

## Do you have problem with your electricity or gas provider? The Energy Ombudsman can help.

The Energy Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their electricity or gas provider. Our services to residential and small business customers are free. We have the authority to make decisions that are binding on electricity and gas providers.

The Energy Ombudsman can investigate complaints about:

- the provision or supply of electricity or gas services to a customer;
- billing;
- the administration of credit and payment services for a particular customer;
- disconnection, restriction and refundable advances;
- the way in which a provider has exercised its powers in relation to land, neighbouring land or other property;
- recovery of debts owed or allegedly owed by customers, whether by providers or their agents;
- service standard payments such as those provided for under the Code of Conduct for the Supply of Electricity to Small Use Customers; and
- marketing.

The Energy Ombudsman cannot deal with complaints about:

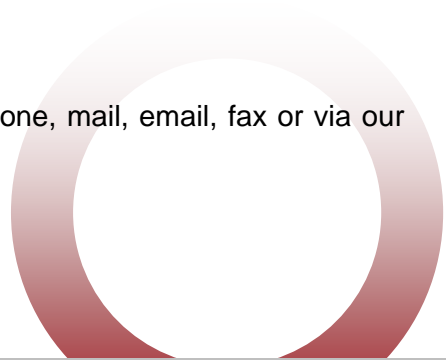
- the setting of prices or tariffs;
- commercial activities that are outside the provider's license to supply electricity or gas;
- the content of Government policies;
- complaints which are specifically under consideration by any court or tribunal, or which have been considered by such bodies previously;
- any matter specifically required by legislation;
- events beyond the reasonable control of the provider; and
- bottled gas.

You can lodge a complaint with the Energy Ombudsman if you are a residential or small business electricity or gas customer. You can also authorise another person to complain on your behalf. Before you contact the Energy Ombudsman, you must have tried to resolve your complaint with your electricity or gas provider.

When you lodge a complaint, we assess it to decide how best to handle it. Sometimes we commence an investigation immediately, but generally we will refer your complaint to a complaints officer at your provider for resolution. Our experience is that most complaints referred in this way are resolved within 10 business days. If complaints cannot be resolved by the relevant provider, we will assess the complaint further and decide whether we will investigate. We expect most investigations will be completed quickly, but if your problem is complex, resolution may take longer. We aim to have all complaints resolved within 90 days.

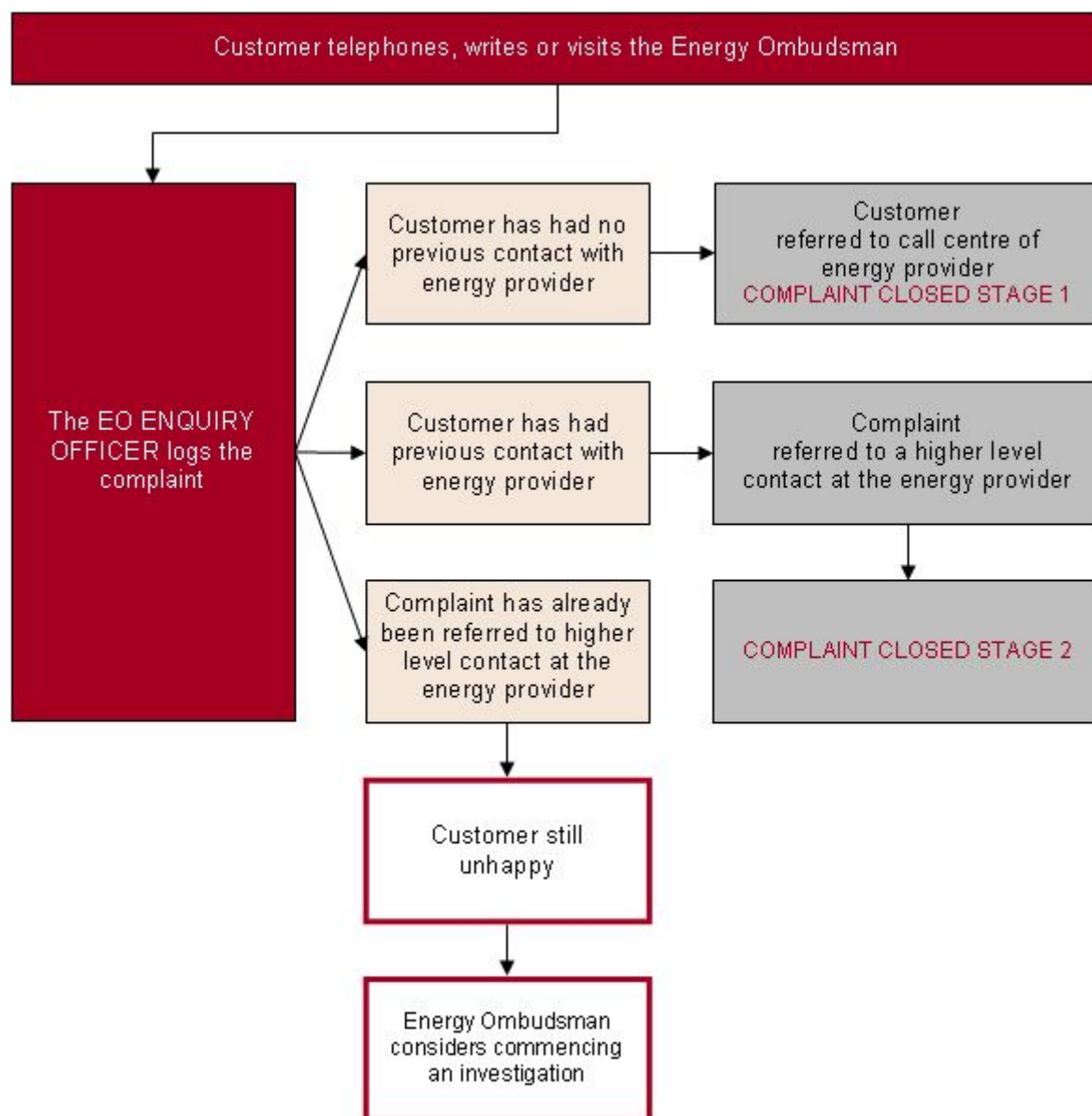
## Contact us

You can ask for information, lodge a complaint or send us feedback by telephone, mail, email, fax or via our website. Our contact details are below.



# Energy Ombudsman Western Australia

## Overview of the Complaints Management Process



Free, independent and fair resolution of electricity and gas disputes

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