

If you are unable to resolve a problem with your electricity or gas supplier, you can contact EOQ for assistance.

When making a complaint with EOQ, you should provide:

- your contact details, including your address and daytime phone number
- the name of your energy supplier
- your electricity/gas 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 with EOQ is simple. You can call, email, fax, post or submit your complaint online.



The Energy Ombudsman Queensland can assist in resolving complaints with your energy supplier.



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ENERGY OMBUDSMAN
QUEENSLAND

Unable to **resolve a complaint** with your **energy supplier**

Contact the Energy Ombudsman Queensland for assistance.



A free, fair and independent dispute resolution service for Queensland's energy consumers.



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QUEENSLAND

About the Energy Ombudsman Queensland

The Energy Ombudsman Queensland (EOQ) is a free, fair, and independent dispute resolution service for consumers who have been unable to resolve a complaint with their energy retailer or distributor.

We are committed to providing an effective, high-quality and confidential service for residential and small business electricity and natural gas consumers.

Complaints that EOQ can assist with

- Account issues (including fees and charges, payment difficulties, debt collection, and high/ disputed accounts)
- Delays in energy connections/extensions
- Compensation for damages and loss
- Energy contract issues
- Complaints about energy marketing
- Customer service complaints
- Issues with debt collection
- Disconnection
- Energy distributor equipment problems (energy meters, powerpoles)
- Vegetation problems (trees near powerlines)
- Issues with the quality of energy supply (including interruptions to supply)
- Guaranteed Service Level (GSL) rebates, and
- General energy consumer enquiries.

How to handle a complaint with your energy supplier

If you have a problem with your energy supplier, you must try to resolve the problem with them first before contacting EOQ for assistance.

Contact your energy supplier

When contacting your energy supplier, it's important to get your facts right, stay calm and polite at all times and be persistent. Before contacting them, 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 electricity or gas account number handy.

Phone

When calling your energy supplier, remember to:

1. write down the name of the person you speak to, the date and time, and what is said
2. 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)
3. ask what they will do to resolve your complaint and how long it will take (make sure you get a complaint reference number if the matter cannot be resolved immediately), and
4. ask to speak to a senior staff member if the customer service operator cannot resolve the issue.

Write/email

If your complaint is complicated but not urgent, you may choose to send a written complaint to your energy supplier. If you need to put it in writing:

1. address your letter/email to the Customer Service Area
2. include your name, address, daytime phone number, and energy account number
3. describe your complaint (a brief and factual description of the details of your complaint in the order they happened)
4. explain the outcome you seek
5. set a reasonable deadline for when you want the matter resolved, and
6. explain how you would like them to contact you in reply (eg. by phone, letter, email).

If you are still unable to resolve a dispute after contacting your energy supplier, you can contact EOQ for assistance (see over for details).

