

Customer enquiry	Who to contact
Connections of energy	Your retailer (contact details on the next page)
Interruptions in the supply of energy	Your distributor (contact details on the next page)
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 and Water Ombudsman – 1800 754 004 <a href="http://www.ombudsman.wa.gov.au/energyandwater">www.ombudsman.wa.gov.au/energyandwater</a>
Exempt retailers or distributors & concessions and rebates	Public Utilities Office – 08 6551 1000 <a href="http://www.finance.wa.gov.au">www.finance.wa.gov.au</a>
General consumer protection	Department of Commerce (Consumer Protection) Advice Line 1300 304 054 <a href="http://www.commerce.wa.gov.au/consumerprotection">www.commerce.wa.gov.au/consumerprotection</a> <a href="mailto:consumer@commerce.wa.gov.au">consumer@commerce.wa.gov.au</a>
Safety issues	EnergySafety (a division of the Department of Commerce) – 08 6251 1900 <a href="http://www.commerce.wa.gov.au/EnergySafety">www.commerce.wa.gov.au/EnergySafety</a>
To locate your nearest financial counsellor	Financial Counselling Helpline – 1800 007 007 <a href="http://www.financialcounsellors.org">www.financialcounsellors.org</a>
Location of pipes and cables before doing site works	Dial before you dig – 1100 (special Australia wide number) <a href="http://www.1100.com.au">www.1100.com.au</a>

## Retailers

Retailer	Gas	Electricity	Contact details	Website
Rottneest Island Authority		•	9432 9300	
Horizon Power		•	Residential 1800 267 926 Business 1800 737 036	<a href="http://www.horizonpower.com.au">www.horizonpower.com.au</a>
Synergy	•	•	Residential 13 13 53 Business 13 13 54	<a href="http://www.synergy.net.au">www.synergy.net.au</a>
Perth Energy	•	•	9420 0300	<a href="http://www.perthenergy.com.au">www.perthenergy.com.au</a>
Alinta Energy	•	•	13 13 58	<a href="http://www.alintaenergy.com.au">www.alintaenergy.com.au</a>
Kleenheat	•	•	13 21 80	<a href="http://www.kleenheat.com.au">www.kleenheat.com.au</a>
Esperance Gas Distribution Company	•	•	9072 1422	<a href="http://www.esperance-energy.com">www.esperance-energy.com</a>
AER Retail		•	9364 0400	<a href="http://www.advancedenergy.net.au">www.advancedenergy.net.au</a>
Amanda Energy		•	9430 7048	<a href="http://www.amandaenergy.com.au">www.amandaenergy.com.au</a>
Change Energy		•	1300 924 140 sales@changeenergy.com.au	<a href="http://www.changeenergy.com.au">www.changeenergy.com.au</a>

## Distributors

Distributor	Gas	Electricity	Contact details	Website
Western Power		•	General enquiries 13 10 87 Faults and hazards 13 13 51 Twitter: @westernpowerwa Facebook: westernpowerwa	<a href="http://www.westernpower.com.au">www.westernpower.com.au</a>
Horizon Power		•	Residential – 1800 267 926 Business – 1800 737 036 Emergency or supply interruptions – 13 23 51	<a href="http://www.horizonpower.com.au">www.horizonpower.com.au</a>
Esperance Power Station	•		9072 1422 Leaks, Faults and Emergencies 1800 010 272	<a href="http://www.esperance-energy.com">www.esperance-energy.com</a>
ATCO Gas Australia Pty Ltd	•		General enquiries – 6163 5000 Leaks, Faults & Emergencies – 13 13 52 Scheduling – 13 13 56	<a href="http://www.atcogas.com.au">www.atcogas.com.au</a>
Kleenheat Gas	•		13 21 80	<a href="http://www.kleenheat.com.au">www.kleenheat.com.au</a>

# contacts and more information

## Relevant laws and regulations

The Economic Regulation Authority (ERA) is responsible for monitoring compliance with the law and for issuing penalties where appropriate.

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.

Electricity Industry Act 2004	
Electricity Industry (Customer Contracts) Regulations 2005	Sets out the minimum requirements for standard form contracts and non-standard contracts.
Electricity Industry (Obligation to Connect) Regulations 2005	Sets out the circumstances under which a distributor must connect a customer's property to the distribution network.
Electricity Industry Exemption Order 2005	Specifies which retailers and distributors are not required to hold a licence.
Code of Conduct for the Supply of Electricity to Small Use Customers	Controls the conduct of retailers, distributors and marketing agents in relation to the supply and marketing of electricity to small use customers.
Electricity Industry Customer Transfer Code 2004	Covers the responsibilities of retailers and distributors involved in the transfer of customers between retailers.
Electricity Industry (Network Reliability and Quality of Supply) Code 2005	Covers the standards of quality and reliability of supply that must be met by electricity distributors.
Electricity Industry Metering Code 2012	Provides the responsibilities and relationships between distributors, retailers and generators with regard to metering.

# contacts and more information

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

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

Energy Coordination Act 1994	
<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.
<i>Energy Coordination Exemption Order 2009</i>	Specifies which retailers and distributors are not required to hold a licence.

## Finding acts and regulations

Copies of the Acts and regulations listed in this section can be found at the State Law Publisher's website [www.slp.wa.gov.au](http://www.slp.wa.gov.au)

## Who does this fact sheet apply to?

This fact sheet applies to small use customers. You are a small use customer if you use less than 160 MWh (about \$56,000) of electricity per year or up to 1TJ of gas per year (between \$28,500 and \$43,000, depending on where you live).

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