

# HANDLING A COMPLAINT.....

## Contact your energy company

If you have a problem with your energy company, you must try to resolve the problem with them first before contacting the Energy Industry Ombudsman South Australia (EIOSA) for assistance.

When contacting your energy company to make a complaint, it is important to get your facts right, stay calm and polite at all times and be persistent. Before calling, you should make a note of what you want to say (a brief and factual description of the details of your complaint in the order they happened) and have your energy account number handy.

When calling your energy company, remember to:

- write down the name of the person you speak to, the date and time, and what is said
- explain your problem and what you would like them to do to resolve it (if your matter is urgent, let them know and explain why)
- ask what they will do to resolve your complaint and how long it will take and;
- ask to speak to a team leader/supervisor if the customer service operator cannot resolve the issue.

If your complaint remains unresolved contact EIOSA.

## Jurisdiction of the Ombudsman

- Billing disputes.
- Problems with the provision and supply of electricity or gas.
- Disconnection disputes.
- Credit and payment difficulties.
- Complaints about the way electricity or gas companies have accessed your property.
- Behaviour and manner of electricity or gas company staff, contractors and agents.

The Ombudsman has no authority over:

- Electricity or gas pricing policies and tariff structures.
- Government policies, codes or legislation.
- Power or gas supply interruptions, which may have been caused by emergency load shedding.
- Complaints which have already been considered by a court, tribunal or arbitrator.
- Customer contribution to the cost of capital works.
- Complaints relating to electrician or gas fitter services or appliances.



Energy Industry  
Ombudsman SA



free independent  
complaint resolution

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## If still unresolved, contact EIOSA for assistance

If you are still not satisfied after contacting your energy company to resolve your problem, you can lodge a complaint with EIOSA.

When making a complaint, you should provide:

- your contact details (including your address and daytime phone number)
- the name of your energy company
- your energy account number, and
- an outline of your complaint (a factual and concise description of the details of your complaint in the order they happened).

Lodging your complaint is simple, you can:

- submit an online complaint form at [www.eiosa.com.au](http://www.eiosa.com.au)
- free call: 1800 665 565  
calls from mobile phones may attract charges - let us know you're calling from a mobile and we'll call you back.
- e-mail: [contact@eiosa.com.au](mailto:contact@eiosa.com.au)
- free fax: 1800 665 165
- write to: GPO Box 2947, Adelaide SA 5001

Translation services: call 131 450 for help using an interpreter

National Relay Service: call 133 677 for help using this service

In accordance with our Privacy Policy, we will require permission, either written or verbal, from the actual account holder for a third party to act on their behalf.

### About EIOSA

The Ombudsman can facilitate the prompt resolution of complaints and disputes between consumers of electricity and gas services and members of the scheme by providing a free, independent, accessible, fair and informal service.



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freecall 1800 665 565  
[www.eiosa.com.au](http://www.eiosa.com.au)