



# What can I do if I have a complaint about my energy?

## Who to contact if you have a complaint

### When to contact your energy retailer

Your energy retailer is the business that bills you for your electricity or gas. You can usually choose your energy retailer. Your retailer's contact details are on your energy bill. Contact your energy retailer if:

- you think your bill is wrong
- you are having trouble paying your bill
- your energy was disconnected and you think it was a mistake
- you signed up to a new offer and no one told you that you had 10 business days to change your mind
- you want to complain about their marketing or sales people.

### When to contact your energy distributor

Your distributor is the business that operates the gas and electricity networks, including the electricity poles and wires and gas pipelines. They also read your energy meter. There is only one distributor in your area—you cannot choose your distributor. Your distributor's contact details are on your energy bill, usually under 'faults and emergencies'. Contact your distributor if:

- you have a problem with your meter
- your electricity or gas stops working
- there is a blackout or the supply is bad, for example, your lights go dim a lot
- there is a fault or emergency, for example, an electricity pole is down.

## Steps to follow to make your complaint

### Step 1: Contact your retailer or distributor

- Contact your retailer or distributor as quickly as possible to explain the problem and the outcome you want.
- Be clear, persistent, calm and polite.
- Keep a note of the phone call, including the date and name of the person you spoke to.
- If the person you spoke to can't help you, go to Step 2.

### Step 2: Ask to speak to a supervisor or senior manager

If the problem has not been resolved in Step 1:

- Ask to speak with a senior officer or manager.
- Discuss what options are available.
- Write down the name of the person you spoke to and what you discussed and agreed.
- You may want to put your complaint in writing if it is still unresolved.

#### Putting your complaint in writing:

- Address your letter to the manager or the company's head office.
- Write down your complaint and the outcome you want.
- Ask for a response within a specified time.
- Include copies of supporting information (such as your gas or electricity bill).
- Keep a copy of your letter or email.

### Step 3: Contact the Ombudsman

If your complaint is still not resolved, you can contact the energy ombudsman in your state or territory. Ombudsmen offer a free and independent dispute resolution service. Ombudsmen can investigate complaints about:

- disputed accounts and high bills
- debts and overdue amounts
- disconnection of supply
- reliability and quality of supply
- connection issues
- poor customer service.

## The role of the Australian Energy Regulator

The Australian Energy Regulator (AER) does not resolve disputes between energy customers and their retailer or distributor. The AER:

- makes sure retailers and distributors follow the energy laws
- receives reports on complaints and disputes from energy businesses and the ombudsman schemes and uses this information to monitor compliance

## Energy Ombudsman Contacts

### Queensland

Energy and Water Ombudsman Queensland

Telephone: 1800 662 837

Website: [www.ewoq.com.au](http://www.ewoq.com.au)

### New South Wales

Energy & Water Ombudsman NSW

Telephone: 1800 246 545

Website: [www.ewon.com.au](http://www.ewon.com.au)

### Australian Capital Territory

ACT Civil and Administrative Tribunal

Telephone: 02 6207 1740

Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

### Victoria

Energy and Water Ombudsman (Victoria)

Telephone: 1800 500 509

Website: [www.ewov.com.au](http://www.ewov.com.au)

### South Australia

Energy Industry Ombudsman South Australia

Telephone: 1800 665 565

Website: [www.ewosa.com.au](http://www.ewosa.com.au)

### Tasmania

Energy Ombudsman Tasmania

Telephone: 1800 001 170

Website: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

## More information

### Australian Energy Regulator

AER Infoline 1300 585 165

AER website [www.aer.gov.au](http://www.aer.gov.au)

Energy Made Easy [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

### Other contacts

Indigenous Infoline 1300 303 143

For information in languages other than English call 13 1450 and ask for 1300 585 165

Speak and Listen users phone 1300 555 727 and ask for 1300 585 165

TTY users phone 13 3677 and ask for 1300 585 165

Internet relay users connect to the National Relay Service ([www.relayservice.com.au](http://www.relayservice.com.au)) and ask for 1300 585 165

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