2026 electricity and gas data

Customer complaints, compensation and calls

Economic Regulation Authority

2025/26 *at a glance*

Total complaints
23,137

Total compensation
$9.7m

Total calls
1.8m

Energy retail and distribution in Western Australia

Distributors operate the poles, wires and pipes that deliver electricity or gas to homes and businesses.

For example:
- Western Power
- Horizon Power
- ATCO

1,288,968 Electricity connections

843,270 Gas connections

Retailers sell electricity or gas to end use customers. They manage customer accounts and bills.

For example:
- Synergy
- Alinta Energy
- Kleenheat

1,248,892 Electricity accounts

819,308 Gas accounts

Customer complaints

Electricity retailers	Gas retailers	Electricity distributors	Gas distributors
13,938	4,767	3,487	945
↓ 15%	↑ 42%	↑ 34.1%	↓ 3.5%

We license energy utilities and collect information on customer service measures. Changes to customer service measures from year to year provide insight into customer satisfaction and the channels customers choose to contact electricity and gas providers. This mini report includes data on gas and electricity, collected from distributors and retailers.

Wait times for calls to retailers and distributors are typically 1 to 2 minutes.

Electricity customers may claim compensation when service standards are breached for outages, disconnections, reconnections and complaints.

This report presents summary data about customer complaints, compensation payments and calls to electricity and gas retailers and distributors. Further information from 2014 to 2026, including complaint types, can be found in the ERA's energy retailer and distributor dashboards.

Electricity and gas retailers report on the number of complaints related to billing, account transfers, marketing and other matters. In addition to tracking administrative and customer service complaints, electricity and gas distributors report on complaints related to the quality and reliability of energy supply.

Customer complaints – Electricity and gas

Customers with a complaint about their retailer or distributor should contact their provider.

Retailers and distributors must use a complaints and dispute resolution procedure that is accessible to customers and explains how complaints are lodged and managed.

If the complaint is not resolved, small use customers can take the matter to the **Energy and Water Ombudsman**. The Ombudsman is an independent body that investigates and resolves complaints about energy and water utilities. The Ombudsman reports on escalated complaints here:

Complaint trends

How do I make a complaint?



What counts as a complaint?

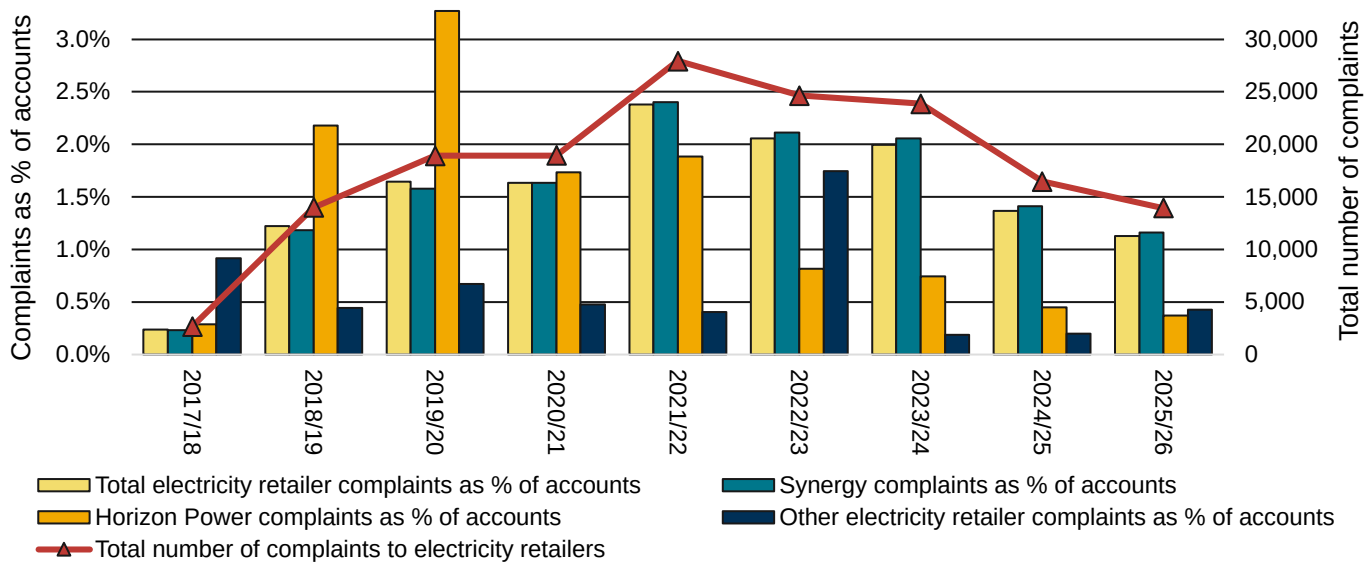
Customer complaints cover a broad range of matters. This report addresses energy retailers and distributors separately.

- **Retailers** report the number of complaints on billing, account transfers, marketing and other matters.
- **Distributors** report on administrative and customer service complaints, and complaints related to the quality and reliability of energy supply.

Complaints do not need to be formal. Electricity and gas utilities must record all instances of customers expressing dissatisfaction about products, services, staff or handling of other complaints. Customers can make more than one complaint at a time and lodge them in a variety of ways, such as by phone, email, mail or mobile phone app.

The number of complaints to electricity retailers Synergy and Horizon Power, as a percentage of account numbers, has been trending down since 2021/22 (Figure 1, left axis). In 2025/26, total electricity retailer complaints were the lowest since 2017/18 (right axis).

Figure 1: Complaints to electricity retailers

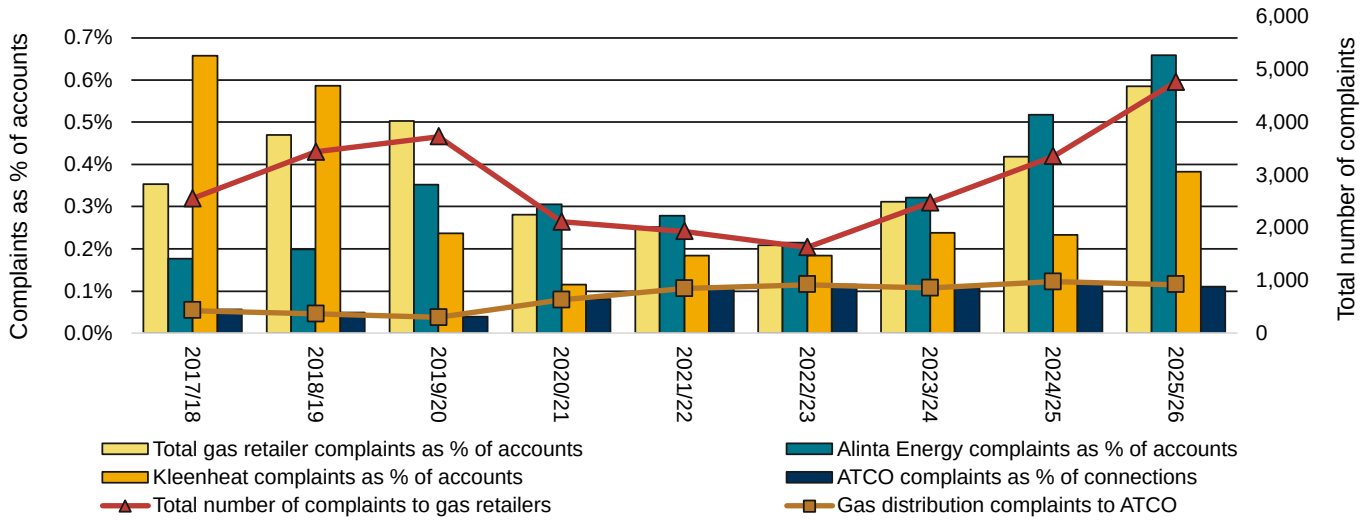


Source: electricity customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7); electricity retailer complaints indicators (CCR72, CCR73, CCR98).

The number of complaints to gas retailers as a percentage of account numbers has generally been rising since 2022/23 (Figure 2, left axis). Total complaints to gas retailers rose for the past 3 years (right axis).

Complaints to gas distributor ATCO have hovered around 1000 for the past 5 years (Figure 2, right axis).

Figure 2: Complaints to gas retailers and distributors

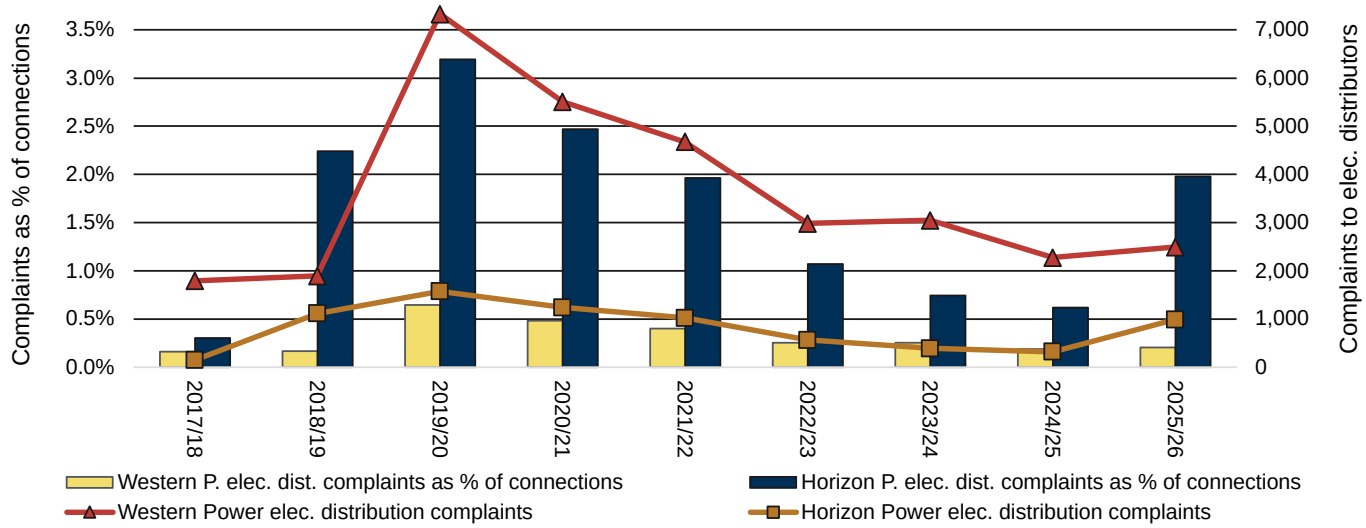


Source: gas customer accounts and connections indicators (R1, R3, D7); gas retailer and distributor complaints indicators (R59, R60, D17).

Changes in the number of complaints to electricity distributors over the past 9 years are shown in Figure 3. Complaints to electricity distributors Western Power and Horizon Power have been falling steadily since spiking upwards with the onset of the COVID-19 pandemic (Figure 3, right axis). As it serves significantly more customers, Western Power receives a much higher number of complaints than Horizon Power (Figure 3, right axis), but fewer relative to number of connections (Figure 3, left axis).

Horizon Power attributed the increase in the number and percentage of distribution complaints it received to the impacts of specific events - the North West Interconnected System (NWIS) generation failure on 22 November 2025, Tropical Cyclone Mitchell and Tropical Cyclone Narelle.

Figure 3: Complaints to electricity distributors



Source: electricity distributor connections indicators (CCD7) and electricity distributor complaints indicators (CCD8, NQR7).

Compensation - Electricity service standards

Customers are entitled to a payment from their retailer or distributor for breaches of electricity service standards in regulation:

- **Code of Conduct for the Supply of Electricity to Small Use Customers** (Small Use Code)
- **Electricity Industry (Network Quality and Reliability of Supply) Code 2005** (NQ&R Code)

Customers are eligible for the payments below when service standards are breached, some compensation amounts increased on 1 January 2026.

Legislation & scope	Service Standard	Current payment (as of 1 Jan 2026)	Previous payment
Small Use Code – Customers using less than 160MWh of electricity a year	Customer experiences a **delayed reconnection** to their electricity supply	**$84** Each day, up to $420	**$60** Each day, up to $300
	Customer is **wrongfully disconnected** from their electricity supply	**$140** Each day	**$100** Each day
	Customer did not receive **timely acknowledgement or response to a written complaint**	**$28** One off payment	**$20** One off payment
NQ&R Code – Customers using less than 50MWh of electricity a year	Customer not provided with at least **72 hours of notice before a planned interruption**	**$20** One off payment	No change
	Customer experiences a **supply interruption of longer than 12 hours**	**$120** One off payment	No change

Customers can submit an application to their retailer or distributor for compensation. Contact details for licenced retailers and distributors are available on the ERA website, or follow the links below:

Western Power | **Horizon Power** | **Synergy**

During 2025/26:

- Western Power customers lodged compensation claims for 48 per cent of the 159,803 interruptions lasting more than 12 hours.
- Horizon Power customers lodged compensation claims for 51 per cent of the 4,954 interruptions lasting more than 12 hours.

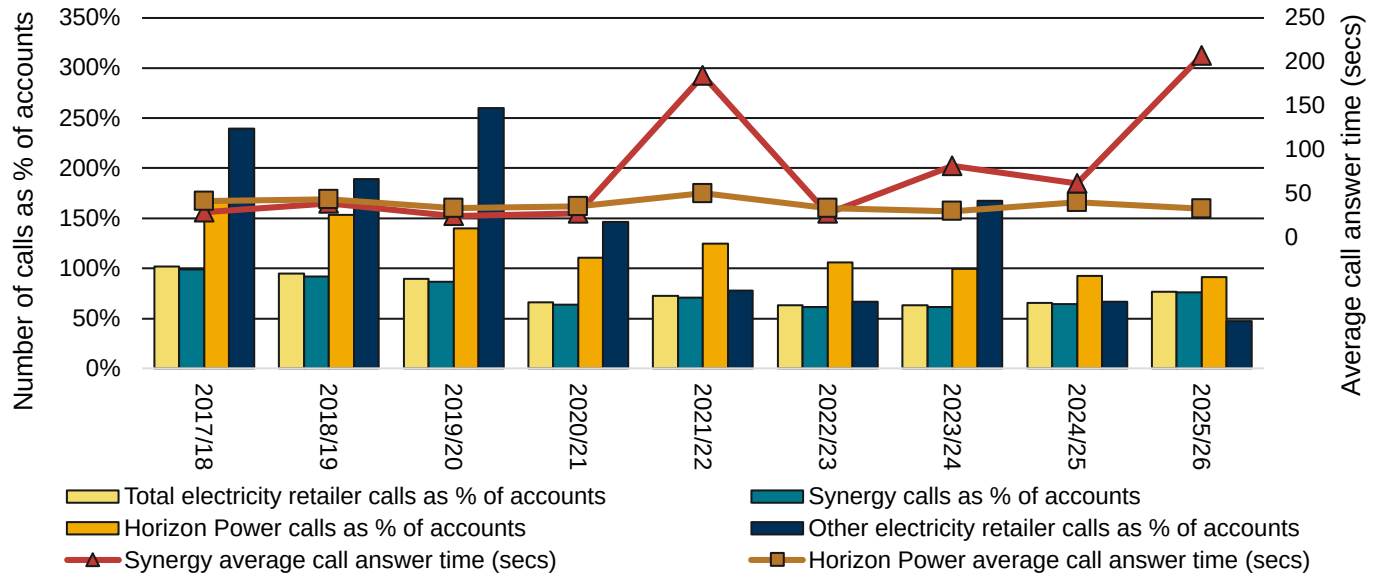
Calls to retailers and distributors – Electricity and gas

Figure 4 and Figure 5 (left axes) show that total customer calls to electricity and gas retailers measured as a percentage of account numbers have generally been steady for the past few years after a period of trending down (Horizon Power, however, has maintained this downward trend).

In 2025/26, Synergy's average call answer time more than tripled compared to 2024/25. Synergy attribute the increase to higher call volumes, additional employee training requirements and longer call handling times during the Customer Relationship Management platform rollout. Increased customer enquiries and reduced utilisation of self-service channels also contributed to higher volumes.

Average call answer times remained around 50 seconds for Alinta Energy and dropped to 32 seconds for Horizon in 2026 from 40 seconds in the previous year (Figure 4 and Figure 5, right axes).

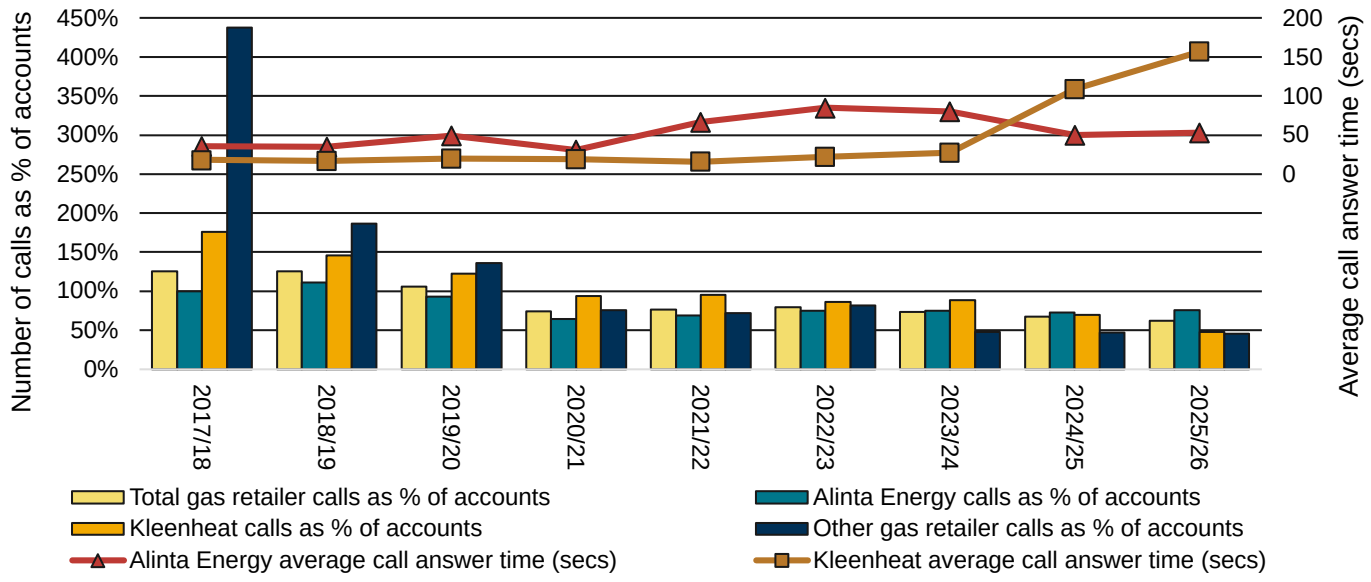
Figure 4: Calls to electricity retailers



Source: electricity customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7); electricity retailer call numbers and average answer time indicators (CCR109, CCR112).

Kleenheat recorded another increase in average call answer time (from 109 to 157 seconds in 2025/26) which it attributed to a high volume of calls in Q1 FY2025/26 (Figure 5, right axis). However, Kleenheat's calls as a percentage of customers fell overall in 2025/26.

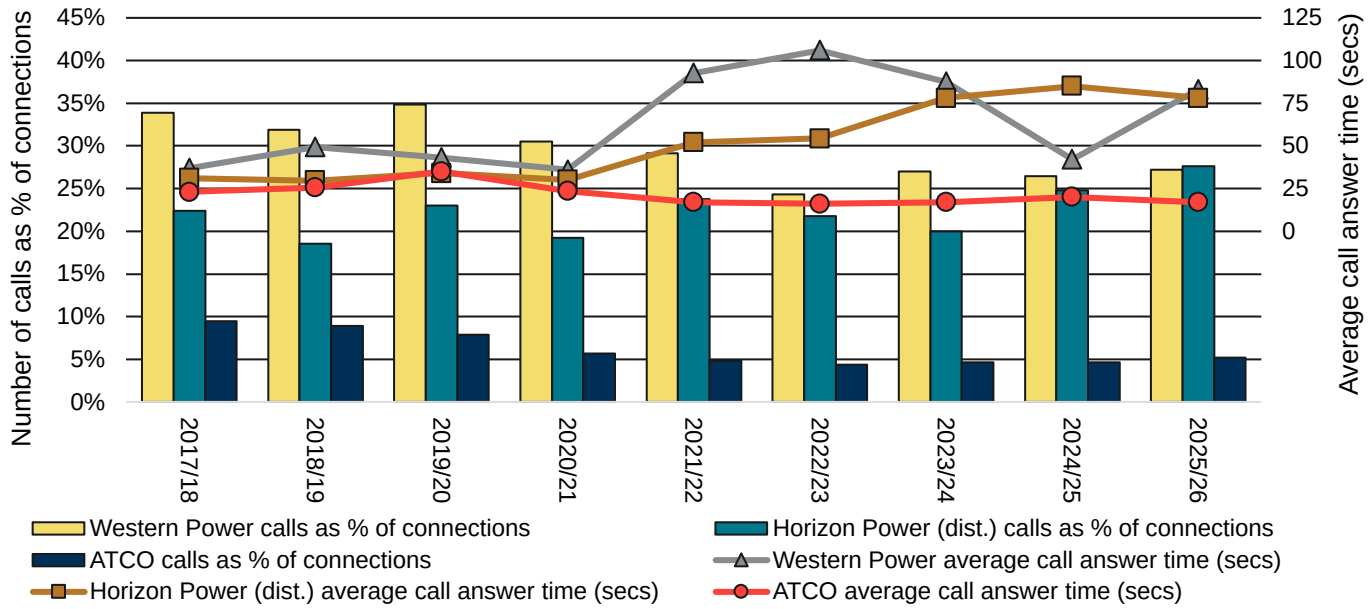
Figure 5: Calls to gas retailers



Source: electricity customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7); electricity retailer complaints indicators (CCR72, CCR73, CCR98).

For electricity and gas distributors, total customer calls as a percentage of account numbers have generally been steady for the past five years (Figure 6, left axis). After two years of declining average call answer times, Western Power recorded an increase in 2026. Western Power attributed the lower average call answer time in 2024/25 to a reduction in significant events.

Figure 6: Calls to electricity and gas distributors



Source: electricity and gas distributor connections indicators (CCD7, D7); electricity and gas distributor call numbers and average answer time indicators (CCD34, CCD37, D28, D31).

Gas marketing

The 2025/26 reporting year is the first year that gas retailers have reported on the new obligations in the *Gas Marketing Code of Conduct 2022* which commenced on 1 January 2026. The amendments require gas retailers to publish standardised Basic Plan Information Documents (BPIDs) and meet new requirements when making comparative marketing claims about gas and electricity.

The ERA made the amendments to improve the quality, consistency and accessibility of information available to customers when comparing gas plans and considering energy options. Gas retailers are required to make BPIDs available using a common format that sets out key information about gas plans, making it easier for customers to compare offers. The ERA has published BPID templates that retailers may choose to use.

6 gas retailers published BPIDs at least once in the 6 months after the Code amendments commenced (January to June 2026). The number of times retailers published new or updated BPIDs ranged from 3 to 45.

The ERA also asked gas retailers for data on comparative marketing claims, which are claims comparing gas and electricity in cost effectiveness, energy efficiency, health, sustainability and greenhouse gas emissions. No gas retailers reported presenting unique comparative marketing claims since the Code amendments took effect on 1 January 2026. These results provide an initial baseline for monitoring compliance with the new customer protection requirements and understanding how retailers are implementing the amended Code.