

Gas Consumer Rights and Complaints

As a gas customer, you have rights regarding pricing and resolving disputes with suppliers. Gas customers are entitled to have access to:

- Concessions and rebates for eligible low-income households and vulnerable energy customers
- Fair complaints processes.

Disputes and Complaints

Council is committed to a complaints management process which ensures effective and timely resolution of complaints. We set and strive to maintain the highest standards of service to ensure we are delivering real value for ratepayers and residents. Your comments provide us with valuable feedback to allow for continuous customer service improvement.

When resolving problems and issues, Council will:

- Respond promptly and effectively when you have a problem or concern;
- Provide you with access to Council's dispute resolution process if you are not satisfied with an outcome;
- Use your feedback/complaints to challenge and improve our service delivery.

If you require further information about the complaints management process, please visit Council's website and view Council's **Complaints Management Policy and Process**.

If you would like to advise Council about a service and administrative complaint, You can submit a complaint in the following ways:

In writing to:

The Governance/Complaints Officer
Maranoa Regional Council
PO Box 620
Roma QLD 4455

By phone:

1300 007 662

By email:

Internal.review@maranoa.qld.gov.au

For disputes with gas retailers or distributors, you should follow these steps:

1. Contact the gas retailer directly
2. Seek to resolve the dispute with the retailer
3. If you feel the issue has not been resolved satisfactorily, lodge your complaint with the [Energy and Water Ombudsman Queensland](#) so they may be able to assist you with dispute resolution.

Energy and Water Ombudsman Queensland

The Energy and Water Ombudsman Queensland (EWOQ) delivers complaint investigation and dispute resolution services for residential and small business electricity and natural gas customers.

Complaints or disputes about liquefied petroleum gas (LPG), including bottled or reticulated LPG issues, are handled by the [Office of Fair Trading](#).



**Energy & Water
Ombudsman
Queensland**

Freecall

1800 662 837

Web

www.ewoq.com.au

Fax

07 3087 9477

Email

complaints@ewoq.com.au or
info@ewoq.com.au

Before contacting EWOQ, customers should firstly try to resolve their complaint with their retailer. EWOQ can help with issues such as:

- problems with payment
- account errors/disputes
- disconnections
- damages and loss
- market conduct
- contract issues
- vegetation management around power lines
- supply quality and reliability
- extensions to supply
- connection of supply
- general customer service issues
- guaranteed service level rebates
- equipment issues.

Gas Distribution Network Code

From 1 July 2015, the Gas Distribution Network Code (the Code) replaces the Gas Industry Code. The Code has been developed to support the commencement of the National Energy Customer Framework in Queensland. This framework provides Queensland consumers of electricity and reticulated natural gas with better tools to engage confidently in the retail market and offers better support if they are in financial hardship.

The new Code has been developed to remove duplication with the national NECF legislation and is administered by the Queensland Competition Authority.

Rules for gas retailers and distributors under the Code include:

- minimum terms for customer connection services provided to small customers (residential customers, as well as businesses consuming less than 100 megawatt hours per annum)
- allowable disconnection of services by distributors
- rules around indemnity and liability in gas distributors' connection contracts with small customers.

Find out more

- Learn more about the Gas Distribution Network Code on the Queensland Competition Authority website.