



Energy & Water  
Ombudsman NSW

# We're investigating your complaint



We've opened a case and an Investigations Officer will now investigate your complaint. Please take the time to read this information about our investigation process. If you have any questions, ask your Investigations Officer.

## Who are we and what do we do?

The Energy & Water Ombudsman NSW provides a free, fair and independent dispute resolution service for all electricity and gas customers in NSW, and some water customers. We will work with you and the provider to resolve your complaint.

## What happens next?

We will discuss your complaint with your provider. We ask your provider to supply us with information including account records, claim files, copies of bills or letters. We provide 14 days for you and your provider to respond to our requests for information.\* In some cases, we may also seek independent advice.

We review all of the information provided and analyse all records and data we receive. We will contact you during the investigation to keep you informed. Please consider any information we provide and suggestions we make.

\*For embedded network complaints, timeframes may vary.

### How long does it take?

We will contact you at least once every two weeks while the investigation is underway to update you on our progress. We complete our investigations as quickly as possible. Most investigations are resolved within 90 days. Less complex investigations are resolved faster.

**Our services are free and we work to achieve fair and reasonable outcomes for all parties.**

### Making a payment on your account

It is important that you:

- pay any outstanding amount you owe the provider that is not the subject of your complaint; and
- pay new bills issued during our investigation.

Please let us know if you are not able to pay your account. We can help.

It is important for you to monitor your account, bills and any correspondence you receive during our investigation and let us know if there's anything you're concerned about.

Small business customers must continue to pay business accounts.

### Resolving your complaint

All complaints are different and the outcome will be based on the information we receive from you and your provider, and what is fair and reasonable having regard to laws and codes and good industry practice. Some common resolutions include a detailed explanation, a refund or goodwill gesture, or an apology. If you're satisfied with our investigation, we'll send you a letter. We'll also notify the provider and close our file.

**We resolve complaints by looking at the information supplied by all parties within the framework of what is fair and reasonable.**

# What if I'm not satisfied with the proposed resolution?

We try to resolve complaints by reaching an agreed outcome between you and the provider, but this isn't always possible.

You don't have to accept the resolution we propose. If you aren't satisfied, tell us why and let us know if you have any additional information or suggestions.

We will complete a thorough review of the complaint and provide you with a verbal assessment of the investigation. If you accept our assessment, the complaint will be closed. If you don't accept our assessment we'll confirm our assessment in writing for your review. You will have a final opportunity to respond.

Once we review your response, if the matter remains unresolved, and we don't think there is a basis to continue to investigate, we will decline to investigate further. In this situation, we'll confirm this in writing.

## What you can expect from us?

We provide a trusted and professional service. You can expect us to handle your complaint efficiently, independently and fairly. We'll be respectful, empathetic and polite. We'll keep you updated at least every two weeks and will respond to your telephone calls, emails and letters promptly. We'll openly and genuinely consider your questions or concerns and will explain the decisions we make.

## What if I am not happy with EWON's service?

If you're not satisfied with the handling of your case, please speak with your Investigations Officer. If you are still not happy, ask to speak to an Investigations Manager.

## Improving our service

From time to time, we conduct surveys to measure and evaluate our service. We may disclose your information to a reputable customer satisfaction research company to carry out customer satisfaction surveys. If you do not want us to disclose your information for this purpose, please let us know.

➤ **We comply with the principles of procedural fairness and ensure that before making a decision, you are given the opportunity to respond to the information we have considered.**

➤ **PRIVACY: We're committed to protecting your privacy. Please visit [ewon.com.au](http://ewon.com.au) for details of our Privacy Policy.**

## Staying in touch

**Please contact us any time during our investigation. If the Investigations Officer handling your complaint is not available, they will call you back as soon as possible. If it's urgent, someone else will be able to help you.**

## Contact EWON

<b>Freecall</b>	1800 246 545 Mon - Fri, 9am - 5pm
<b>Freefax</b>	1800 812 291
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>Email</b>	<a href="mailto:complaints@ewon.com.au">complaints@ewon.com.au</a>
<b>Website</b>	<a href="http://ewon.com.au">ewon.com.au</a>

\* If you are calling from a mobile phone, let us know and we will call you back.

ABN: 21 079 718 915