2025 electricity and gas data

# Customer complaints, compensation and calls

## Customer complaints, compensation and calls 2024/25 - *At a glance*

**Total complaints**
**23,404**

**Total compensation**
**$3.4m**

**Total calls**
**1.7m**

### 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

**1,268,818** Electricity connections

**830,521** Gas connections

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

**For example:**
- Synergy
- Alinta Energy
- Kleenheat

**1,225,518** Electricity accounts

**808,242** Gas accounts

### Customer complaints

| Electricity retailers | Gas retailers | Electricity distributors | Gas distributors |
|---|---|---|---|
| 16,468 | 3,356 | 2,601 | 979 |
| ↓ 31% | ↑ 35.5% | ↓ 24.6% | ↑ 13.7% |

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 less than 1 minute.

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 2025, 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?

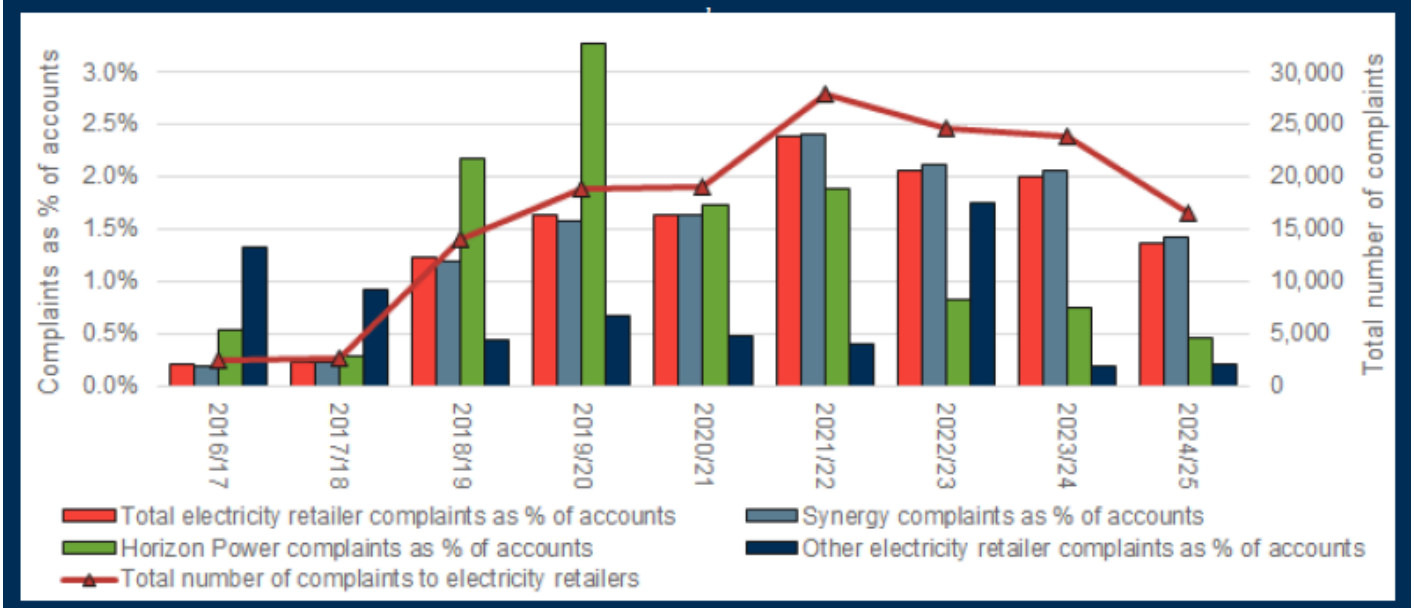
Customer complaints cover a broad range of matters. This report addresses energy retailers and distributors separately.

- **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 2024/25, total electricity retailer complaints were the lowest since 2018/19 (right axis).

## Figure 1: Complaints to electricity retailers

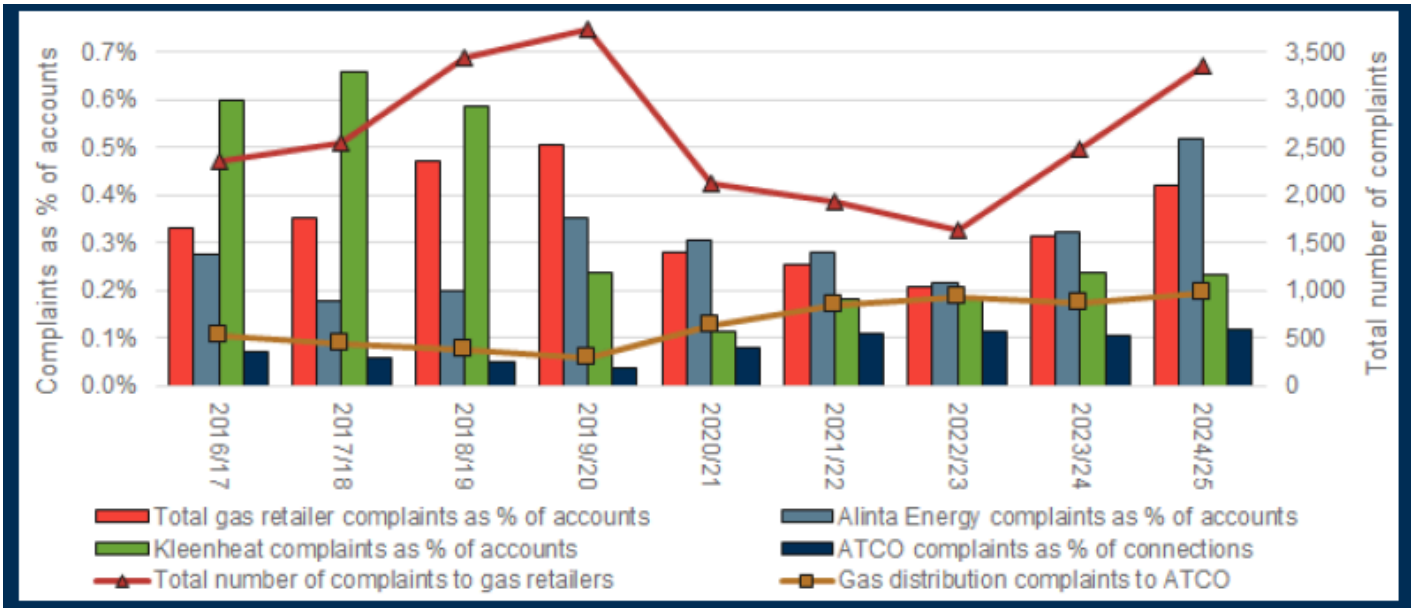



Source: electricity customer accounts indicators (CCR1, CCR2, CCR4, CCR5, CCR7); electricity retailer complaints indicators (CCR72, CCR73, CCR98).

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 two years (right axis).

Complaints to gas distributor ATCO have increased over the past five years (Figure 2 right axis) but have remained steady at approximately 0.1 per cent of connections.

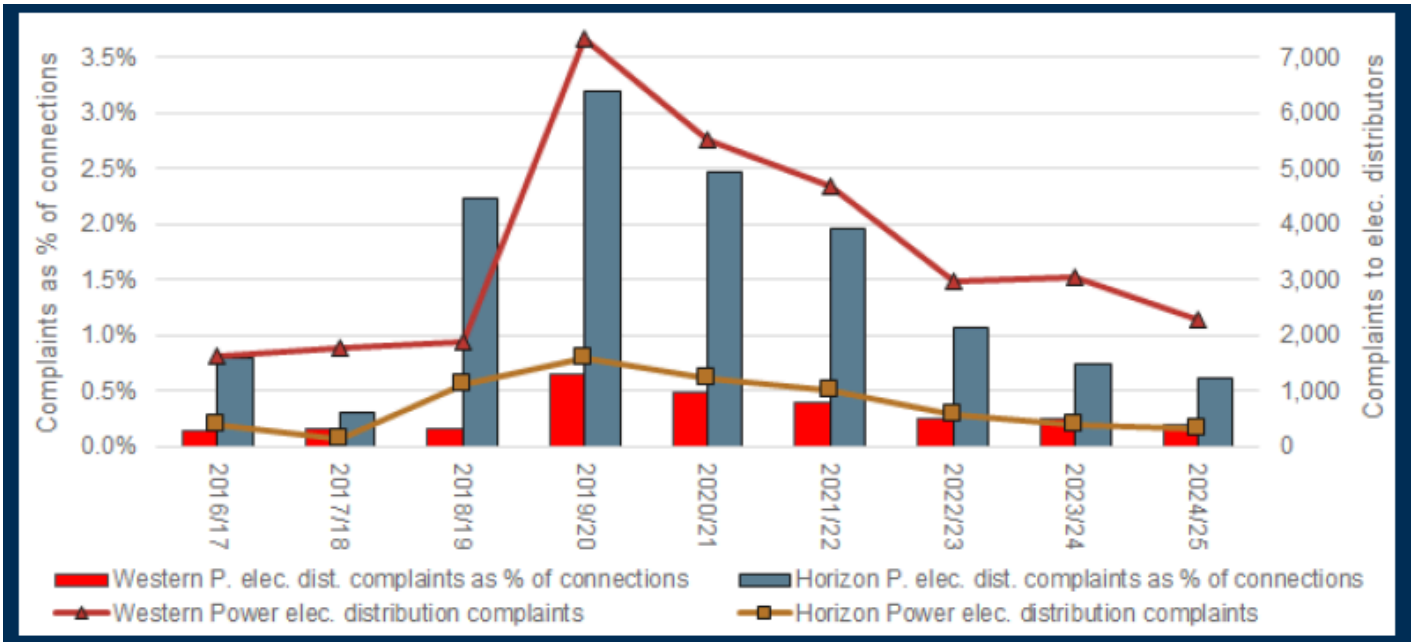
## Figure 2: Complaints to gas retailers and distributors




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 nine 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).

## Figure 3: Complaints to electricity distributors




Source: electricity distributor connections indicators (CCD7); 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 will increase on 1 January 2026.**

| Legislation & scope | Service Standard | Current payment | From 1 Jan 2026 |
|---|---|---|---|
| **Small Use Code** – Customers using less than 120MWh of electricity a year | Customer experiences a **delayed reconnection** to their electricity supply | **$60** Each day, up to $300 | **$84** Each day, up to $420 |
| | Customer is **wrongfully disconnected** from their electricity supply | **$100** Each day | **$140** Each day |
| | Customer did not receive **timely acknowledgement or response to a written complaint** | **$20** One off payment | **$28** 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 changes |
| | Customer experiences a **supply interruption of longer than 12 hours** | **$120** One off payment | No changes |

**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 2024/25:

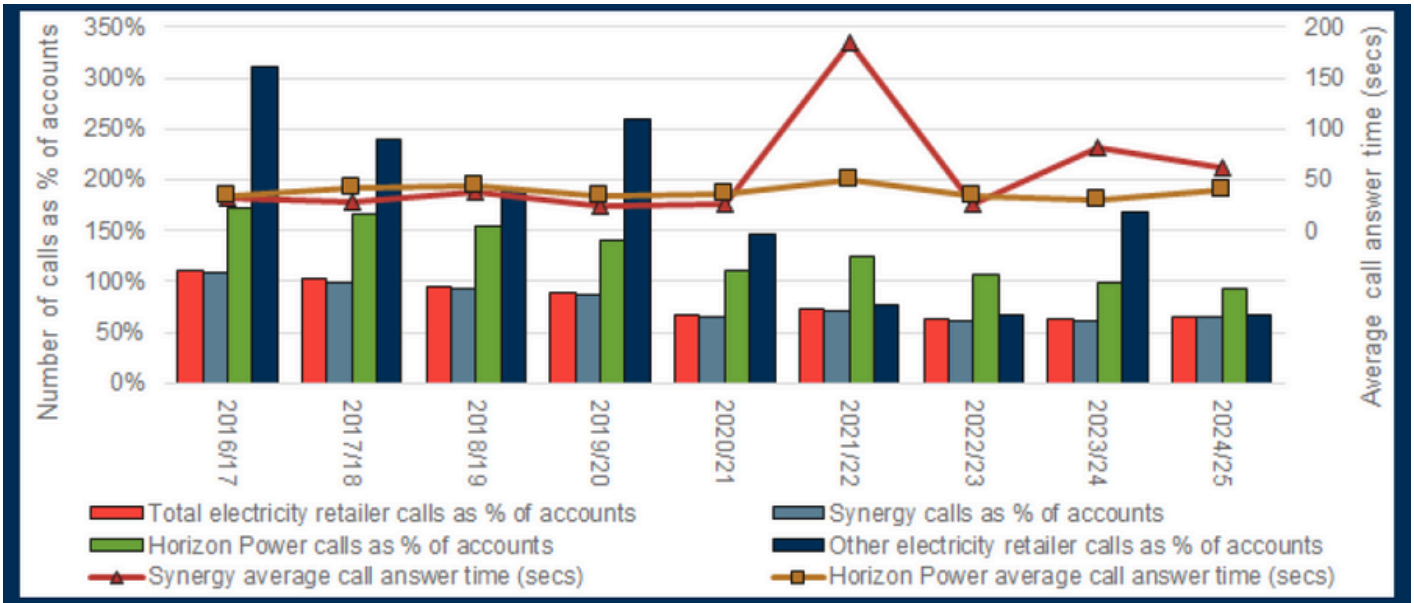
- Western Power customers experienced 61,901 interruptions longer than 12 hours. The affected customers applied for compensation for just 46 per cent of those outages.
- Horizon Power customers experienced 1,132 interruptions longer than 12 hours. The affected customers applied for compensation for just 7 per cent of the outages.

## 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 2024/25, average call answer times were about 50 seconds for Synergy, Horizon Power and Alinta Energy (Figure 4 and Figure 5, right axes).

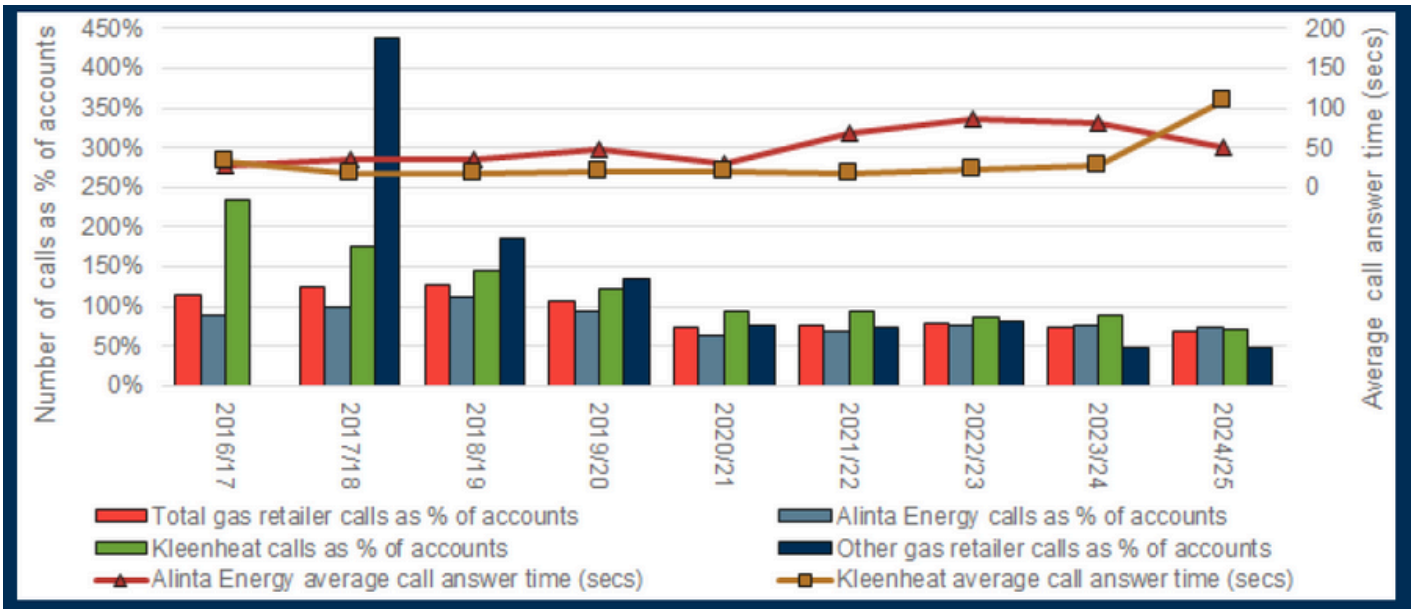
### Figure 4: Calls to electricity retailers




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

Kleenheat attributed a notable one year rise in average call answer time (from 28 seconds to 109 seconds in 2024/25) to challenges in resourcing the call centre (Figure 5 right axis).

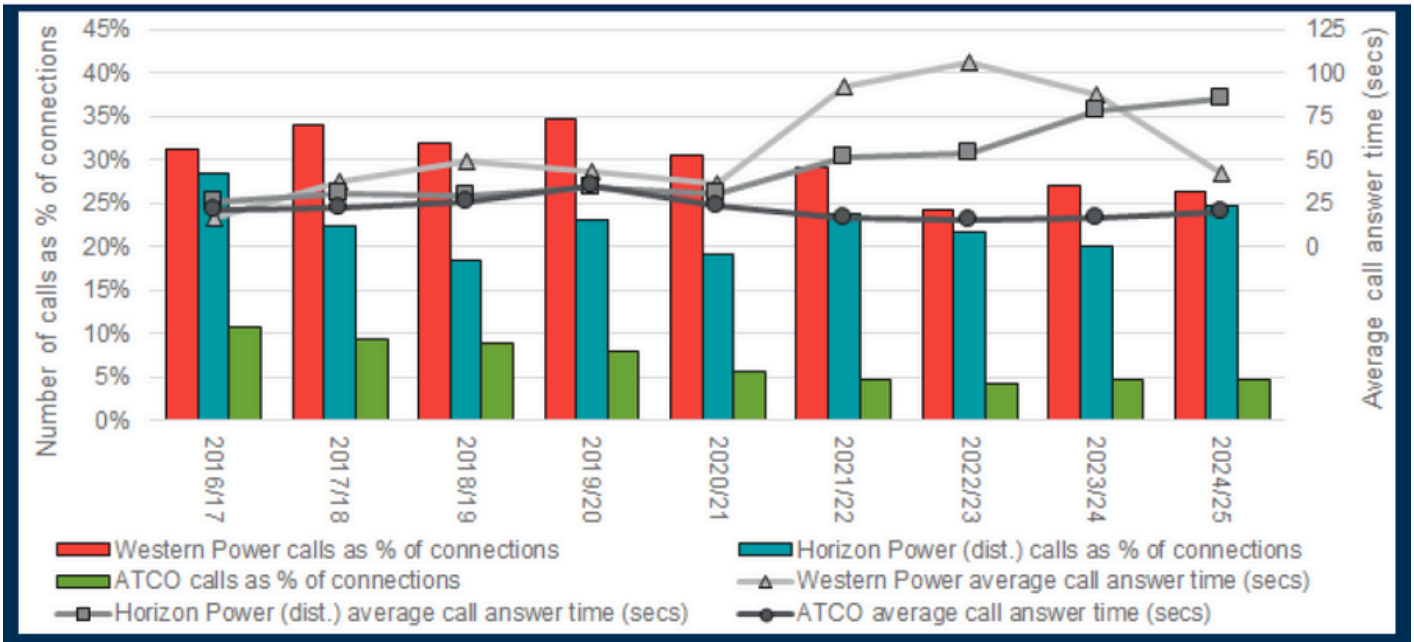
### Figure 5: Calls to gas retailers




Source: gas customer accounts indicators (R1, R3); gas retailer call numbers and average answer time indicators (R85, R88).

For electricity and gas distributors, total customer calls as a percentage of account numbers have generally been steady for the past four years (Figure 7 left axis). Over that time, average call answer time increased and then fell for Western Power but increased for Horizon Power (right axis).

## Figure 7: 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).