

Making a complaint



A complaint is any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service, offered or provided by SA Power Networks.

We welcome your feedback

If you have a complaint, we'll work with you and focus on what has happened and why so we can take the right steps to resolve the matter and learn from each experience. We're committed to making the complaints process clear, respectful and fair, so you know exactly what to expect and feel supported at every step.

Here's how we will do that together.

1

Talk to us

Call us on **13 12 61**

Submit a complaint through our **online form**
Email us at **customerservice@sapowernetworks.com.au**
Write to us at GPO Box 77, Adelaide SA 5001

2

We'll let you know we're onto it

We'll acknowledge your complaint, and let you know who is handling your case

3

Internal review

We'll do an internal review and get back in contact if we need any more information

4

Resolution

We'll aim to have your complaint resolved as quickly as possible

5

External review

If you're still not satisfied and would like external, independent support or escalation, you can contact **The Energy and Water Ombudsman of SA (EWOSA)**
Website: **ewosa.com.au**
Call **1800 665 565**
Address: Level 11/50 Pirie St, Adelaide SA 5000