



## Step 1

### Contact your supplier

#### Start here!

Follow these stages in the correct order so we can best help you.

#### Get prepared

Before contacting your supplier, make notes about:

- Your complaint
  - What you want your supplier to do.
- Be clear. Write short sentences.

#### Call your supplier

Have your notes ready and a pen and paper handy. Contact your supplier and explain your complaint. Write down the name of the person you are speaking to and what they are saying.

#### Are you happy?

Have you resolved your complaint directly with your supplier? If you are happy, great! If not, go to Step 2.

## Step 2

### Contact us

#### Explain your issue

If your complaint was not resolved at Step 1, free call us on 1800 665 565 or go to our website to submit a complaint at [www.ewosa.com.au](http://www.ewosa.com.au). Using your notes, explain your complaint to us and what your supplier has said.

#### Request an interpreter

If speaking English is hard for you, we can contact a person who speaks your language to help.

#### Leave it with us

We will contact a senior person at your supplier and tell them about your complaint. They are required to call you within two business days to hear your concerns.

#### Hear your supplier's response

Your supplier will investigate your complaint, address your concerns and contact you within 15 working days. Remain calm. Listen and record their name and their reasoning if they can't resolve your issue.

#### Are you happy?

Has your supplier resolved your complaint? If yes, great! If not, calmly tell the senior person you will contact the Ombudsman. Proceed to Step 3.

## Step 3

### Further action

#### Tell us what happened

If your complaint was not resolved at Step 2, free call us on 1800 665 565 or go to our website to submit a complaint at [www.ewosa.com.au](http://www.ewosa.com.au) – we will have notes from our last conversation. Using your notes, tell us what your supplier has told you at Step 2.

#### Final outcome

Having heard the facts of your complaint, the Ombudsman may now investigate the case. If that happens, we will review the facts, form a view for resolution and explain the outcome to you.

The Energy and Water Ombudsman (SA) Limited is the approved independent scheme that resolves disputes between member energy and water suppliers and their customers in South Australia.

Our role is to facilitate the prompt resolution of disputes by providing a free, independent, accessible, fair and informal service to consumers.

### Complaints we can take

You can contact us about problems you may have about:

- Your billing
- Payment arrangements and difficulty in paying
- Debt collection and credit default listing
- Disconnection or restriction of your supply
- Transferring from one energy supplier to another
- Connection and supply of your energy or water services
- The behaviour of your supplier's staff
- Energy marketing and customer service
- Energy and water meters
- Energy and water supplier actions that may affect your land or other property
- On-selling of energy to residential tenants in caravan parks, retirement villages and other multi-tenanted dwellings
- Your privacy



GPO Box 2947  
Adelaide SA 5001

T 1800 665 565

[www.ewosa.com.au](http://www.ewosa.com.au)  
ABN 11 089 791 604

## Complaint Process



ENERGY & WATER  
OMBUDSMAN SA

