

How to resolve a Complaint Using the Energy Ombudsman

WACOSS
Utilities Hotline
Information & Advice
9420 7217

Electricity & Gas
utility providers are all required to be a part of an independent dispute resolution scheme for consumer complaints.

Complaints
The Energy Ombudsman receives complaints from electricity & gas customers about:
Billing disputes
Credit & payment services
Disconnection
Debt recovery
Service standard disputes
Marketing complaints

The
Energy Ombudsman
provides a free,
independent and informal
dispute resolution service.

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



If you have a problem with your electricity or gas provider, the Energy Ombudsman may be able to help resolve it.

The Energy Ombudsman provides a free, independent and informal dispute resolution service between customers and their utility providers when they have not been able to resolve it themselves. All electricity and gas utilities are required by law to be a part of the Energy Ombudsman scheme.

You can ask a question, send feedback or lodge a complaint with the Ombudsman by contacting them through any of the ways listed below. The office hours are - Monday to Friday, 8.00 am to 5.00 pm.

Telephone Freecall - 1800 754 004
Or (08) 9220 7588
Interpreter Service – 131 450
National Relay Service –133 677

Fax 1800 611 279 (free fax)
Or (08) 9220 7599

Email energy@ombudsman.wa.gov.au

Website www.ombudsman.wa.gov.au/energy

Post Energy Ombudsman WA
PO Box Z5386
St Georges Terrace
PERTH WA 6831

In person Level 12 St Martins Tower
44 St Georges Terrace
PERTH WA 6000

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
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