

# ENQUIRIES AND COMPLAINTS

We're committed to responding quickly and accurately to your enquiries and complaints, so here's how you can help us to give you the best possible service.

1. You should make us aware of any issues by calling our customer service team on 133 298, anytime from 8am to 7pm on weekdays or from 9am to 4pm on Saturdays. You can also contact us via:  
Email: [complaints@australianpowerandgas.com.au](mailto:complaints@australianpowerandgas.com.au);  
Fax: (02) 8908 2701; or  
Mail: Australian Power & Gas  
Complaints & Feedback  
Locked Bag 5004  
Royal Exchange NSW 1225
2. When you contact us by phone, we'll try to resolve your complaint up front. Otherwise, we'll contact you within two business days of receipt of your complaint, advising how we intend to resolve your complaint as soon as possible or within 10 business days.
3. When we respond to your complaint, we ask you to provide us with any feedback in relation to your satisfaction within 10 business days. If we don't hear back from you in this time, we'll assume your complaint was resolved satisfactorily.
4. If, however, you remain dissatisfied with our response to your complaint, you may wish to escalate your complaint in one of the following ways. Be sure you have a record of steps 1 to 3 as this is the first question you will be asked.

#### Contact our CEO via:

Email: [ceo@australianpowerandgas.com.au](mailto:ceo@australianpowerandgas.com.au); or  
Mail: Chief Executive Officer  
Australian Power & Gas  
Urgent Complaint  
Locked Bag 5004  
Royal Exchange NSW 1225

Please see [over page](#) for your states Ombudsman contact details.



### Contact your state's Energy Ombudsman as follows:

The Energy Ombudsman is a body established by the each government to receive and investigate, and to facilitate the resolution of disputes between customers and energy entities (including distributors and retailers).

#### Victoria - Energy and Water Ombudsman (Victoria) (EWOV)

Phone 1800 500 509  
Fax 1800 500 549  
Email [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
Mail Energy and Water Ombudsman (Victoria)  
GPO Box 469  
Melbourne VIC 3001; or  
Web [www.ewov.com.au](http://www.ewov.com.au)

#### New South Wales - Energy and Water Ombudsman NSW (EWON)

Phone 1800 246 545  
Fax 1800 812 291  
Email [omb@ewon.com.au](mailto:omb@ewon.com.au)  
Mail Energy and Water Ombudsman (NSW)  
PO Box K1343  
Haymarket NSW 1239; or  
Web [www.ewon.com.au](http://www.ewon.com.au)

#### Queensland - Energy Ombudsman Queensland (EOQ)

Phone 1800 662 837  
Fax 07 3227 7068  
Email [info@eoq.com.au](mailto:info@eoq.com.au)  
Mail Energy Ombudsman (Queensland)  
PO Box 3640  
South Brisbane QLD 4101; or  
Web [www.eoq.com.au](http://www.eoq.com.au)



Australian Power & Gas uses Greenhouse Friendly™  
ENVI Carbon Neutral Paper  
ENVI Carbon Neutral Paper is an Australian Government certified  
Greenhouse Friendly™ Product.