



Energy & Water  
Ombudsman NSW

# We have referred your complaint back to your provider's specialist complaints team



**With your agreement, we have referred your complaint to your provider's specialist dispute resolution team to give them an opportunity to resolve your complaint directly with you.**



**This referral service, as with all our services, is free.**

## **Why did we refer your complaint?**

**Where possible we give the energy or water provider an opportunity to resolve the complaint directly with you.**

When your provider receives our referral, they are required to thoroughly investigate the issue with a view to resolving your complaint on an agreed basis. This also provides an opportunity for you and your provider to re-establish your relationship.

## **What happens next?**

**We sent your provider a summary of your complaint.**

Your provider is required to contact you within three working days to discuss options to resolve your complaint.



**Your provider may need to investigate and therefore may not be able to offer an immediate resolution.**



**You should allow the provider reasonable time to complete their investigation.**



**Ask how long the investigation will take and when you can expect an outcome.**

## **Who are we and what do we do?**

**The Energy & Water Ombudsman NSW provides a free, fair and independent dispute resolution service for electricity and gas customers in NSW, and some water customers.**

**We deal with complaints in a way that is fair, reasonable and timely.**

# What outcome can I expect from the referral process?

All complaints are different. It is important that you let your provider know what you're concerned about. We encourage providers to be creative and flexible when making suggestions for how to resolve a complaint. The resolution options provided should address all the issues you raised.

Resolution options may include one or more of the following:

- ✓ a detailed explanation which allows you to better understand the provider's actions
- ✓ an apology for a specific incident or for the way the complaint was handled
- ✓ a commitment for improvement in the way your provider handles similar complaints in the future
- ✓ agreement or compliance with some or all of your preferred outcomes
- ✓ a compensation payment
- ✓ a refund or a goodwill gesture payment.

## What if I'm not satisfied with the outcome?

If you're not satisfied with your provider's response, you can ask us to investigate.

We will consider what action the provider took or what was offered to try to resolve the complaint and assess if this is reasonable. We may need to investigate your complaint in detail before we can make this assessment.

For more information refer to our 'We're investigating your complaint' and other factsheets at [ewon.com.au/factsheets](http://ewon.com.au/factsheets).

## Making payments on your account

It is important that you:

- pay any amount you owe the provider that is not the subject of your complaint
- pay any new bills issued
- let your provider know if you are not able to pay your account.

## Improving our service

We conduct surveys to measure and evaluate our service.

This involves providing customer contact details and basic information about the complaint to a reputable research company contracted to carry out customer satisfaction surveys. This information can only be used by that company for this purpose. If you do not want us to disclose your information for this purpose please let us know.



**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 for free and independent advice.

## 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

