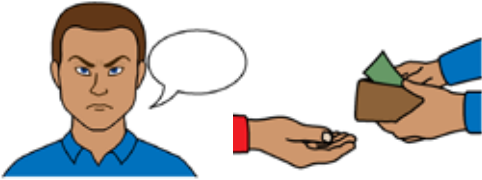




Fix a problem or complain about your energy service





Problems you might have with your retailer

- You think you were charged too much
- The retailer did **not** help you when you told them it was hard to pay your bill
- Your electricity or gas was cut off and you think it was a mistake.

Retailer means the company that you pay for your electricity or gas.

How to fix the problem



1. Look at your electricity or gas bill

- find the retailer's phone number
- you might need your account number.



2. Call your retailer

Tell them the problem
and
what you want them to do.

If they can **not** fix the problem straight
away, ask to speak to their manager.



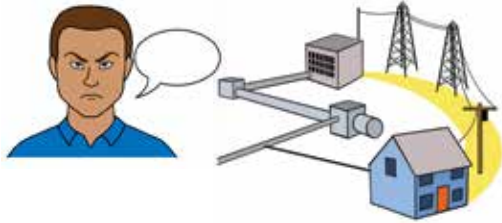
Write down

- the person's name
- the date and time you called
- what you talked about.

If you get a reference number,
write the number down.

If you still can **not** fix the problem contact
the Energy Ombudsman in your state or
territory.

Look at page 9 for contact information.



Problems you might have with your distributor

- You might have a problem with your meter.
- Your electricity or gas stops working.
- The supply is bad. For example, your lights go dim a lot.
- There is a fault or emergency. For example, an electricity pole is down.

Distributor means the company that runs the electricity and gas systems.

For example

- the electricity poles
- wires
- gas pipes
- meters.

How to fix the problem



1. Look at your electricity or gas bill

- find the distributor's phone number
- you might need your meter number.



2. Call your distributor

Tell them the problem.

If they can **not** fix the problem straight away, ask to speak to their manager.



Write down

- the person's name
- the date and time you called
- what you talked about.

If you get a reference number,
write the number down.

If you still can **not** fix the problem contact
the Energy Ombudsman in your state or
territory.

Look at page 9 for contact information.



Problems you might have with energy salespeople

- You said no to a salesperson and they did **not** listen.
- The salesperson would not leave when you asked them to.
- No one told you that you had 10 business days to change your mind.

A salesperson or salespeople from an electricity or gas retailer might

- call you
- knock on your door
- tell you about different electricity or gas offers.

How to fix the problem

1. Look at your electricity or gas bill.

You might need your account number.





2. Call the retailer.

Tell them the problem. For example, you did not say yes to a new offer.

If they can **not** fix the problem straight away, ask to speak to their manager.



Write down

- the person's name
- the date and time you called
- what you talked about.

If you get a reference number, write the number down.

If you still can **not** fix the problem contact the Energy Ombudsman in your state or territory.

Look at page 9 for contact information.



Do you think the salesperson was not honest?

You can complain.

Contact the

- Australian Competition and Consumer Commission (ACCC)
- Fair trading agency in your state or territory.



You can find contact information on the website www.energymadeeasy.gov.au



Energy Ombudsman information

The Energy Ombudsman

- helps to fix problems
- is free.



Australian Capital Territory

ACT Civil and Administrative Tribunal

www.acat.act.gov.au

02 6207 1740



New South Wales

Energy and Water Ombudsman NSW

www.ewon.com.au

1800 246 545



Northern Territory

Office of the Ombudsman NT

www.ombudsman.nt.gov.au

08 8999 1818



Queensland

Energy and Water Ombudsman Queensland

www.ewoq.com.au

1800 662 837



South Australia

Energy and Water Ombudsman

South Australia

www.ewosa.com.au

1800 665 565



Tasmania

Energy Ombudsman Tasmania

www.energyombudsman.tas.gov.au

1800 001 170



Victoria

Energy and Water Ombudsman Victoria

www.ewov.com.au

1800 500 509



Western Australia

Energy and Water Ombudsman

Western Australia

www.ombudsman.wa.gov.au

1800 754 004

More information



Australian Energy Regulator

Energy Made Easy website

www.energymadeeasy.gov.au



AER Infoline 1300 585 165

AER website www.aer.gov.au

Indigenous Infoline

Call 1300 303 143

For information in other languages

Call 13 14 50

Ask for 1300 585 165



National Relay Service – Speak and Listen

Call 1300 555 727

Ask for 1300 585 165



National Relay Service – TTY

Call 13 36 77

Ask for 1300 585 165



National Relay Service – Internet Relay

Go to www.relayservice.com.au

Ask for 1300 585 165

Australian Competition and Consumer Commission

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To see the original contact the Australian Energy Regulator.

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