

GAS CONSUMERS - what you should know about your RIGHTS

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

Alinta Gas Customer Charter

How does the Customer Charter protect my rights as a consumer?

What information is contained in the Customer Charter?

What does the Customer Charter say about payment difficulties and disconnections?

The Energy Ombudsman

What is the role of an ombudsman

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All consumers have rights that protect them from unfair conduct by Alinta Gas or any gas provider. Alinta Gas are guided by a **Customer Charter** for complaints management. A copy is available from the WACOSS CUP website.

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

- Alinta Gas will provide a written response to a written inquiry within seven (7) business days,
- Alinta Gas will try to resolve a telephone complaint on the spot, if not Alinta Gas will call the customer back at an agreed time, or give the customer a name and telephone number for the customer to call,
- If Alinta Gas are unable to resolve the complaint, they will refer the customer to a free dispute resolution service to assist them.

Alinta Gas will not turn off a customers gas supply unless they have:

- Offered the customer alternative payment options,
- Given the customer information on government assistance schemes,
- Tried to contact the customer personally by letter, fax or telephone,
- Given the customer at least five (5) business days' notice in writing of Alinta Gas's intention to disconnect gas supply.

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

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