

contacts and more information

Customer enquiry	Who to contact
Connections of energy	Your retailer
Interruptions in the supply of energy	Your distributor
Connecting new properties	Your retailer
Complaints about licensed retailers or distributors	Your retailer or distributor in the first instance
Unresolved complaints about licensed retailers or distributors	Energy Ombudsman – 1800 754 004 www.ombudsman.wa.gov.au/energy
Exempt retailers or distributors & concessions and rebates	Office of Energy – 08 9420 5600 www.energy.wa.gov.au
General consumer protection	Department of Commerce (Consumer Protection) Advice Line 1300 30 40 54 www.commerce.wa.gov.au
Energy efficiency	Energy Smart Line – 1300 658 158 www.clean.energy.wa.gov.au Or contact your retailer
EnergySafety	Department of Commerce, EnergySafety – 08 9422 5200 www.commerce.wa.gov.au/EnergySafety
Energy customer protection, licensing and regulation	Economic Regulation Authority – 08 9213 1900 www.erawa.com.au
To locate your nearest financial counsellor	Financial Counselling Hotline – 1800 007 007 or 08 9325 1617 www.financialcounsellors.org
Location of pipes and cables before doing site works	Dial before you dig 1100

Retailers

Retailer	Gas	Electricity	Contact number
Rottneest Island Authority		•	9432 9300
Horizon Power		•	Residential – 1800 267 926 / Business – 1800 737 036 www.horizonpower.com.au
Synergy	•	•	Residential – 13 13 53 / Business – 13 13 54 www.synergy.net.au
Perth Energy	•	•	9420 0300
Alinta	•	•	13 13 58 www.alinta.net.au
Wesfarmers Kleenheat Gas	•		13 21 80
WorleyParsons Asset Management	•		9072 1422

Distributors

Retailer	Gas	Electricity	Contact number
Western Power		•	General enquiries – 13 10 87 Faults and hazards – 13 13 51 www.westernpower.com.au
Horizon Power		•	Residential – 1800 267 926 Business – 1800 737 036 Emergency or supply interruptions – 13 23 51 www.horizonpower.com.au
WorleyParsons Asset Management	•		9072 1422
WA Gas Networks Pty	•		General enquiries – 08 6218 1700 Leaks, Faults and Emergencies – 13 13 52 Scheduling – 13 13 56 www.wagasnetworks.com.au
Wesfarmers Kleenheat Gas	•		13 21 80

contacts and more information

Relevant laws and regulations

The Economic Regulation Authority is responsible for making sure the law is followed and for issuing penalties when it is not.

The *Electricity Industry Act 2004* provides the general law for electricity and the *Energy Coordination Act 1994* provides the general law for gas.

The following regulations and codes are established under the *Electricity Industry Act 2004*.

<i>Electricity Industry Act 2004</i>	
<i>Electricity Industry (Customer Contracts) Regulations 2005</i>	Sets out the minimum requirements for standard form contracts and non-standard contracts.
<i>Electricity Industry (Obligation to Connect) Regulations 2005</i>	Sets out the circumstances under which a distributor must connect a customer's property to the distribution network.
<i>Electricity Industry Exemption Order 2005</i>	Specifies which retailers and distributors are not required to hold a licence.
<i>Code of Conduct for the Supply of Electricity to Small Use Customers</i>	Controls the conduct of retailers, distributors and marketing agents in relation to the supply and marketing of electricity to small use customers.
<i>Electricity Industry Customer Transfer Code 2004</i>	Covers the responsibilities of retailers and distributors involved in the transfer of customers between retailers.
<i>Electricity Industry (Network Reliability and Quality of Supply) Code 2005</i>	Covers the standards of quality and reliability of supply that must be met by electricity distributors.
<i>Electricity Industry Metering Code 2005</i>	Provides the responsibilities and relationships between distributors, retailers and generators with regard to metering.

contacts and more information

In gas, most of the conditions covered by the codes listed above are enforced through licence conditions. The Authority has tried to make sure that gas customers get similar protection to electricity customers. In particular, the *Compendium of Gas Customer Licence Obligations* (Gas Customer Code) largely mirrors the protection offered by the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

In addition to the Gas Code, the following regulations and codes are established under the *Energy Coordination Act 1994*.

Energy Coordination Act 2004

<i>Energy Coordination (Customer Contracts) Regulations 2004</i>	Sets out the minimum requirements for standard form contracts and non-standard contracts.
<i>Energy Coordination (Gas Tariffs) Regulations 2000</i>	Sets out the maximum tariffs most gas retailers may charge their customers.
<i>Gas Marketing Code of Conduct</i>	Controls the conduct of retailers and marketing agents in relation to the marketing of gas.

Finding Acts and regulations

Copies of the Acts and regulations listed in this section can be found at the State Law Publisher, 08 9426 0000 or www.slp.wa.gov.au.

Copies of the codes listed in this section can be found at the Economic Regulation Authority's website:

- Electricity codes: www.erawa.com.au/2/421/51/electricity_licensing__codes.pm
- Gas codes: www.erawa.com.au/2/460/51/gas_licensing__codes.pm

Disclaimer The Economic Regulation Authority has compiled this document in good faith. It is not a substitute for legal advice and no person nor organisation should act on the basis of any matter it contains without first obtaining appropriate professional advice. The Economic Regulation Authority and its employees make no representation or warranty, expressed or implied, as to the accuracy, completeness, reasonableness or reliability of the information contained in this document, and, subject to law, accept no liability for any loss arising directly or indirectly from making available this document. The summaries of any legislation or regulations in this document do not describe or identify all material terms of those laws or to exhaustively identify and describe the rights, obligations and liabilities of any person under those laws.