

HOW TO handle a problem with ALINTA GAS

WACOSS
Utilities Hotline
Information and Advice
9420 7217

Alinta Gas
Internal Dispute
Resolution

*What is Alinta required to
do to help me
resolve a complaint?*

*How do I lodge a complaint
with Alinta Gas*

Energy Ombudsman
*How can the Ombudsman
help with a complaint about
my gas provider?*

WACOSS CUP CONTACTS
Post 2 Delhi St West Perth
6005

Phone 9420 7222

Fax 9486 7966

Email

consumers@wacoss.org.au

Website

wacoss.org.au/utilities/index
.htm



Alinta Gas is guided by a **Customer Charter** for complaints management. A copy of the Customer Charter is available on the WACOSS CUP website.

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

- Answer customer complaints in writing within seven (7) days,
- Attempt to solve the problem on the spot,
- Calling a customer back at an agreed time to answer the complaint, and
- Giving customers the name and number of a person who will help the customer resolve the complaint.

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

Customer 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 Customer Service
 GPO Box W2030
 Perth WA 6846
In Person: The Quadrant,
 1 William Street
 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.

Ways to make a difference

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