, PERTH WA 6831

**Street Address:** Level 2, Albert Facey House, 469 Wellington Street, PERTH WA 6000