



Fact Sheet

Energy Ombudsman

Providing a free, independent dispute resolution service for electricity and natural gas customers in Tasmania.

Contact us

Energy
Ombudsman
Tasmania

1800 001 170

Level 6
86 Collins St
Hobart

How we can help

You should always attempt to resolve your dispute with the energy entity in the first instance.

If you have been unable to resolve your complaint, the Ombudsman may be able to assist you by:

- Providing general information about your rights and the obligations of the energy entity;
- Providing a detailed explanation;
- Arranging for a senior person in the energy entity to contact you about your complaint;
- Examining the circumstances that led to your complaint;
- Suggesting options to resolve the issue;
- Where appropriate, make an award that the energy entity pay compensation, waive a charge, undertake corrective work, provide a service, or refrain from certain activity.

What we can help with

The Ombudsman can investigate a wide range of complaints, including:

- Disputed accounts and high bills;
- Debt and arrears;
- Disconnection or restriction of supply;
- Actions of a retailer or distributor that affect your property;
- Reliability and quality of supply (including claims for compensation);
- Connection or transfer issues;
- Vegetation and easement issues.

What to expect

When a written complaint is received from you, an Investigation Officer (IO) will make initial enquiries with the energy entity about your concerns. The IO will contact you once initial enquiries have been made and you will have the opportunity to respond to the information provided.

The Ombudsman must remain impartial during the complaint process and cannot advocate for you or in any way act on your behalf. The Ombudsman's role is to review the administrative actions of the energy entity to determine if any error has been made. If, after making initial enquiries, there is merit in conducting an investigation, the IO will advise you.

Make a complaint:

Freecall	1800 001 170
Online	energyombudsman.tas.gov.au
Post	GPO Box 960, Hobart, TAS 7001
Email	energy.ombudsman@ombudsman.tas.gov.au



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