

Handling a complaint

This Fact Sheet explains how you go about making a complaint to your electricity, gas or water supplier and when you should contact us for assistance.

Read this Fact Sheet if you want to know:

- how to make a complaint to your energy or water supplier
- who we are and what is our role
- how to lodge a complaint with us.



ENERGY & WATER
OMBUDSMAN SA

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First contact your energy or water supplier

If you have a problem with your energy or water service, always try to resolve it with your supplier first.

All electricity, gas and water suppliers must have a complaint handling and dispute resolution processes, which include escalating your complaint to a senior officer or manager if necessary.

When contacting a supplier, it's important to get your facts right, stay calm, always be polite and be persistent.

Before calling, you should:

- make a note of what you want to say, providing a brief and factual description of the details of your complaint and events in the order they happened
- have your latest energy or water bill handy.

When calling your energy or water supplier, remember to:

- write down the name of the person you speak to, the date and time and what is said
- outline your complaint and the outcome you want. If your matter is urgent, explain why
- ask what they will do to resolve your complaint and ask for a response within a specified time
- ask to speak to a manager if the operator can't resolve the issue.

If you're still not satisfied after contacting your energy or water supplier, you can lodge a complaint with us.

The Ombudsman's role

We can mediate between you and your supplier, investigate your case and help resolve disputes by providing a free, independent, accessible, fair and informal service.

We can help with problems like:

- high or disputed bills, not receiving bills, errors on your bill, bulk hot water bills, estimated or incorrect usage charged, incorrect rates or fees and charges applied
- payment difficulties, default listing, disconnection of
- your energy supply or restriction of your water supply for non-payment of bills
- problems with supply quality, planned or unplanned energy or water interruptions, or if you suffer damages or loss due to supply issues
- conduct of energy salespeople, pressuring you into accepting a contract, or providing misleading information
- problems with the erroneous transfer of your account to another supplier, or delays with a transfer
- the behaviour and manner of staff, contractors and agents of your supplier.

We have no authority over:

- energy or water pricing policies and tariff structures
- Government policies, codes or legislation
- supply interruptions caused by emergency situations
- complaints which have already been considered by a court, tribunal or arbitrator
- customer contribution to the cost of capital works
- complaints about electricians, gas fitters or plumbing
- services or appliances (including solar systems)
- bottled LPG.

If we can't assist with your complaint, we'll try to find someone who can.

Lodging a complaint with us

There are four simple options for lodging a complaint with us.

- use the online complaint form on our website at www.ewosa.com.au
- free call 1800 665 565 (calls from mobile phones may attract charges - let us know you're calling from a mobile and we'll call you back)
- free fax 1800 665 165
- write to GPO Box 2947, Adelaide SA 5001.

If you need an interpreter, you can contact us through our translation services – call 131 450.

If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service – call 133 677 for help using this service.

If you call us, have this information ready:

- your contact details (including your address and daytime phone number)
- the name of your energy or water supplier
- your energy or water account number
- the address of the property
- energy or water bills
- meter numbers
- a factual and concise description of the details of your complaint and the events in the order they happened.

What if the account is not in my name?

If you are acting on behalf of someone else, we will require permission from the account holder for you to act on their behalf. You can ask the account holder to complete our Authority to Act form which can be found on our website www.ewosa.com.au/publications/forms.