

## **CUSTOMER SUPPLY AGREEMENTS**

### **SEWER SERVICES**

June 2019

### 1. INTRODUCTION

This Customer Supply Agreement informs the residents the standard of service Aquasol will provide. This Customer Supply Agreement also outlines the rights and responsibilities for residents and details the methods of communication.

#### 1.1 Company Business

Our business manages the operations and maintenance of the waste water treatment plant, the interconnected infrastructure, the finances and fee related with the services provided to residents/customers.

#### 1.2 Purpose of the Agreement

The aim of this Agreement is to provide residents with a clear understanding of the standards and responsibilities of Aquasol, whilst also providing an appreciation of the individual role every resident has in assisting and maintaining the system. Further the Agreement is to inform residents about the supply service and licensing activities performed by Aquasol.

This Customer Supply Agreement will:

- Define responsibilities for maintenance and service provision,
- Outline complaints and faults procedures,
- Clarify account payments, and
- Explain resident's rights.

#### 1.3 Our Commitment to Service

This Agreement sets out the standard of service residents can reasonably expect to receive and the performance standards that Aquasol can be judged by. Aquasol commits to provide a professional, ethical and courteous service standard.

#### 1.4 How to Contact Us

Please refer to our website [www.aquasol.com.au](http://www.aquasol.com.au) for any enquiries or suggestions; otherwise, during business hours contact:

- Name of person : Pili Lydiate - financial & billing enquiries  
pili@aquasol.com.au
- : Francisca Haro - technical queries about your service.  
f.haro@aquasol.com.au
- Phone number : 08 9248 7533
- Website : [www.aquasol.com.au](http://www.aquasol.com.au)

### 1.5 Contact Details for Unplanned Interruptions & Emergency Situations

Aquasol also has an obligation to respond to urgent situations that could impact residents.

Within one hour upon receiving a notice, Aquasol will advise residents the nature and timing of the action to be undertaken.

Defining unplanned interruption as a situation that requires immediate attention, and emergency event, as a major problem outside of Aquasol's control (fire, storm, etc).

For unplanned situations, Aquasol will respond within 2 hours and undertake repairs and fix problem in no longer than 24 hours to clean up from flooding or overflows if it is caused by the failure in the system. For emergency situations, Aquasol will work with emergency services (if needed) and will keep residents informed on progress and evolution on re-establish the service.

General enquiries, faults, emergencies:

Between 8am – 5pm Monday to Friday

Phone (08) 9248 7533

Facsimile (08) 9209 3975

## 2. CONNECTION AND SERVICE PROVISION

### 2.1 Obligation to Provide a Service

Aquasol values all of its customers/residents and is committed to provide sustainable and high quality service.

Aquasol will provide the relevant service in accordance with the defined Agreement and incorporates many layers of control measures to prevent impacts on the environment and the health and safety of residents within the Development.

Aquasol will develop and implement plans, systems, processes, and manage its assets to ensure that supply service is provided on a reliable basis. All reasonable endeavours will be made to minimise the impact of unplanned interruptions or under emergency situations.

The services will operate in accordance with the license conditions set by agreements and approvals with the Department of Health, Department of Water and Environmental Regulation and the obligations imposed by the Economic Regulation Authority on Aquasol as a Sewer Service Provider.

### **2.2 Sewer Supply**

Aquasol will supply sewer services to each resident of the Development.

Regulatory approvals for the treatment of sewer involve strict quality and system management control measures to prevent impacts on the environment and the health of the residents.

For this purpose, Aquasol is required to comply with all applicable obligations from the Department of Health regarding health legislation, regulations and performance standards; and with Economic Regulation Authority for services provisions.

### **2.3 Plumbing Work**

Sewer services will be provided to each lot.

Without the approval of Aquasol, residents are not permitted to undertake any work at the reticulation system, apart from what was agreed at purchase. No alteration to the connection is permitted without express written approval.

### **2.4 Access**

Residents must permit access to the connection system if required. This will enable routine maintenance and possibly emergency access to the system.

In the case of routine maintenance, Aquasol will notify the resident 7 days prior the need to enter a property, for this purpose, our employees will carry identification that will be shown to you or any person present at the time of access.

In an emergency or unplanned situation, Aquasol will make all possible attempts to notify the resident before the time of entry, although it may be necessary to access the property without consent. In that case the resident will be notified following the event.

### 3. RESPONSIBILITIES AND COMMUNICATION

#### 3.1 Residents & Aquasol Responsibilities

- Aquasol's responsibilities are to:

- Provide sewer services to each housing lot
- Treat sewer to required quality set by authorities
- Manage customer services and billing
- Maintain the treatment and distribution system

- Resident's Responsibilities

If sewer infrastructure/pipe work and associated equipments are damaged as a result of accident or negligence on the part of the resident, the repair costs will be the responsibility of the resident and will be conducted no longer than 5 days after payment of the fee; or by an agreed date.

#### 3.2 Communications

Aquasol has an obligation to communicate with its residents. There are a number of ways that Aquasol will communicate to ensure they are aware of any interruptions to services or maintenance work on the system. For example:

- Publishing a newsletter providing information about the licensee's operations on our webpage;
- In the above mentioned newsletter Aquasol will inform residents that their input is being sought on a particular issue, and they can provide their feedback by using "opinion/contact us" section on the web;
- Opportunity for community involvement and consultation using our webpage services "opinions / contact us".

#### 3.3 Resident's Enquiries

Aquasol contact details are shown in the 'Contact us' section 1.4. Please call us to report faults, enquire about accounts or with questions, feedback or suggestions. Resident could also request for any bill to be reviewed at any time, for this, refer to Billing-Enquiries in Appendix A below.

If you have a complaint, please lodge it via mail, email or contacting Aquasol customers service department by phone to ensure there is a record of the event. Aquasol will attend to your complaint and ensure it is resolved within 15 working days, refer enclosed to Appendix B.

If your complaint has not been resolved within 15 business days, Aquasol will inform you of the option of referring your complaint to the Water Services Ombudsman. Please note that customers may, but do not have to, use the complaints procedure before or instead of the procedures under the Act.

If you have a dispute with Aquasol regarding a provided or requested service, you may refer your dispute to the Water Services Ombudsman. For detailed information refer enclosed to Appendix C.

Queries or complaints are important to provide an opportunity for us to review practices and procedures, improving performance and customer service. For emergency situations, please follow details explained in Section 1.5.



#### 4. ACCOUNT PAYMENT, STANDARDS AND CONDITIONS

##### 4.1 Tariff and Charges

All changes to tariffs and charges are approved by the Aquasol Board of Directors. Aquasol will issue accounts every 6 months. Residents will receive notification of tariff changes on their first account after the change occurs; in addition, all information will be posted on the website. Residents can also obtain a schedule of fees and charges on request.

If, by error, a resident is undercharged, it will be required to pay the shortfall. Any overdue accounts will incur an interest penalty. Property owners can request in writing that accounts be placed in a tenant's name. However, these charges ultimately remain the owner's responsibility. If resident is overcharged, extra cost will be refund directly or used as a credit for futures charges (as agreed with the resident).

Please contact us to discuss any issues regarding paying your account, as payment plans can be arranged. If there is a change of ownership or address, please let us know immediately.

##### 4.2 Payment

Aquasol will issue accounts twice a year that are due for payment in January and June. Owners will be individually invoiced and provided with a reference number used for payment and enquiries purposes. The invoices however will be sent directly to the strata manager<sup>(1)</sup> for payment (as agent for the Owner).

Aquasol will accept payment from the strata manager by:

- Electronic Fund Transfers EFT
- By direct debit arrangement in accordance with a previous agreement
- In advance using the methods described above
- Bpay

The prices for sewage services will be set at a rate of \$760 per year to be applied to all properties irrespective of number of residents per household. The price set for sewer services has been developed with reference to Water Corporation charges in the area, and the internal costs of operating and maintaining the infrastructure, plus the cost of administering the services. Prices may be subsequently indexed by CPI each year. Prices may be modified if costs are determined to be higher than initially forecasted, or if the average cost across increases as the scheme expands over time.

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<sup>(1)</sup> Strata Manager: Centreplex Pty Ltd

### 4.3 Hardship Policy & Flexible Payment Plans

Financial hardship involves an inability of the resident to pay bills, rather than an unwillingness to do so. Hardship can be either of limited duration or long term and may arise in the following circumstances:

- Loss of employment of the resident or immediate family member
- Illness, including physical incapacity, hospitalisation, or mental illness of the resident or family immediate member
- A death in the family (immediate member)
- Other factors resulting in unforeseen change in the resident's capacity to meet their payment obligations, whether through a reduction in income or through an increase in non-discretionary expenditure.

Any flexible payment plan offered by Aquasol will:

- State the period over which the resident will pay the agreed amount;
- Specify an amount to be paid in each period;
- Be able to be re-negotiated at the request of a resident if there is a demonstrable change in their circumstances;
- Be confirmed in writing to the resident prior to or as soon as practicable after the flexible payment plan has commenced; and
- Specify if process / admin fee may be applicable.

Aquasol is not required to offer a resident a flexible payment plan if the resident has had in the past 12 months, 2 flexible payment plans cancelled due to non-payment unless the resident provides a fair and reasonable assurance (based on the circumstances) to Aquasol that the resident will comply with the plan.

For detailed information refer below to Appendix D.

## APPENDIX A

### Billing Enquiries

Aquasol will inform customers of the outcome of a review of the customer's bill as soon as practicable or otherwise less than 15 business days from the day request was received. Aquasol will endeavour to respond to 85% of billing queries within 24 hours.

Where a customer has a billing query, which requires further investigation, a note will be put on the customer's account to advise that the customer's account is in dispute. This note will remain on the account until the query has been investigated and resolved.

Where, on investigation, it becomes apparent that a customer has been incorrectly billed, Aquasol will ensure that an appropriate credit is immediately applied to the customer's account.

If, by error, a resident is undercharged, it will be required to pay the shortfall. Any overdue accounts will incur an interest penalty. Property owners can request in writing that accounts be placed in a tenant's name. However, these charges ultimately remain the owner's responsibility. If resident is overcharge, extra cost will be refund directly or used as a credit for futures charges (as agreed with the resident).

After you have given us the opportunity to resolve your complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

Customer may, but does not have to, use the licensee's complaints procedure before or instead of applying to the Water Services Ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, to the State Administrative Tribunal

The Energy and Water Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their water service provider. This is a free service

### **Energy and Water Ombudsman contact details:**

**Mail** The Energy and Water Ombudsman, PO Box Z5386, Perth WA 6831

**Phone** (08) 9220 7588 or 1800 754 004 (toll free for country callers)

**Email** [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)



## APPENDIX B

### Customer Complaints

Excellent customer care is at the core of Aquasol's business. It underpins our relationship with you and dictates how we run and grow our services. And most importantly, it frames how we deal with and respond to you.

Our commitment to our customers is centred on responding to your enquiries as soon as practicable or otherwise less than 15 business days from the day request was received by email or a phone call. Our commitment is to provide a single point of contact to customers, and where feasible, with an on-the-spot response to any enquiry. If this cannot be done, we will investigate and a quality assurance representative will agree an appropriate call back schedule with the customer. We endeavour to rectify poor experiences by responding pro-actively to feedback.

We believe it is important for our customers to know and understand how we handle any queries you may have. Our procedure for dealing with customer enquiries is set out below, and should you have any questions, please feel free to contact us.

### Contact Details for Lodging a Complaint directly to Aquasol

Aquasol can be contacted Monday – Friday from 8am – 5pm. We offer our customers a number of options for contacting our accounts, technical or quality assurance staff. These are:

#### **By Telephone**

Aquasol can be contacted by telephone on 08 9248 7533. Outside of these hours we will answer calls through our 24hr number 0418 874 578.

#### **In Writing**

##### **By Email**

All of our customers may also e-mail Aquasol with general queries, complaints and compliments. E-mails should be directed to [reception@aquasol.com.au](mailto:reception@aquasol.com.au) and we will endeavour to answer 80% of emails and online queries between the hours of 8am to 5pm from Monday to Friday within 4 hours.

##### **By Post**

Aquasol can be contacted in writing. Our postal address is: PO Box 1829, Malaga, WA, 6090

#### **Recording of Customer Queries**

Each Aquasol customer has a specific account number by which they are uniquely identifiable. All queries and contacts with our customers are tracked under these numbers on our IT systems. Aquasol complies with its statutory obligations on record retention.

### Unresolved Complaints

After you have given us the opportunity to resolve your complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

Customer may, but does not have to, use the licensee's complaints procedure before or instead of applying to the Water Services Ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, to the State Administrative Tribunal.

The Energy and Water Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their water service provider. This is a free service and resolution will depend on your complaint

Energy and Water Ombudsman contact details:

#### Mail

The Energy and Water Ombudsman

PO Box Z5386

Perth WA 6831

Phone (08) 9220 7588 or 1800 754 004 (toll free for country callers)

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Alternatively, the State Administrative Tribunal (SAT) is an independent body that makes and reviews a range of administrative decisions.

#### State Administrative Tribunal

Level 6 (Reception and Counter), 565 Hay Street, Perth WA 6000

GPO Box U1991, Perth 6845

Phone: (08) 9219 3111 or 1300 306 017 (cost of a local call)

Fax: (08) 9325 5099

Email: [contact@sat.justice.wa.gov.au](mailto:contact@sat.justice.wa.gov.au)

Cost for this service is details in link below

[http://www.sat.justice.wa.gov.au/C/costs\\_and\\_costs\\_orders.aspx?uid=3898-9249-2006-4771](http://www.sat.justice.wa.gov.au/C/costs_and_costs_orders.aspx?uid=3898-9249-2006-4771)

## APPENDIX C

Water Services Ombudsman Complaint/Dispute Procedure



The Energy and Water Ombudsman Western Australia receives and resolves complaints concerning the provision of services by electricity, gas and water services providers. We are guided by the principles of independence, natural justice, access, equity, effectiveness and community awareness.

## Our services are free.

### Who can complain to us?

Electricity, gas or water services customers and other people affected by a water service. You can authorise another person to act on your behalf.

### Who can you complain to us about?

You can complain about the electricity, gas and water services providers listed on our website at [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater) or you can contact us for information.

### When should you complain to us?

Before contacting us, you should try to resolve your complaint with the electricity, gas or water services provider. If your complaint is not resolved, or if there is an unreasonable delay, you can contact us for help or advice.

### What can we investigate?

We can investigate complaints concerning the provision of services by electricity, gas and water services providers. The types of electricity, gas and water issues that the Ombudsman can consider are:

- Provision or supply of electricity, gas or water;
- Billing;
- The administration of credit and payment services;
- Alleged or disputed debts and the recovery of debts;
- Disconnection and restriction of supply and refundable advances;
- Service standard payments;
- Marketing of services;
- The exercise of powers in relation to land, neighbouring land or property;
- Damage or loss due to supply issues; and
- Complaints by a person other than a customer who is affected by a water service.

The Energy and Water Ombudsman may decline to investigate if the complainant does not have sufficient interest in the matter, an investigation is not warranted or there is a more appropriate body to deal with the complaint.

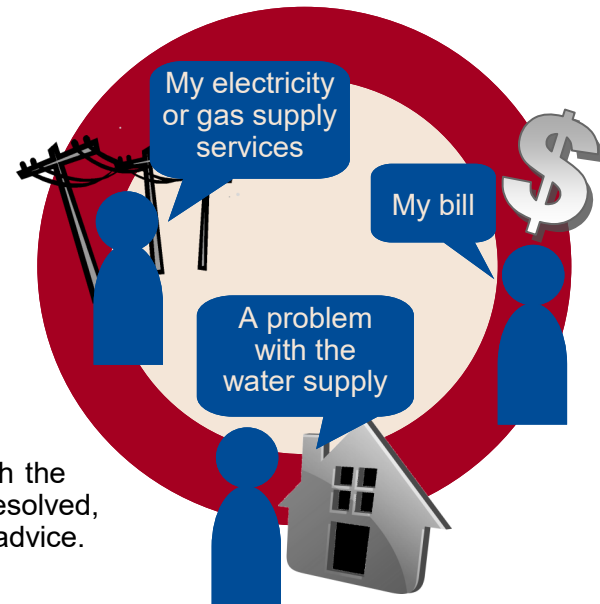
### What can't we investigate?

We cannot investigate:

- The setting of prices or tariffs or determining price structures;
- Commercial activities that are outside the scope of the electricity, gas or water services licence;
- The content of Government policies;
- Complaints under consideration by, or previously considered by, any court or tribunal; or that the Ombudsman considers should be dealt with by a court or tribunal;
- Any matter specifically required by legislation, codes, licences and orders to be handled by another authority; and
- Issues to do with bottled gas.

In resolving a complaint, the Ombudsman must take into account:

- Events beyond the reasonable control of the electricity, gas or water services provider; and
- The actions taken by an electricity, gas or water service provider (and any resulting consequence) that are in compliance with a direction or notice received by the provider.



## What happens when a complaint is made to us?

When you lodge a complaint, we assess it to decide how best to handle it. The way we handle your complaint depends on what action has already been taken to resolve it, as shown in the adjacent diagram.

We will ask you to try to resolve the matter with the electricity, gas or water services provider first. If your complaint remains unresolved, the Energy and Water Ombudsman will investigate and, where appropriate, attempt to resolve the complaint.

## What happens if we investigate your complaint?

If your complaint is investigated, we contact the electricity, gas or water service provider to get more information about your concerns. We may also contact you for more information.

The length of time it takes to investigate can vary. For more complex matters, it can take some time for us to collect and consider all the relevant information. We will contact you during the investigation when there are developments in your case, and if your complaint takes longer than usual, we will keep in contact with you to inform you about the progress of our investigation.

During the investigation, we look for opportunities to resolve your complaint by agreement between you and the electricity, gas or water service provider. If you agree to a resolution, we will stop our investigation and close your complaint.

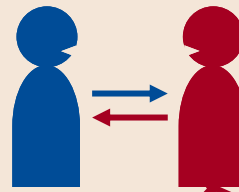
If the electricity, gas or water service provider cannot agree on a resolution with you, we will either determine that your complaint is not substantiated or make a binding decision on action to be taken to resolve the issue. We have the authority to make binding decisions up to a value of \$20,000 or up to \$50,000 with the agreement of the provider.

## How to contact us

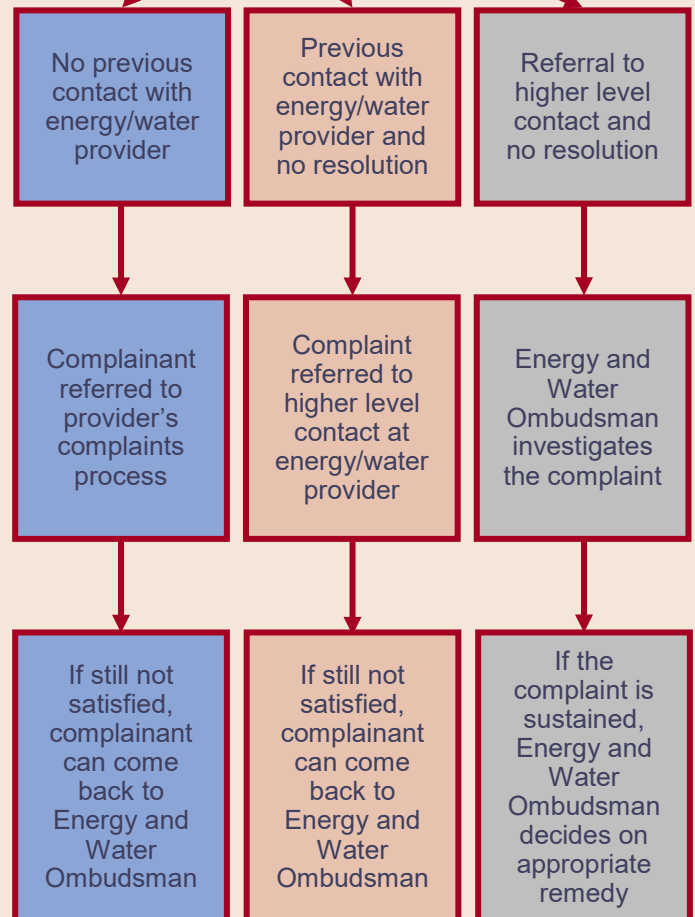
You can ask us for information, lodge a complaint or send us feedback by telephone, mail, email, fax or via our website using the Online Form. Forms can also be printed from our website.

Our contact details are shown below. The Energy and Water Ombudsman's Office is open from Monday to Friday between 9.00am and 4.30pm.

## Complainant phones, writes to or visits the Energy and Water Ombudsman



## How we handle complaints



## Energy and Water Ombudsman Western Australia



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**Telephone:** (08) 9220 7588

**Freecall:** 1800 754 004

**Fax:** (08) 9220 7599

**Freefax:** 1800 611 279

**Interpreter Service:** 131 450

**National Relay Service:** 1800 555 727

**Email:** [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

**Website:** [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater)

**Postal Address:** PO Box Z5386, St Georges Terrace, PERTH WA 6831

**Street Address:** Level 2, Albert Facey House, 469 Wellington Street, PERTH WA 6000



## APPENDIX D

### Hardship Policy

#### **1 Purpose**

This Financial Hardship Policy outlines how AQUASOL PTY LTD (“we”) will assist a residential customer (“you”) who cannot pay a rate notice because of financial hardship.

Our policy applies only to the water services portion of your rate notice. Residential tenants who have agreed with the land owner to receive a rate notice are also covered by this policy.

If you are also having difficulty paying other charges on your rate notice or if you are a commercial customer, we encourage you to still talk to us.

We are committed to working with you to find an appropriate payment solution that works for both you and us. We understand that it can be difficult to ask for support, and will treat you sensitively and respectfully.

#### **2 What is financial hardship?**

You will be considered to be in financial hardship if paying the water services portion of your rate notice will affect your ability to meet your basic living needs – in short, if you have the intention but not the financial capacity to pay.

Financial hardship may, for example, be caused by:

- Loss of your or a family member’s primary income;
- Spousal separation or divorce;
- Loss of a spouse or loved-one;
- Physical or mental health issues;
- A chronically ill child;
- Budget management issues associated with a low income; and
- Other unforeseen factors affecting your capacity to pay, such as a reduction in income or an increase in non-discretionary spending.

#### **3 Identifying customers in financial hardship**

If you think you may be in financial hardship we encourage you to contact us as soon as possible. You may ask your financial counsellor to contact us on your behalf.

We will assess within three business days whether we consider you to be in financial hardship. If we cannot make our assessment within three business days, we will refer you to a financial counsellor for assessment.

As part of our assessment we will consider any information provided by you and, if applicable, your financial counsellor. We will also take into account any information we may have on your payment history.

As soon as we have made our assessment, we will advise you of the outcome.

#### **4 Payment plans**

If we determine that you are in financial hardship, we will offer you more time to pay the water services portion of your rate notice or a payment plan for this portion. We will not charge you any fees or interest as part of your extension or payment plan.

We will involve you and, if applicable, your financial counsellor in setting a payment plan. When setting the conditions of the plan, we will consider your capacity to pay and, if relevant, your usage needs.

If appropriate, we will review and revise your extension or payment plan.

We do not have to offer you a payment plan if you have had two payment plans cancelled because of non-payment.

If you are a tenant, we must make sure that the land owner is aware of us giving you an extension or entering into a payment plan with you before we do so. We can agree that you notify the land owner of the proposed extension or payment plan (and provide us with evidence that you have done so), or you can give us permission to notify the land owner.

### 5 Debt reduction and collection

If you are in financial hardship, we will consider reducing the amount you owe us.

We will also not commence or continue proceedings to recover your debt:

- While we are assessing whether or not you are in financial hardship; or
- If you are complying with your payment plan or another payment arrangement you have with us.

If you do not comply with your payment plan or other payment arrangement, we may commence debt recovery proceedings. When collecting your debt, we will comply with Part 2 of the ACCC and ASIC's Debt collection guidelines for collectors and creditors.

We may outsource your debt to a debt collection agency. Please be advised that additional fees may apply in this case. We will ensure that any debt collection agency we engage will comply with Part 2 of the ACCC and ASIC's Debt collection guidelines for collectors and creditors.

### 6 Useful information

- **Redirection of rate notice:** if requested, we will redirect your bill to another person free of charge.
- **Payment options:** You may pay your rate notice by direct debit, Centrepay, internet, telephone or post. Paying by direct debit or Centrepay may help you manage your bills more easily as your bills will be paid through regular deductions. For more information on your payment options, please contact our office on 92487533 or email us at [enquiries@aquasol.com.au](mailto:enquiries@aquasol.com.au)
- **Financial counselling:** We will advise you of any financial counselling services or other organisations that may be available to you. Financial counsellors offer free, independent information to help you take control of your financial situation. The Financial Counsellors' Association of WA (FCAWA) can refer you to a financial counsellor in your area. Alternatively, you can call the FCAWA's Financial Counselling Helpline. The Helpline provides a free confidential service for all Western Australians with financial problems and queries. The FCAWA's contact details are:
  - Financial Counsellors' Association of WA
  - Phone: (08) 9325 1617
  - Financial Counselling Helpline: 1800 007 007
  - Email: [afm@financialcounsellors.org](mailto:afm@financialcounsellors.org)
  - Website: [www.financialcounsellors.org](http://www.financialcounsellors.org)
- **Fees and charges:** We will charge you for the water services we provide to you. A schedule of these fees and charges may be obtained by contacting our office.

- **Financial concessions:** For your information, 'ConcessionsWA' is an online resource where you can search by category, concession card type or people group to find details on more than 100 rebates, concessions and subsidy schemes provided by the Government of Western Australia.  
Website: [www.concessions.wa.gov.au](http://www.concessions.wa.gov.au), select 'Household Bills and Appliances'.
- **Awareness & Availability:** We are committed to raising awareness of our hardship policy among our customers. Our policy will be available to customers at no charge in the website (electronic format) and also provided individually to each customer at the time of connection (printed).

### 7 Complaints handling

At Aquasol, we strive to provide you with the best possible service. We understand there may be a situation or decision you are dissatisfied with and you wish to make a complaint.

We will deal with your complaint fairly, be courteous and deal with your complaint in a timely manner considering all the circumstances of the complaint and any special needs you may have.

All our staff are trained so they are able to help you resolve an issue, or forward the matter on to someone who can.

You can contact us:

Telephone: 08 9248 7533

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 08 92487533
- Speak and Listen users phone 1300 555 727 then ask for 08 92487533
- Internet relay users connect to the NRS ([www.relayservice.gov.au](http://www.relayservice.gov.au)) and then ask for 08 92487533
- video relay users choose the available NRS video relay contact on Skype and ask for 08 92487533
- SMS relay users phone 0423 677 767 and ask for 08 92487533

Email: [enquiries@aquasol.com.au](mailto:enquiries@aquasol.com.au)

Post: PO Box 1829, Malaga WA 6090

If you are not satisfied with the way we handle your complaint, you may refer your complaint to the Energy and Water Ombudsman. The Energy and Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

- Energy and Water Ombudsman WA
- Phone: (08) 9220 7588
- Freecall: 1800 754 004
- Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)
- Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)