

In the unfortunate event where you would like to lodge a complaint, please complete this form and mail to 'Complaints Team, PO Box 7971, Cloisters Square PO, WA 6850'. Alternatively, you can fax the completed form to (08) 9474 9900.

When you send us a complaint, we will make every effort to ensure you receive a fair and prompt reply. While your complaint is being looked into, we'll keep you informed that you are aware of what's happening with your complaint. We aim to resolve your complaint within 15 – 20 business days of you raising it. If your complaint is not about our products or services, we will do our best to direct you to the organisation you need to deal with.

To learn more about how we handle complaints, please visit <https://www.perthenergy.com.au/complaints>

Your details (Complainant)

Title _____ Full Name _____

Perth Energy Account Number _____

Business Name _____

Supply Address _____

Phone Number _____ Email Address _____

About your complaint

If more space is needed to address your complaint, please attach additional pages as required.

Today's date _____

Please detail your complaint
