

HOW TO handle a problem with ALINTA GAS

WACOSS
Utilities Hotline
Information and Advice
9420 7217

The **Alinta Gas Customer Service Charter** is available at:
http://www.alinta.net.au/pdf/2010_01GasCustomerCharter_EMAIL.pdf

Alinta Gas is guided by a **Customer Service Charter** for complaints management.

If you have a complaint against Alinta Gas, they provide a guarantee in their **Customer Service Charter** that it will be taken seriously and fully investigated. The Customer Charter assures that Alinta will:

- Take all complaints seriously and that all complaints will be fully investigated
- Respond to written and other complaints within seven (7) business days, if they cannot be resolved immediately.
- Call back at an agreed time or provide you with the name and number of the best person to help you if your complaint is lodged by telephone and is unable to be dealt with immediately.

There is more information available regarding customer rights and processes for resolving complaints on the WACOSS CUP website.

Customers can contact Alinta Gas to lodge a complaint by:

Telephone	13 13 58
Fax	1800 651 161
Email	customer.services@alinta.net.au
Website	www.alintagas.com.au
Post	Alinta Locked Bag 55 Perth WA 6849
In Person	12 – 14 The Esplanade Perth WA 6000

If you have not been able to resolve your complaint through Alinta Gas then you can contact the Energy Ombudsman. The Energy Ombudsman receives, investigates and facilitates the resolution of complaints for residential customers and their gas provider. They have the authority to investigate a range of complaints related to Alinta Gas.

Please see the WACOSS CUP Utility Information Sheet #2 for information on how to lodge a complaint with the Energy Ombudsman.

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

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
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WACOSS