

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 listings
- 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, including their marketing and customer service departments
- Meters, poles, wires and pipes
- Energy and water supplier actions that may affect your land or other property
- Your privacy



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Complaint Process



ENERGY & WATER
OMBUDSMAN SA

Step 1 Contact your supplier



Start here!

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



Get prepared

Before calling your supplier, make notes about:

- Your complaint
- What you want your supplier to do

Be clear. Write short sentences.



Call the supplier

Have a pen and paper ready. Have your notes ready. Call the 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 the 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 complete our online form at ewosa.com.au/submit-a-complaint. 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 the supplier and tell them about your complaint. They are required to call you within two business days to hear your concerns.



Hear the supplier's response

The supplier will investigate your complaint and address your concerns and contact you within 20 working days. Remain calm. Listen and record their name and their reasoning if they can't resolve your issue.



Are you happy?

Has the 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 complete our online form at ewosa.com.au/submit-a-complaint — we will have notes from our last conversation. Using your notes, tell us what the supplier has told you at Step Two.



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.