

Introducing the

Gas Industry Ombudsman

Western Australia

*Free, independent and informal
resolution of complaints
about the
WA gas industry*

The GIO is an office of last resort – gas companies must have an opportunity to address a complaint before the GIO will become involved

The Gas Industry Ombudsman (GIO)

The GIO receives, investigates and facilitates the resolution of complaints from residential and small business customers about their gas company.

If you are a residential or small business gas customer and you have a complaint, first try to resolve it with your gas company. If this does not work, you may contact the GIO.

The GIO can investigate a wide range of complaints, including gas supply and billing disputes. However we do not have jurisdiction over bottled gas.

Our services are free to residential and small business customers.

We have the authority to make decisions that are binding on gas companies.

*The GIO is guided by
the principles of
independence, natural
justice, access, equity,
effectiveness and
community awareness.*

What the GIO can investigate

Matters we can investigate include -

- Complaints concerning the provision or supply of gas services by a gas company to a customer
- Billing disputes
- The administration of credit and payment services for a particular customer
- Disconnection, restriction and refundable advance complaints
- Complaints from owners and occupiers of land or other property about the way in which a gas company has exercised its statutory powers in relation to that land or other property or in relation to neighbouring land or other property.

Who can complain

You can complain to the GIO if -

- You are a consumer of gas, or
- You are directly affected by the provision of (or failure to provide) gas services.

You can authorise a person to complain on your behalf.

Your complaint may be oral or in writing.

As a general rule, we expect that you would have become aware of the events you are complaining about less than one year ago. Matters over 12 months old will only be taken on with our agreement.

What the GIO cannot do

The GIO's functions do not extend to -

- The setting of prices or tariffs or determining price structures
- Commercial activities that are outside a gas company's licence to supply gas
- The content of Government policies
- Complaints which are specifically under consideration by any court or tribunal, or which have been considered by such bodies previously
- Any matter specifically required by legislation
- Events beyond the reasonable control of a gas company and their consequences, bearing in mind current law and reasonable and relevant industry practice
- Actions taken by a gas company and their consequences in complying with a direction, notice or other like instrument received by the company.

Bottled gas not within jurisdiction

The GIO does not have jurisdiction over bottled gas.

What happens when you make a complaint?

Firstly, we ensure the GIO has the power to deal with your complaint.

Then your gas company is given 10 business days to consider the matter if this has not already occurred. We expect many complaints to be resolved at this initial stage.

If we commence an investigation your gas company must supply all relevant documentation to us within 28 days of being notified of our investigation.

We expect most investigations will be completed quickly, but if your problem is complex, resolution may take longer.

Our aim is to resolve all complaints within 90 days.

For more information visit the Gas Industry Ombudsman's Web Site at:
www.ombudsman.wa.gov.au/gas

Feedback and Questions

If you want to give us feedback or wish to ask a question you may telephone, write or send an e-mail message to:

gas@ombudsman.wa.gov.au

How to lodge your complaint

Post to:

GIO Western Australia
PO Box Z5386
St Georges Terrace
PERTH WA 6831

Fax to:

(08) 9220 7599

Via our Web Site at:

www.ombudsman.wa.gov.au/gas

Deliver to:

The Gas Industry Ombudsman
Western Australia
12th Floor
44 St Georges Terrace
Perth

Telephone

(08) 9220 7588

or

Freecall 1800 754 004

Interpreter Service – 131 450

National Relay Service
(for hearing/speech impaired) –
133 677

Office Hours

Monday to Friday

Between 9.00 am and 5.00 pm