

# HOW TO handle a problem with SYNERGY

**WACOSS**  
**Utilities Hotline**  
**Information & Advice**  
9420 7217

*Synergy customer rights are protected by the Code of Conduct for the Supply of Electricity to Small Use Customers*

*For more information about **your rights as a Synergy customer** see WACOSS Electricity Information Sheet #2*

*For more information about how to lodge a complaint with the **Energy Ombudsman** see WACOSS Essential Services Information Sheet #2*

## CONTACT WACOSS:

**Post:** 2 Delhi St  
WEST PERTH WA 6005

**Phone:** (08) 9420 7222

**Fax:** (08) 9486 7966

**Email:**  
[consumers@wacoss.org.au](mailto:consumers@wacoss.org.au)

**Website:**  
[wacoss.org.au/utilities/index.htm](http://wacoss.org.au/utilities/index.htm)



If you have a problem with **Synergy** regarding bill payment or a complaint about regarding service or electricity supply, it is best to make direct contact with Synergy as soon as possible.

Synergy is required to respond to customers' needs and complaints under a range of different policies and regulations that protect their customers from unfair conduct.

If you are having trouble paying your bill, it is important that you contact Synergy to let them know. Synergy is then required to assist you in various ways in order to help you stay connected.

You can contact **Synergy** to make an inquiry, set up an alternative payment plan, or make a complaint by any of the means below:

**Telephone** 13 13 53  
**TTY** (08) 9221 8608  
**Fax** (08) 9221 4628

**Email** [info@synergyenergy.com.au](mailto:info@synergyenergy.com.au)  
**Website** [www.synergyenergy.com.au](http://www.synergyenergy.com.au)

**Post** Customer Services Branch, Synergy  
GPO Box K851, Perth WA 6842

**In person** 228 Adelaide Tce  
Perth WA 6000

It is important to have as much information available as possible about your bill or complaint issue before you contact Synergy. Keep a record of your dealings with Synergy, including the dates you contacted them and how they responded.

If you have not been able to resolve your complaint through Synergy's complaints processes, you can contact the Energy Ombudsman. The Energy Ombudsman can investigate a range of customer complaints related to Synergy.

*Ways to make a difference*

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