

Complaints and Dispute Resolution

At EGDC our aim is to provide you with the best level of service. If you feel that we have not met your expectations in some way, or if you are unhappy with the service you received please let us know. We will endeavour to assess your situation and work together to establish a resolution that is fair, legal and reasonable.

Any complaints we receive from our customers are handled in line with the EGDC Complaint and Dispute Resolution Policy and Procedure, which ensures that requirements set in the Australian Standard ISO 10002 (2006) Complaint Handling are met.

How to contact us

It is our goal to make it as easy as possible for our customers to contact us to raise any concerns, so you can get in touch with us in a number of ways.

We encourage you to contact EGDC directly in the first instance to enable a quick and effective resolution of any issues.

Phone

Call us on (08) 9072 1422.

We are available from 8am-4pm Monday to Friday.

If you are deaf or have a hearing/speech impairment you can use the National Relay Service to contact us on the numbers below:

- TTY users should call 133 677 and ask for 13 13 58
- Speak and Listen users can call 1300 555 727 and ask for 13 13 58

Via Mail

Address to: Esperance Gas Distribution Company Pty Ltd
PO Box 2392
ESPERANCE WA 6450

When to expect a response

We will acknowledge your enquiry, complaint or dispute as soon as possible but within 24 hours of receipt and will aim to resolve the enquiry within five business days from when we receive your feedback in a fair and reasonable manner. There may be times when we need a bit longer to find the answer or solution, but we will be sure to contact you within five business days to give you an update and let you know when we think we'll find the answer or solution. We will also confirm how frequently you'd like to be updated moving forward. We will get back to you by phone unless you have told us you would prefer we respond some other way, such as in writing.

When we respond to your query or complaint, we will ask you to let us know whether you are satisfied with our response within 10 business days. If we don't hear back from you within this time, we will assume the matter has been resolved satisfactorily.

Need to escalate a matter further?

At any time you can tell us that you wish to escalate a matter. If this happens we will refer your query or complaint to senior managers within our team. At this point we will also remind you of your right to refer the matter to the Western Australian Energy and Water Ombudsman. The Energy and Water Ombudsman is an independent external dispute resolution body which helps to mediate and resolve disputes between customers and electricity and gas companies.

You can contact the Energy and Water Ombudsman for Western Australia using the details below:

- Phone: 08 9220 7588
- Freecall: 1800 754 004 (mobiles charged at applicable rates)
- Email: energyandwater@ombudsman.wa.gov.au
- Online: www.ombudsman.wa.gov.au/energy