

GAS CONSUMER RIGHTS

WACOSS
Utilities Hotline
Information and Advice
9420 7217

A copy of the
Gas Customer Code
is available at:

http://www.alinta.net.au/pdf/2010_01GasCustomerCharter_EMAIL.pdf

A copy of the Alinta Gas
Customer Service Charter
is available at:

http://www.alinta.net.au/pdf/2010_01GasCustomerCharter_EMAIL.pdf

The Alinta Gas
Hardship Policy
is not available online, to secure
a copy of the policy contact
WACOSS (details below), or
Alinta directly either by phone:
(08) 9210 2001
or by email:
customer.services@alinta.net.au

CONTACT WACOSS:

Post: 2 Delhi St
WEST PERTH WA 6005

Phone: (08) 9420 7222

Fax: (08) 9486 7966

Email:

consumers@wacoss.org.au

Website:

wacoss.org.au/utilities/index.htm

Alinta customers' rights are now protected by the **Compendium of Gas Customer Obligations** (Gas Customer Code). The Gas Customer Code replicates the provisions of the Electricity Code.

All consumers have rights that protect them from unfair conduct by Alinta Gas or any gas provider. Alinta Gas is guided by a **Customer Service Charter**.

Some important elements of the **Customer Service Charter** include:

- Information regarding when Alinta can and cannot disconnect you, and what Alinta is required to do before disconnecting you for non-payment.
- Complaint resolution and the Energy Ombudsman
- Your obligations as a customer
- Contacts details for more information

All utility retailers in Western Australia are now required to publish a **Financial Hardship Policy**. The Alinta Gas Hardship Policy is incorporated into the retailer's **Continuous Energy Program** and includes information regarding:

- Definitions used in assessing payment difficulties and financial hardship
- Contact and location details for financial counseling services
- How the Continuous Energy Program works
- Customer rights and responsibilities
- State Government Energy Rebate Scheme
- Disconnection and Reconnection
- Alinta's complaints handling processes and the Energy Ombudsman

The **Energy Ombudsman** carries out the function of the **Gas Industry Ombudsman scheme (GIO)**. The GIO is guided by a **Charter** for the functions they carry out. Some important elements of the **Charter** include:

- Investigating and facilitating a resolution on gas billing disputes, disconnections, reconnections and refunds.
- A focus on individual complaints, which can be made in writing or by phone within one (1) year of the events leading up to the complaint.

The GIO has the power to make binding decisions as well as make determinations up to a value of \$50,000 – if necessary.

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
WA Department of Consumer & Employment Protection

