

WHAT is the WACOSS Consumer Utilities Project

**WACOSS
Utilities Hotline
Information & Advice
9420 7217**

The Consumer Utilities Project is a vital resource for WACOSS to support our members, customer representative organisations and WA consumers

Fundamental to the Consumer Utilities Project is the premise that water, electricity and gas bills can be a significant factor in personal debt spirals and the poverty trap.

WACOSS is committed to improving customer protection for utility consumers.



Do people contact your office for advice and help with their electricity, water or gas bills?

The Consumer Utilities Project Hotline can give you advice on clients' rights regarding utilities and how to advocate to utility providers on their behalf.

CONSUMER UTILITIES PROJECT

The Consumer Utilities Project has been established by WACOSS to work with consumers and their advocates, government and industry to achieve better outcomes for consumers in the provision of essential services.

CONSUMER UTILITIES PROJECT HOTLINE

The Consumer Utilities Project operates a Telephone Hotline during normal business hours - **9420 7217**. The hotline provides advice directly to Emergency Relief Agencies, Financial Counsellors, Community Legal Services and consumers on:

- Policies, procedures and codes of the utility providers
- Consumer rights regarding utility provision
- Issues concerning financial hardship
- Complaint mechanisms
- Advice on how to resolve a utility issue
- How to take the next step with your issue

More information about the project is available, including information sheets with detailed advice about how to pursue consumer rights with regards to water, gas, and electricity, from the WACOSS CUP website at www.wacoss.org.au/utilities/index.htm.

For more information on the Consumer Utilities Project or to have a Hotline query answered please call one of our Snr Policy Officers or Project Support staff on (08) 9420 7217 or email: consumers@wacoss.org.au

WACOSS CUP CONTACTS

Post 2 Delhi St West Perth 6005

Phone : 9420 7222

Fax : 9486 7966

Email

consumers@wacoss.org.au

Website

wacoss.org.au/utilities/index.htm

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
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