

## ENERGY OMBUDSMAN

The Western Australian Energy Ombudsman commenced operation on 22 September 2005 to provide a free complaint handling service to residential and small business electricity or gas customers that have a problem with their energy provider.

### Before Complaining to the Energy Ombudsman

In the first instance, a customer must approach the energy supplier direct to attempt to resolve a problem. If a satisfactory agreement cannot be reached, the customer may then contact the Energy Ombudsman.

Each licensed energy supplier is required to establish an internal complaints handling procedure in accordance with the Western Australian Customer Service Code and to ensure that staff are adequately trained to deal with complaints.

In the case of Western Power, all retail complaints are, in the first instance dealt with by:

Customer Services Branch  
Telephone: 13 13 53

If Customer Services cannot resolve the customer's complaint, the customer is asked to place their complaint in writing, using their complaints form. The form will either be mailed to

the customer or the customer may download the form from Western Power's website:

[www.westernpower.com.au](http://www.westernpower.com.au).

For South West interconnected system (SWIS) complaints, the form should be mailed to:

Customer Services Branch  
Western Power  
GPO Box L921  
Perth WA 6842

For non-SWIS complaints, the form must be mailed to:

Mail Business Relations Manager  
PO Box 79  
Cloverdale WA 6985

### Complaints the Energy Ombudsman can investigate

In the event that a customer approaches the Energy Ombudsman direct without giving the energy supplier the opportunity to respond, the Energy Ombudsman will not investigate the matter until the customer has first dealt with the energy supplier.

A complaint may be made to the Energy Ombudsman either verbally or in writing.



## Energy Ombudsman Fact Sheet

Pictures supplied by the Sustainable Energy Office of Western Australia

### The Ombudsman can investigate the following complaints:

- Billing disputes.
- Complaints about the provision or supply of electricity or gas services to a customer.
- Situations where the occupiers or owners of land or other property have a complaint about the way in which the energy supplier has exercised its statutory powers in relation to that property or neighboring property.
- Recovery of debts owed or allegedly owed by customers, whether by energy suppliers or their agents.
- Disputes regarding service standard payments such as those provided for under the Customer Service Code.
- Marketing complaints.

### Complaints the Energy Ombudsman cannot deal with

- The content of government policies.
- How energy suppliers set prices or tariffs.
- Commercial activities that are outside the provider's license to supply electricity or gas.
- Issues that are being dealt with by any law court or tribunal, or issues that have previously been dealt with by such bodies.
- Any function that a licensed operator is specifically required to perform under legislation.
- Events beyond the reasonable control of the provider.

- Complaints regarding bottled gas. Bottled gas matters are dealt with by the Department of Consumer and Employment Protection, which can be contacted by calling the consumer call centre on 1300 30 40 54.

### Contacting the Energy Ombudsman

#### Telephone:

Freecall 1800 754 004 or  
(08) 9220 7588

#### Email:

[energy@ombudsman.wa.gov.au/energy](mailto:energy@ombudsman.wa.gov.au/energy)

#### Visiting the Website at:

[www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)

#### By Writing to:

Energy Ombudsman WA  
PO Box z5386  
St Georges Tce  
Perth WA 6831

#### Fax:

Freecall 1800 611 279 or (08) 9220 7599

#### Visiting the office at:

Level 12  
St Martins Tower  
44 St Georges Tce  
Perth WA 6000