

## **APA NSW Gas Networks Complaint Handling and Dispute Resolution Process**

If an end user connected to an APA owned and / or operated NSW Gas network has a complaint relating to the gas network, the procedures outlined below shall apply:

- (1) Customers should first contact their gas retailer by referring to the contact details on their gas bill.
- (2) If a customer has no gas retailer, or their gas retailer is unwilling or unable to assist the customer, then the customer should contact the following APA network managers:

For APT Allgas Network, Northern NSW (ie Tweed Heads):

Duncan Craig  
Operations Manager  
463 Tufnell Rd  
Banyo QLD 4014  
Tel: (07) 3267 9511 Fax (07) 3267 3470  
Email: [duncan.craig@apa.com.au](mailto:duncan.craig@apa.com.au)

For Central Ranges Pipeline, Tamworth Natural Gas Company:

Gary Green  
Branch Manager  
5 Phoenix Street  
Westdale NSW 2340  
Tel: (02) 6761 5522 Fax (02) 6761 5577  
Email: [gary.green@apa.com.au](mailto:gary.green@apa.com.au)

- (3) Should a complaint not be resolved within 10 business days the customer has the right to have their complaint referred to the Energy Industry Ombudsman.

The Ombudsman is an independent party appointed to provide an independent and free dispute resolution service for customers of energy companies. The Ombudsman can be contacted as follows:

Energy & Water Ombudsman NSW (EWON)

Telephone:	1800 246 545
Fax:	1800 812 291
Mail:	Energy & Water Ombudsman NSW (EWON) Reply Paid K1343 Haymarket NSW 1239
Internet:	<a href="http://www.ewon.com.au">www.ewon.com.au</a>
Email:	<a href="mailto:omb@ewon.com.au">omb@ewon.com.au</a>