



3 steps to resolve your complaint:

1. Contact your provider to discuss 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
TTY/Voice	133 667 (National Relay Service)
Email	omb@ewon.com.au
Freefax	1800 812 291
Website	ewon.com.au
Freepost	Reply Paid 86550 Sydney South NSW 1234

*Calls from mobile phones may attract a fee.
If you are calling from a mobile phone, let us know and we will call you back.

Follow us on Facebook and Twitter for updates, tips on managing bills, hints for saving money and more.



"In the time of our ancestors there were three essentials of life - light, fire and water."

Designs used in this brochure are from Within Reach by Vee Thornbury, Wiradjuri, Dubbo NSW

Having problems with your electricity, gas or water provider?



Contact us for free, fair and independent advice

Freecall
1800 246 545
ewon.com.au



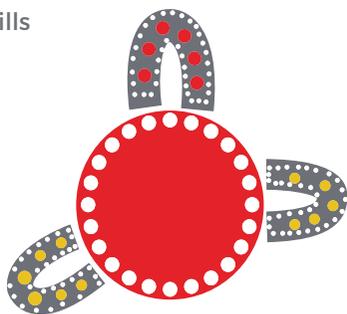
Energy & Water
Ombudsman NSW
Free, fair and independent

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 help resolve a range of problems customers experience with their energy and water providers, for example:

- high and disputed bills
- payment difficulties
- disconnection
- transfer issues
- supply reliability



Contact us if you:

- would like free, independent advice
- are unhappy with how your provider has responded to a problem you have raised
- have been cut off or are going to be disconnected
- need help speaking with your provider
- feel you have been unfairly treated by your provider



Ways we can help include:

- trying to get you more time to pay your bill
- working out a payment plan so you can pay your bill over time
- giving you advice at any time in the process



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



How we've helped customers

Anne approached EWON because she'd received an electricity bill for an overdue amount of \$388.25 and new charges of \$272.06. She was worried her provider would start debt recovery action against her. She was unable to receive Energy Accounts Payment Assistance (EAPA) as the debt related to a closed account.

Anne previously had a payment arrangement with her provider, but the payments were incorrectly set up for the day before her Centrelink payment came through, which led to the payment plan being cancelled. Anne had tried without success to have the date changed and she didn't feel comfortable approaching her provider again.

EWON called the provider on Anne's behalf and negotiated a payment plan of \$50 a fortnight, to be deducted from Centrepay until the balance is paid off.

This story is based on an actual customer complaint received by EWON, but the name has been changed and stock imagery used to protect the customer's privacy.