

# Making a complaint



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

## Your rights

You have the right to make a complaint about your energy or water provider if you are not happy with something.

All providers must have a process to help resolve complaints.

If you can't resolve your complaint directly with your provider, you can bring your complaint to us.

## Steps for making a complaint

### *Step 1: Contact your provider*

You must first give your provider the chance to resolve your complaint. This is because:

- we charge providers a fee to resolve the complaints about them that come to us
- it is not fair to charge providers this fee if they did not first have the chance to resolve the complaint without us.

If you ask us to help you with a complaint that you have not told your provider about, we will refer you to your provider's customer service area.

For more help, read our fact sheet on talking with your provider about your complaint.

### *Step 2: Contact us*

If you could not resolve your complaint with your provider or you are not satisfied with the outcome, contact us. Our service is free, fair and easy to use.

We are independent and can work with you and your provider to resolve your complaint fairly.

## How we manage complaints

The way we manage your complaint depends on:

- what your complaint is about
- the action you have taken
- the action your provider has taken
- the level of help you need.

We can:

- mediate between you and your provider
- escalate your complaint to a higher level
- investigate your complaint.

## How to bring a complaint to us

To bring your complaint to us:

- use the online complaint form on our website at [www.ewosa.com.au](http://www.ewosa.com.au)
- call us on 1800 665 565 – this is free for landlines only, so if you are calling on a mobile, tell us and we will call you back
- write to us at GPO Box 2947, Adelaide SA 5001
- use the live chat service on our website at [www.ewosa.com.au](http://www.ewosa.com.au).

### *Interpreters*



Call 131 450.

### *National relay service*

Call 133 677

## Complaints we can take

We can help with complaints about:

- privacy
- billing
- payment arrangements and difficulties
- debt collection and credit default listings
- connection and supply
- disconnection or restriction of your supply
- transferring from one provider to another
- the behaviour of your provider's staff or marketers
- meters, poles, wires and pipes
- actions by an energy or water provider that may affect your land or property
- on-selling of energy to residential tenants in caravan parks, retirement villages and other multi-tenanted dwellings
- LPG cylinder home supplies.

## Complaints we can't take

We cannot help with complaints about:

- pricing policies and tariffs
- government policies, codes or legislation
- services by an electrician, gas fitter or plumber
- appliances, including solar systems
- bottled LPG that does not supply the home
- consumer payments for capital works
- a provider's commercial activities that are not about energy or water
- events beyond a provider's control
- actions a provider is told to take to maintain security or reliability.

We cannot help with complaints that have been heard, or are being heard, in a court, in a tribunal or by another authority.

## Working with us to resolve complaints

We resolve complaints by working with you and your provider to reach a resolution that is fair to both of you.

### Agents

You can choose someone else to work with us if you don't want to do it yourself. This person can be a friend or family member.

If you want to do this, you must give us your permission to deal with this person as if they were you.

You can do this by phone or by filling in our online [Authority to Act form](#).

## The information we need

When you contact us, be ready to tell us:

- your contact details including your address and daytime phone number
- the name of your provider
- your account number
- the address of the property
- your meter number
- the facts about your complaint and how you want your provider to fix it.

If your complaint is about your bill, you should also have your bill handy.

## More help

For more help, read our fact sheets:

- *Talking to your provider about your complaint*
- *Talking with us about your complaint.*
- *Asking someone to represent you.*