

Tips for resolving complaints

1. If you have a problem with your electricity, gas or water provider, contact them and explain your situation. Keep records of letters, the names of people you've spoken to and the times and dates you were in contact with them.
2. If the call centre staff can't help you, ask to speak to a senior staff member.
3. If the problem is not fixed, contact us by phone, email, fax, letter or visit ewon.com.au to make an online complaint.

How to contact us

Freecall	1800 246 545 Mon - Fri, 9am - 5pm
Website	ewon.com.au
Email	omb@ewon.com.au
Freefax	1800 812 291
Freepost	Reply Paid 86550 Sydney South NSW 1234

*Calls from mobile phones may attract a fee that will vary depending on your service provider. If you are calling from a mobile phone, let us know and we will call you back.

Do you have hearing or speech difficulties?

People who are deaf or have hearing or speech difficulties can contact us through the National Relay Service on 133 677.

Having problems with your electricity, gas or water provider?



Keep in touch

Follow us on social media to get regular updates on energy and water issues, including tips for saving electricity gas and water, updates on rebates and other assistance programs and information about our activities.



Contact us for free, fair and independent advice

 **Freecall**
1800 246 545
ewon.com.au



Energy & Water
Ombudsman NSW
Free, fair and independent

About Us

The Energy & Water Ombudsman NSW (EWON) provides all NSW electricity and gas consumers and some water customers with free, independent, informal dispute resolution services.

We can assist you with a range of issues, including:

- high bills and disputed accounts
- debts with providers
- payment plans and access to hardship programs
- negotiating with your provider
- disconnection or restriction of supply
- credit issues including being credit listed
- poor customer service
- a provider's actions that affect your property
- reliability or quality of supply (including claims for compensation)
- connection or transfer issues (e.g. when moving in or out of a property)
- contracts
- marketing practices



How we help with your complaint

We listen to what you have to say so we can work out the best way to assist you. We can:

- provide independent advice before or after you contact your provider
- arrange for a senior representative of the provider to contact you directly about your complaint
- negotiate an agreed settlement between you and your provider
- resolve your complaint through investigation

The Ombudsman can make a decision to resolve or dismiss a complaint.

Are you having problems paying your bills?



There are a number of ways we can help if you are having payment difficulties. These include:

- try to get you more time to pay your bill
- help you work out a payment plan so you can pay your bill over a period of time
- give you tips on how to save money on your bills



We can also give you information about:

- where to get emergency assistance
- payment options and Centrepay
- government energy and medical rebates
- assistance programs offered by your provider

Do you need information in another language?

We have information about our services available in over 40 community languages at ewon.com.au. You can also speak to us using an interpreter by contacting the Translating and Interpreting Service (TIS) on 131 450 and quoting TIS Client Code C186933.



You'll find factsheets covering these topics and more at ewon.com.au