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“Thank you to the many frontline community workers who have helped energy and water consumers with referrals, counselling and emergency assistance. Without your assistance ... our journey so far would have been much longer and harder.”

Clare Petre, Energy & Water Ombudsman NSW
Photo: Sophie Howarth

Ombudsman message

Celebrating 10 years of service

This year marks EWON's 10th anniversary and I celebrate ten years as Ombudsman.

This milestone is a time to reflect on EWON's role and what difference we have made for utility consumers and the industry.

EWON has provided independent dispute resolution for thousands of customers. We have worked with electricity, gas and water providers to raise customer service standards and reduce complaints.

Most significantly, EWON has focussed attention on the social aspects of essential services and the fact that we cannot have people living without light, heat or water because of affordability issues.

Over the past decade we have seen substantial changes in utility services. There are now well established programs to assist customers in financial difficulty and more flexible payment options for customers.

Utility providers now offer a range of innovative programs including energy and water audits and retrofits. They also provide support for the No Interest Loans Scheme (NILS) to enable low income consumers to buy energy and water efficient whitegoods.

We have been pleased to see a decrease in disconnections of electricity supply for customers in financial hardship. Any disconnection for affordability reasons is one too many, but providers are working hard to reduce the number of disconnections.

The other significant change EWON has seen is a greater connection between stakeholders: government, utilities, regulators, and community agencies. What was a sense of separateness when EWON first began, has developed into a sense of partnership and communication. Stakeholders are working together to ensure people stay connected to essential services.

EWON has actively encouraged all these changes through our forums, outreach work, information exchanges, submissions, and reports, and by using complaints information to highlight consumers' issues with electricity, gas and water services.

I would like to take this opportunity to thank all our stakeholders for their support for EWON over the years – the industry members of the scheme, our Board and Council, government and regulatory agencies, and of course the skilled and dedicated EWON staff.

In particular, I thank the many frontline community workers who have helped energy and water consumers with referrals, counselling and emergency assistance. Without your assistance in raising awareness of our service and developing our resources, our journey so far would have been much longer and harder.

Clare Petre
Energy & Water Ombudsman NSW

The Energy & Water Ombudsman NSW (EWON) provides an independent way of resolving customer complaints about all electricity and gas suppliers in NSW and some water suppliers.

Our service is free, fair and independent. Our aim is to keep essential services within reach of everyone.

Freecall ☎ 1800 246 545



Energy & Water
Ombudsman NSW

www.ewon.com.au

Complaint statistics



EXPLANATION OF TERMS

Complaint enquiry: a request for information or assistance that can be settled or referred quickly

Refer to higher level (RHL): complaint enquiry referred to a senior officer in the energy or water company

Investigation: complaint cannot be resolved between customer and company, EWON investigates and negotiates an outcome

Determination (or binding decision): outcome cannot be negotiated between the customer and company, Ombudsman resolves the matter through a determination which is binding on the company

NOTES ON HOW WE CATEGORISE COMPLAINT ISSUES

Billing: high and disputed bills, fees and charges, responsibility for accounts

Credit: disconnection, arrears, difficulty in payment, payment arrangement declined, debt collection

Customer service: poor attitude, failure to respond, incorrect advice

Marketing: conduct by marketers, misleading information, pressure or coercion, non-account holder signed up

Provision: problems with new or existing connections

Supply: quality, damage/loss, outages

Transfer: error in billing or transfer of account due to switching retailers, contract terms, delay in transfer, site ownership

Land: impact of network assets, maintenance, environment

General: non-energy/water related, contractors

ABBREVIATIONS

ATSI: Aboriginal and Torres Strait Islander

CALD: culturally and linguistically diverse

FOR THE PERIOD 1 JULY 2007 – 31 MARCH 2008

SNAPSHOT OF COMPLAINTS

Overall	Total complaints closed	6,585
Companies	Complaints about distributors	595 (13%)
	Complaints about retailers	3,809 (85%)
Customers	Residential customers	6,062 (92%)
	Small business customers	411 (6%)
	*Living in public housing	313 (5%)
	Top issue for customers in public housing	Credit (36% of issues raised**)
	*Receiving pension/benefits	1,578 (24%)
	Top issue for customers receiving pension/benefits	Credit (31% of issues raised**)
	*ATSI customers	79 (1%)
	Top issue for ATSI customers	Credit (59% of issues raised**)
	*CALD customers	453 (7%)
	Top issue for CALD customers	Billing (36% of issues raised**)

*EWON does not routinely collect demographic information unless it is volunteered by a customer.

** Represents the percentage of all issues raised for this group of customers. Note a customer can raise more than one issue in their complaint.

PRIMARY ISSUES PER REGION

REGION	NO. COMPLAINTS	TOP THREE ISSUES		
Central West	143	Billing 29%	Credit 22%	Customer service 18%
Far West	10	Billing 29%	Customer service 24%	Credit 14%
Hunter	727	Credit 28%	Billing 25%	Customer service 19%
Illawarra	424	Billing 28%	Credit 21%	Customer service 18%
Mid North Coast	175	Billing 25%	Customer service 18%	Transfer 17%
Murray	95	Billing 32%	Customer service 25%	Credit 17%
Murrumbidgee	82	Billing 24%	Transfer 23%	Credit 17%
North West	65	Credit 33%	Billing 29%	Transfer 14%
Northern	98	Billing 22%	Transfer 21%	Credit 18%
Richmond–Tweed	140	Billing 34%	Customer service 16%	Transfer 16%
South Eastern	196	Billing 25%	Credit 23%	Transfer 18%
Sydney Inner	1,629	Billing 36%	Customer service 20%	Credit 15%
Sydney Outer	2,123	Billing 30%	Credit 22%	Customer service 19%
Sydney Surrounds	540	Billing 27%	Credit 22%	Customer service 21%
Other	138	Billing 41%	Customer service 22%	Transfer 14%

INVESTIGATION LEVELS

INDUSTRY	NO. COMPLAINTS	COMPLAINT ENQUIRY	RHL	INVESTIGATION	DETERMINATION
Electricity	4,839	1,917	1,076	1,845	1
Gas	946	336	258	352	--
Water	590	335	103	152	--
Dual fuel	160	49	46	65	--
Non-energy/non-water	50	50	--	--	--

Overview of the period

Complaints statistics for the period 1 July 2007 to 31 March 2008 are consistent with previous periods.

The majority of complaints (92%) were from residential customers and 73% of all complaints were about electricity.

Of the regional areas, we continue to receive a large number of complaints from the Hunter region, which represents 11% of all complaints received.

Change in reporting

We have reviewed the categorisation and reporting of customer complaints to take into account the following:

- significant growth in retail competition complaints
- the move to national regulation of the energy market
- consistency across Australian and New Zealand Energy and Water Ombudsman schemes.

The most significant change is in the way we classify retail competition complaints. This one category has been split into two complaint areas – marketing and transfers.

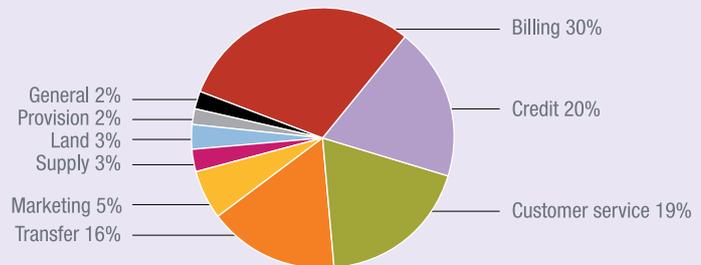
Marketing issues relate to the activities of an electricity or gas retailer seeking to win a new customer. Complaints can include:

- misleading conduct or information, pressure tactics by marketers
- third parties signing contracts thereby canceling the existing account holder's contract/account

Transfer issues relate to the process involved in a customer switching from one retailer to another. Complaints can include transfers in error, delays and contract issues.

FOR THE PERIOD 1 JULY 2007 – 31 MARCH 2008

ALL ISSUES RAISED BY CUSTOMERS



SNAPSHOT OF ISSUES RAISED BY CUSTOMERS

CUSTOMER ISSUE	NO. COMPLAINTS
Billing issues	
High bill or disputed account	1,191
Backbilling	244
Delay in billing or bill not received	215
Estimated account	183
Error with a rebate or concession	76
Common hot water system	45
Disconnection and credit	
Arrears or utility debt	1,062
Facing disconnection for non-payment	610
Disconnected due to non-payment	408
Denied an extension or instalment plan	247
Debt collection or credit listing	246
Marketing	
Misled by marketers	325
Pressured into a signing or agreeing to a contract	115
Non-account holder was approached for consent	80
Transfer issue	
Problems with the contract terms (variation in price, termination fees)	538
Delayed billing or problems with the new billing system	348
Did not consent to the transfer	336
Site ownership or disconnection due to a transfer problem or error	276
Transferred in error	188
Delay in the transfer	179
Not informed about cooling-off rights	112
Transfer request rejected by retailer	27

Sunil's story: no support to help pay first electricity bill

Sunil and his family recently arrived in Australia and had lodged an application for residency. He didn't have a job and was not eligible for income support. He contacted EWON when he couldn't pay his electricity bill and was concerned about disconnection.

Sunil said he didn't realise how much energy would cost. He had received his first electricity bill of \$240 (\$180 was the security deposit) and the company had given him until the end of the month to pay. Sunil contacted a community agency for help and while they provided him with furniture, they could not provide EAPA (Energy Accounts Payment Assistance) vouchers. The agency referred Sunil to EWON.

We contacted the electricity company who reviewed Sunil's account and waived the security deposit. The provider agreed to refer Sunil to their customer assistance program.

As Sunil was also worried about receiving his first gas bill we contacted the gas retailer who also agreed to refer him to their customer assistance program.

We advised Sunil that the security deposit had been waived and we referred him to other community agencies that distribute EAPA.



Switching contracts: what to do if things go wrong

Every year thousands of energy customers transfer their accounts from one retailer to another. In most cases transfers go smoothly, however when things go wrong, customers can experience significant inconvenience.

The following tips for domestic customers may help to avoid problems in changing energy retailers.

How does a contract switch or account transfer happen?

To transfer from one energy retailer to another, you sign a contract with a door-to-door marketer or agree to a contract over the phone. Your new retailer then requests your 'site' (property address) from the market operator. If this happens smoothly, your new retailer will start billing you after the next meter reading. Because the transfer depends on the next meter reading, it could take a few months before your site is transferred and you receive a bill from your new retailer.

Make sure you give the marketer correct information

If a marketer visits your home and you're interested in what they're offering, they may ask to see an energy bill. Make sure you give the marketer a bill from your current address.

The marketer will copy the identification number on the bill (the NMI for electricity and the DPI for gas), and the new retailer will use this to request your site. If the NMI or DPI from an old bill for your previous address is used, then your current address may not transfer. There could be a longer than usual delay for the transfer or the wrong address may transfer.

What if I plan to move house?

Tell the marketer when and where you are moving, as the company might not offer contracts in your new location. If you are moving to an area that the company operates in, you will have to finalise the contract for your current address and enter into another contract for your new address. Generally if you stay with the same retailer, there should not be any charges involved.

Check each bill carefully

If you unexpectedly receive a bill marked 'final' from your current retailer, contact them immediately. This may mean they have closed your account because of a mistaken transfer.

Don't ignore a 'Dear Occupant' letter

If no-one has opened an account at a property but the company that owns the site can see that electricity or gas is being consumed, they will send a bill addressed to the 'occupant', 'resident' or 'customer'.

If the bills remain unpaid but energy continues to be consumed, the company can disconnect supply. So if a 'Dear Occupant' letter is sent to your address, don't ignore it – contact the company to find out why it was sent.

No bill for six months?

If you opened an account or signed a contract but haven't received a bill for some months, contact the company to enquire about the delay. If they can't answer your questions or you still don't receive a bill, contact EWON.

Can I switch to any retailer?

Retailers are not obliged to offer market contracts to customers or to respond to a customer's request for a contract. A retailer may not be able to offer you a contract for a number of reasons:

- The retailer is not marketing to the area where you live.
- The offer is limited to specific groups (for example, only to club members or certain credit card holders).
- If you have a time-of-use or smart meter, the data may not be compatible with the retailer's billing system.

Discuss your specific situation with the retailer before you sign or agree to a contract, as you may be charged a termination fee if you have to cancel it.

An energy retailer cannot refuse to offer you a contract because of your credit history.

Do I need to choose a retailer?

It is important to note that you don't need to enter into a market contract to receive electricity supply. All customers in New South Wales have the right to be supplied with electricity by the standard retailer in their area, under a standard form contract.

Contact the Department of Water and Energy on 1300 136 888 to find out the standard electricity or gas retailers in your area or visit www.dwe.nsw.gov.au

Disconnected in error?

Contact your energy company as soon as possible. They should be able to explain why you've been disconnected. If you can't resolve the situation with the company, contact EWON. If the company has disconnected you by mistake, you can ask about compensation (for example, if you have lost food).

Glossary

NMI (National Metering Identifier) is a unique number which identifies your property for electricity. It is not the same as the electricity meter number. The retailer 'requests your NMI' from the market operator when you sign a contract with them.

DPI (Delivery Point Identifier) is a unique number which identifies your property for gas. It is not the same as the gas meter number.

Energy retailers buy electricity or gas from the distributor and on-sell it to customers. The retailer gets information about a customer's usage via the market operator, not directly from the distributor who reads the meter.

Energy distributors own the poles, wires or gas pipes that deliver supply to customers. They are responsible for reading your meter and sending the usage information via the market operator to the retailer. The distributor disconnects and reconnects customers or sites at the request of the retailer.

Market operators are responsible for managing the sale of electricity and gas in Australia. When a customer signs a contract, the retailer requests the site through the market operator, not directly with the former retailer. The market operator for electricity is NEMMCO (the National Electricity Market Management Company) and the market operator for gas is the Gas Market Company.

Emma's story: disconnected without warning

Emma was at home when the power went off. She had no warning about the disconnection. Emma wasn't sure what had happened, so she went to check the meter. She found her meter had been taped by the energy company.

Emma then went to check her previous bill. She had paid the account but hadn't noticed that her security deposit had been returned.

Emma opened another account with her electricity company and arranged reconnection. She then rang EWON to find out how and why this had happened.

EWON's investigation found that a new retailer had taken Emma's account in error. Emma was surprised this could happen as she hadn't signed anything and hadn't even heard of the new retailer.

It turned out the new retailer had meant to transfer another customer ('John'), but the marketer had made a mistake when they recorded the meter identification (NMI) on John's contract. The NMI the retailer recorded for John was actually Emma's.

This meant that John was billed for Emma's electricity and when he didn't pay the account, Emma was disconnected.

Stephanie's story: confusion when a transfer goes wrong

When Stephanie moved into her new home she contacted her electricity provider, Retailer A, to transfer her account. She received a bill for \$90 which she paid.

Retailer A then sent her a refund for \$90 and a letter apologising for charging her as she wasn't their customer. When Stephanie called Retailer A, they said there had been an error and her property (the 'site') belonged to Retailer B. Stephanie told Retailer A she wanted an account with them and they told her they would fix the problem.

During this time, Retailer B was sending letters to Stephanie's property addressed to the previous tenant. Stephanie rang Retailer B to tell them the tenant had moved on and she had set up an account with Retailer A. Retailer B said they would adjust their records.

Stephanie continued to receive bills from Retailer B addressed to the previous tenant, so she rang EWON for help. Stephanie said she was confused and irritated by the 'lack of clarity' surrounding her account, and asked EWON if she was responsible for the bills sent by Retailer B. She explained she was on a fixed income and she wanted to sort the matter out as it had been going on for months. We advised Stephanie that she was responsible for paying for the electricity she had used, but she was not responsible for the previous tenant's consumption. We then contacted both retailers to establish who owned the site.

Retailer A said their records indicated they had incorrectly noted the NMI number and Stephanie's account was never established. As almost six months had passed, they said they may not be able to retrospectively transfer the account and bill Stephanie. They were prepared to cancel her contract and not charge a termination fee.

Retailer B confirmed they still owned the site and if Stephanie wanted to be their customer she would need to open an account.

We contacted Stephanie and presented the options to her. Stephanie chose to set up an account with Retailer B and with her approval we provided her contact details to the company.

Proposed electricity restructure in New South Wales

With the move to a national energy market and proposed restructure of the electricity industry in NSW, EWON has made various submissions on the need for a strong consumer protection framework for energy consumers.

Given the proposed changes and increases in energy costs, EWON welcomed the NSW Government announcement in April 2008 regarding:

- an increase in the pensioner energy rebate from \$112 to \$130 pa over the next five years
- extension of the energy rebate to include recipients of Carers Allowances, Sickness Allowances and Special Benefits
- introduction of a 'no disconnections policy' for small domestic customers
- an increase in the level of funding for the Energy Accounts Payment Assistance (EAPA) program

EWON will continue to work with retailers, government and community organisations to ensure that there remains a strong commitment to the needs of financially disadvantaged consumers in the context of any changes in the energy industry.

Pictured below (left): EWON staff inspect Gunningbar Weir and Fishway during a visit to State Water's operations in Dubbo, April 2008
(right): EWON participated in a joint Ombudsman stall during O-Week at the University of Sydney, March 2008



Can you afford a leaking toilet?

A few months ago a customer contacted EWON about a high water bill. In the course of investigating the complaint, the customer mentioned their toilet had been leaking. When our investigations officer outlined the possible cost of a leaking toilet (see below), the customer was shocked to learn the cost and amount of water wasted. While it wasn't the only reason for the high bill, the leak was a contributing factor.

What leaking toilets cost

SOURCE: www.yourhome.gov.au

Type of leak	Litres per hour	Litres per year	Cost per year*
Slow leak, barely visible	0.5	4,400	\$3
Leak visible in bowl, no noise	1.5	13,100	\$8
Visible leak, just audible	6	52,600	\$32
Visible leak, constant hissing sound	11	96,400	\$58

*Based on a cost of 60 cents per kL of water

Water saving tips for toilets Fix leaking toilets immediately. You can check for leaks by placing a couple of drops of food colouring or dye into the cistern. If colour appears in the bowl within 15 minutes without flushing, then a leak exists and the system should be repaired. A slow, barely visible leak can waste more than 4,000 litres per year. Visible, constant leaks can waste over 95,000 litres.

If you have an old or single flush toilet, replace it with a 6 litre/3 litre dual flush toilet. If you can't replace your single flush toilet, insert a water displacement device into your tank to save water. You can purchase these from a hardware store or you can make your own by placing a plastic bottle filled with water in the cistern. Make sure the device doesn't obstruct the mechanism and don't use bricks as they can crumble and stop the system working properly.

For more information Visit www.yourhome.gov.au Your Home is a suite of consumer and technical guide materials and tools developed to encourage the design, construction or renovation of homes to be comfortable, healthy and more environmentally sustainable. Your Home is a joint initiative of the Australian Government and the design and construction industries.



Community outreach

EWON's new Community Development Officer

In November 2007 Narelle Brown was appointed Community Development Officer at EWON. Narelle has over 15 years experience as a financial counsellor and consumer advocate, with a particular focus on financial literacy and with post graduate studies in dispute resolution. Prior to EWON, she established a customer hardship program for a major energy retailer.

Since joining EWON, Narelle has made presentations about our services to communities from Airds to Tamworth and has increased EWON's awareness through her links with the community sector. Most recently she has worked with the Office of Fair Trading and the NSW Refugee Health Service.

Narelle is keen to work with community agencies and invites you to contact her regarding presentations or workshops. Phone Narelle direct on (02) 8218 5241 or email narelleb@ewon.com.au

Community agencies and energy retailers roundtable discussion

On 20 February 2008, EWON invited a representative group of community advocates and second-tier energy retailers to a roundtable discussion. The aim of the session was to open communication channels and discuss issues related to customers experiencing financial difficulties.

Advocates voiced similar concerns about:

- access to customer assistance ('hardship') programs
- EAPA (Energy Accounts Payment Assistance) vouchers not able to be paid to some retailers via the post office
- the conduct of some door-to-door energy marketers in providing misleading information and targeting vulnerable customers.

Energy retailers commented that:

- there are insufficient financial counselling services to meet demand, with some customers reporting a six week wait for an appointment
- some customers found it hard to disclose they couldn't pay their bills because of financial problems, which

made it difficult for their staff to suggest their hardship program as an option to appropriate customers.

Both groups documented possible strategies to manage these issues including:

- retailers accepting EAPA vouchers paid at the post office
- ensuring pension and other rebates are carried over when an account is transferred
- training call centre staff to help customers self-identify short, medium or long term financial difficulties
- reviewing the current customer sign-up process to reduce the possibility of people accepting or feeling pressured to accept contracts they do not want or understand.

A detailed summary of the discussion is available in the 'consumer issues' section of our website at www.ewon.com.au

Indigenous Project Officer update on activities

It's been ten months since Rose Gordon joined EWON as the Indigenous Project Officer. In this time Rose has been busy travelling around NSW to promote EWON's services to Aboriginal and Torres Strait Islander communities. Her visits have included:

- La Perouse Aboriginal Community Health Centre
- Macleay Aboriginal Housing Association in Kempsey
- Hoxton Park Community Health Centre
- Tom Foster Community Centre
- Tharawal Aboriginal Corporation
- Good Service forums in Redfern, Broken Hill and Wilcannia
- Aboriginal agencies in Dubbo, Newcastle and Tamworth

Rose says, 'While some of the community workers I've met know about Ombudsman services, people within the communities aren't really aware of the help that's out there.'

Rose will continue to focus on visiting community groups and workers, and welcomes invitations to attend meetings and events.

Phone Rose direct on (02) 8218 5221 or email roseeg@ewon.com.au



Rose Gordon at the recent Good Service Forum in Broken Hill

Important information for community workers

Contacts for customer assistance programs

*For advocates and customers on the program only. Customers enquiring about the program should phone the company's call centre.

AGL Staying Connected	1300 659 925*
Country Energy Country Support	132 356
Integral Energy INpower	9853 6728*
EnergyAustralia EnergyAssist Customers	1300 723 492
Community workers	1300 309 016
Origin Energy PowerOn	1800 626 320
Jackgreen	1300 465 225
TRUenergy direct hardship line	1800 558 643 or 8628 1566

EAPA and Origin Energy customers

Community organisations should ensure that they have the correct address for Origin Energy. EAPA vouchers to pay Origin Energy accounts should be sent to: Origin Energy Services Ltd, Locked Bag 304, Silverwater NSW 1811

Security deposits on new accounts

According to the Independent Pricing and Regulatory Tribunal (IPART), a customer is not required to pay a security deposit if they agree to an instalment or payment plan. Following an EWON submission in October 2006, IPART extended this to include Centrepay arrangements. Therefore customers who set up Centrepay to pay their electricity account are entitled to have the security deposit waived. However, if a customer cancels the Centrepay arrangement within 12 months of connection, the retailer may charge a security deposit.



NOTE: EWON DOES NOT HAVE JURISDICTION OVER ENERGY OR WATER PRICING. THE FOLLOWING INFORMATION ON PRICE INCREASES IS SOURCED FROM IPART (INDEPENDENT PRICING AND REGULATORY TRIBUNAL), VISIT WWW.IPART.NSW.GOV.AU

Electricity price increases for customers on standard contracts

Regulated prices will rise by an average of 8.5% including the effects of inflation for customers of EnergyAustralia and Integral Energy. Customers of Country Energy on regulated retail prices will see an average increase of 4.8%. These increases comply with IPART's determination of retail prices for 2007–2010 which was released in June 2007.

A typical residential customer of EnergyAustralia or Integral Energy on regulated tariffs can expect to pay around \$1.40 to \$1.70 more per week for electricity from July 2008. A typical customer of Country Energy can expect to pay \$0.60 to \$0.80 more per week.

These increases apply only to customers who have not entered into a negotiated retail supply contract and are supplied by their standard retailer – EnergyAustralia, Integral Energy or Country Energy.

Price increases for AGL and ActewAGL gas customers on standard contracts

IPART has determined that average gas prices will increase by \$0.75/GJ (5% increase) for AGL customers in NSW and ActewAGL customers in Queanbeyan and the Capital Region. IPART advised that these price increases arose from special

circumstances relating to securing sufficient supply of gas for the Sydney and ACT market for the winter of 2008. The price increases apply to customers on regulated tariffs only (ie on standard form contracts) and came into effect on 1 April 2008.

Price increases for Sydney Water customers

IPART has released its final report setting out the prices that Sydney Water can charge for water, sewerage and stormwater services for the four years commencing 1 July 2008.

In the first year of the determination, bills for water and sewerage services will increase by \$126 or 17% for households consuming the average amount of 200kL of water a year. This amounts to an increase of \$2.42 a week.

For households consuming 200kL per year, the total bill will increase by \$245 (plus inflation) per year by 2012.

This increase is made up of:

- \$103 for the costs of the desalination plant;
- \$63 for renewal of and additions to existing infrastructure to meet service standards;
- \$60 for improving financial viability; and
- \$19 will be directed to recycled water projects.

Utilities allowance for pensioners

The Utilities Allowance is a federal government allowance designed to help pensioners meet the costs of regular bills such as gas, electricity and water.

It is a non taxable payment and it is not subject to an income or assets test. It is available to people residing in Australia who receive the age pension, Mature Age Allowance (MAA), Partner Allowance (PA) or Widow Allowance (WA).

As of 1 January 2008, the annual rate is \$53.60 per member of a couple and \$107.20 for single people (or members of a couple separated by illness). It is paid in two instalments every six months.

For new applicants, qualification is determined on 20 March and 20 September each year and payable every March and September thereafter.

For more information phone Centrelink on 13 2300 or visit www.centrelink.gov.au



EWON members

ActewAGL
AGL
AGL Victoria
Aurora Energy
Australian Power and Gas
Country Energy
EnergyAustralia
Hunter Water
Independent Electricity Retail Solutions
Integral Energy
Jackgreen
NSW Electricity
Origin Energy
Powerdirect
Red Energy
State Water
Sydney Water
TransGrid
TRUenergy

About EWONews

EWONews is a bi-annual publication of the Energy & Water Ombudsman NSW (EWON)

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Note: names have been changed in case studies for confidentiality reasons.

ABN: 21 079 718 915

Stock No: 1208-0608

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