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EWON Members as at 30 September 2009

ActewAGL
ActewAGL Distribution
AGL
AGL Victoria
Albury Gas Company
APT Allgas Energy
Aurora Energy
Australian Power and Gas
Central Ranges Pipeline
Country Energy
EnergyAustralia
Hunter Water
Independent Electricity Retail Solutions
Integral Energy
Jackgreen
Jemena
Momentum Energy
NSW Electricity
Origin Energy
Powerdirect
Red Energy
Sanctuary Energy
Shoalhaven Water
State Water
Sydney Water
TransGrid
TRUenergy
Wyong Shire Council

From the Ombudsman

As our statistics for the last six months show, an increasing number of customers have contacted EWON to complain about high bills or dispute their account. This is a concern for EWON, as there is often an underlying issue of affordability to such complaints.

For this newsletter, we asked EWON's energy and water members to provide an update on their customer assistance measures. We urge customers, and community and frontline workers on behalf of consumers, to contact their retailer if they have difficulty paying their bills.

If you are unable to resolve a problem with the retailer or you are not satisfied with their response, please contact EWON on freecall 1800 246 545.

What is EWON doing about financial hardship?

EWON responds to the issue of customer financial hardship in a number of ways including:

- providing submissions and reports to key stakeholders such as regulators and government
- engaging and promoting customer assistance programs to frontline community workers across NSW
- organising forums for energy and water providers to discuss customer hardship issues.

EWON's recent forum for energy and water providers, 'The Challenges Ahead', featured speakers from ACOSS, Wesley Mission and the [then] NSW Department of Water and Energy, as well as a mental health consultant. The forum provided participants with the opportunity to discuss ways to further assist customers in financial hardship, particularly in the context of increasing utility prices and a difficult economic climate. Energy and water providers have committed to organising future forums to continue the discussion on customer assistance measures.

The role of financial counsellors

A key part of a customer assistance program is working out an affordable and realistic payment plan for an individual customer. For many customers in financial difficulty, utility arrears are not the only debts they are managing and they have



Clare Petre, Energy & Water Ombudsman NSW and Jim Aitken OAM, the [then] Mayor of Penrith City Council, at EWON's Essential Services Forum in August 2009



EWON Investigations staff at Hume Dam during their recent visit to State Water operations in Albury

their daily needs and those of their family to consider. A report from a financial counsellor can be an integral tool in negotiating a reasonable payment plan with energy and water providers.

Some customers may be hesitant about seeing a financial counsellor, as they are concerned about disclosing their private information or that their financial decisions will be open to scrutiny. It is important to stress to customers that the energy or water provider is not required to know personal information about the customer and the counsellor will only disclose information that is deemed necessary with the prior consent of the customer.

New members

EWON is pleased to welcome five new members to the scheme:

- ActewAGL Distribution
- Albury Gas Company
- APT Allgas Energy
- Central Ranges Pipeline
- Wyong Shire Council

Clare Petre

Clare Petre
Energy & Water Ombudsman NSW

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Customer assistance update

In NSW, there are consumer protection measures in place for energy and water customers. For example, all electricity and gas retailers must offer payment plans to customers facing financial difficulty before they disconnect supply.

Most energy and water companies have customer assistance programs in place to help customers having difficulty paying their bills.

Following is an update on customer assistance programs from some of EWON's energy and water provider members. If information about your supplier is not listed here, contact them to find out more about their customer assistance program.

Country Energy

Country Energy provides an energy answers hotline to help customers manage their energy costs. Customers can access the service during business hours on freecall 1800 ENERGY or 1800 363 749, or by visiting www.countryenergy.com.au/energyanswers to access advice on how to improve energy efficiency in their homes.

Country Energy's Country Support program is available to customers experiencing financial hardship. Country Support has helped more than 15,000 families and businesses since it was launched in 2002. The program offers individual, tailored solutions such as access to financial counselling services and payment options, to help customers manage their household budget.

Customers can be referred to the program by phoning Country Energy on 13 23 56 or by visiting one of their local customer service centres.

EnergyAustralia

EnergyAustralia has extended its customer support and hardship programs, including:

- providing training to contact centre staff to help them identify customers who need extra help
- providing workshops for 150 community workers on customer support programs and energy efficiency advice
- distributing 3,000 energy efficiency kits to targeted community support groups
- sending a guide to energy efficient appliances to community centres, financial counsellors, educators and community agencies
- providing an online bill calculator.

EnergyAustralia has also expanded its program to support No Interest Loan Schemes (NILS) in areas such as the Central Coast, Eastern Sydney, Strathfield, Marrickville and the Northern Beaches.

EnergyAustralia customers can phone 13 15 35 for more information.

Hunter Water

Hunter Water has provided \$50,000 to the Hunter No Interest Loan Schemes (NILS). NILS aims to provide people on low incomes with affordable credit to purchase energy and water efficient appliances such as washing machines, fridges and freezers. Loans for essential medical equipment can also be applied for and are at the discretion of the Loans Committee.

Access to the scheme is provided through a number of neighbourhood centres in the Hunter region. The average loan amount is \$800 with the repayments normally tailored to suit the individual's circumstances and set from \$15 to \$30 per fortnight. The loan periods are between 12 to 18 months depending on the amount borrowed.

Hunter Water's contribution will help Hunter residents on low incomes to buy water efficient washing machines and thereby help them to reduce their water bills.

Hunter Water also offers direct assistance to customers experiencing financial difficulties.

Hunter Water customers can phone 1300 657 657 for more information.

Integral Energy

Since its inception in 2004, INpower has assisted 20,159 Integral Energy customers stay connected. Customers on this program are provided with individually tailored payment plans and receive free advice on how to manage their electricity usage.

In late 2005, Integral Energy implemented measures to bring their approach to hardship into line with industry best practice. This included:

- allowing more customers to be enrolled in INpower by increasing the number of case managers
- training all frontline staff to identify customers in hardship and broadening the criteria for internal referrals to INpower
- promoting INpower to community welfare organisations
- introducing incentive payments where customers keep to their payment plans
- making Centrepay available to customers.

In 2008/09, Integral Energy entered into 258,763 payment arrangements on accounts. In addition, 9,973 residential customers were assisted under INpower. Disconnection rates have reduced by 70% over the last four years (from 11,401 in 2005/06 to 2778 in 2008/09), meaning less than 0.5% of Integral Energy customers were disconnected.

Integral Energy welcomes referrals from community organisations. Community workers can call a dedicated number (02) 9853 6728 to discuss a customer's needs.

Origin Energy

Power On, Origin Energy's customer assistance program, can help customers better understand their energy use which can lead to more affordable bills.

The aim of the program is to work with customers so they are able to afford their future energy usage. In 2008/09, 485 customers in NSW participated in Power On.

Origin is currently developing partnerships with several community organisations to provide the following services:

- Energy audits – auditors are trained in various aspects of financial/budget counselling and can provide energy advice, as well as guidance with existing support programs and financial literacy.
- Hospital financial counselling – to assist families whose finances are impacted by illness. With this program, Origin funds a financial counsellor, generally located in the oncology unit of a children's hospital.

For more information visit <http://www.originenergy.com.au/1594/Power-On-program> or phone 13 24 61.

Shoalhaven Water

Shoalhaven Water is the largest local government water utility in NSW outside the Sydney Basin and supplies services to approximately 49,000 water connections. The latest National Performance Report has Shoalhaven with one of the lowest annual residential water consumptions, and the lowest typical residential water bill.

Shoalhaven has high unemployment and a population with lower than average incomes. Shoalhaven Water's customer assistance program includes:

For Pensioners:

- Pensioner Concession Card holders are entitled to a concession (up to an annual cap for water/sewerage services) and 365 day interest free period to pay accounts

For all customers:

- A Payment Assistance Scheme which provides \$25 vouchers for emergency assistance
- A water leak assistance policy
- Payment extensions
- Access to Centrepay
- Free onsite water audits
- Quarterly water accounts with detailed information about water consumption and comparison trends
- Rebate programs
- A tap re-washer program (to commence shortly)

Shoalhaven Water customers can phone 4429 3214 for more information.

Sydney Water

As a result of the economic climate, increasing numbers of Sydney Water customers require financial and water saving assistance to pay their accounts. There are indications of current growth in demand for Sydney Water's Payment Assistance Scheme (PAS) vouchers. Sydney Water is responding by:

- Providing specialised training for customer services staff dealing with vulnerable customers. The training will focus on issues such as customer embarrassment, communication characteristics of people with an intellectual disability and mental health issues, and negotiation of effective payment arrangements.
- Developing targeted community strategies to inform key customer groups about assistance. There will be a focus on informing services (eg job seeker agencies) who support at risk groups about Sydney Water programs, and engaging stakeholders with specialised access to clients to distribute information on Sydney Water's behalf.
- Increasing support for community sector agencies. Sydney Water has recently made available \$25,000 in sponsorship to support financial counsellors' outreach to clients. Sydney Water will monitor demand on community resources and examine ways to assist agencies in meeting their training, information and technology needs.

For more information community workers can contact: Michael Woodfine, Customer Assistance Program Leader michael.woodfine@sydneywater.com.au

State Water

State Water is NSW's rural bulk water distributor with teams operating from regional centres throughout NSW. State Water takes a fair and reasonable approach in the collection of water debts. Any information provided by customers in the process of settling their water accounts is confidential. To be eligible for a deferred payment plan longer than three months a customer must satisfy one or more of the following conditions:

- receive direct benefits from the Commonwealth Exceptional Circumstances Scheme
- receive benefits under a State operated drought or other natural disaster relief scheme
- be suffering conditions arising from a drought of record and have no carryover water or access to other water
- be experiencing conditions that create a direct and significant impact on his/her ability to pay water charges.

State Water customers are required to provide documentary evidence to substantiate their eligibility. Customers wishing to negotiate payment terms can phone State Water on 1300 662 077.

IMPORTANT INFORMATION ABOUT GOVERNMENT REBATES FOR NSW CUSTOMERS

The NSW Government recently made changes to the Energy Rebate and Life Support Rebate. This includes increases to some rebates for customers on life support at home, including dialysis machines.

Information sheets have been provided with this newsletter or you can visit: www.industry.nsw.gov.au/energy

The NSW Government has also announced that it will introduce a new Medical Energy Rebate from 1 January 2010. More information will be included in the next issue of EWONews.

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Case studies: focus on hardship

Problems paying your bill?

If you are having problems paying your electricity, gas or water bill, there are options available.

Firstly, talk to your supplier to discuss payment options. Ask them about their customer assistance program and agencies that distribute emergency assistance vouchers.

If you are a pensioner, ensure your pension card details have been recorded on your account and you are receiving the appropriate rebate.

If you are disconnected or can't get reconnected, or you are unable to negotiate an affordable payment plan with your supplier, contact EWON on freecall 1800 246 545.



Family's gas supply reconnected and retailer offers customer assistance program

Lucy relies on her pension income to support six children, one with cerebral palsy. She contacted EWON after her gas supply was disconnected for non-payment of \$255 arrears. Lucy offered to pay \$130 that day and \$100 the next day, however the retailer refused her offer and requested the full amount upfront plus \$80 for the reconnection fee.

Lucy explained to EWON that because her finances are tight, she usually waits for the final disconnection notice to arrive before paying the bill, however she didn't receive the second reminder notice.

We discussed Lucy's account with the retailer who confirmed that Lucy usually pays on the final notice. The retailer acknowledged Lucy's difficult situation and subsequently offered to reconnect her supply after hours without any upfront payment or fees. The retailer also suggested that Lucy may want to join their customer assistance program.

We advised Lucy that the retailer would reconnect her supply and she accepted the offer to join their assistance program.

Customer in financial hardship faces water restriction

Mary received a second restriction warning from her water supplier due to \$350 arrears owing on her account. Mary contacted the water supplier and said she could pay \$50 towards her account, though a payment was also due on her mortgage. The water supplier did not accept Mary's offer and she contacted EWON for help.

Mary explained that she had a number of bills to pay and had already sought EAPA assistance for her energy bills. We explained to Mary that a similar scheme operated for water and provided her with the names of agencies that distributed Payment Assistance Scheme (PAS) vouchers. Mary said she would contact the agencies while we spoke to the water supplier.

EWON contacted the water supplier and discussed Mary's situation. The supplier acknowledged Mary was in financial hardship and offered a payment plan of \$20 per fortnight.

Mary accepted their offer and said she had made an appointment to seek PAS assistance.

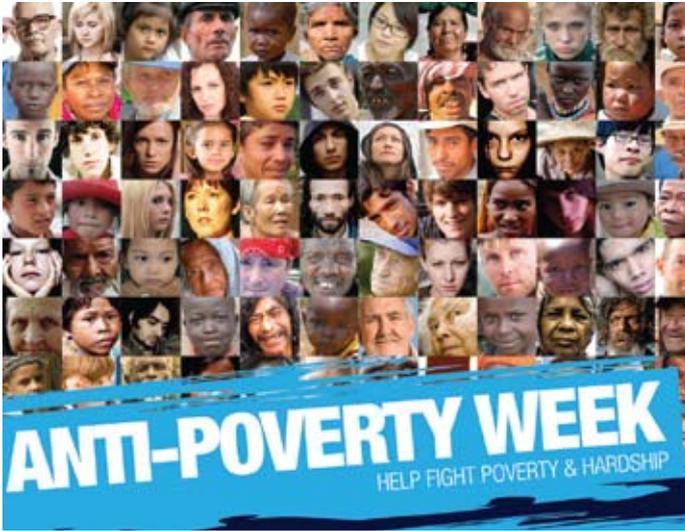
Customer switches retailer and finds himself in debt

John asked EWON for help as he was facing legal action from his new retailer, because he could not pay the \$2451 owing on his electricity account.

John told the retailer he was a sole parent and he could only afford to pay \$40 per fortnight, however the retailer asked him to pay \$50 to \$100 per week. He approached a community agency for help and they referred John to EWON.

John told EWON he felt pressured by the energy marketer who would not leave until John signed the contract. The marketer told John their company was cheaper and better for the environment however they only sent him two bills, which were both higher than what he was paying with his original retailer. Moreover, when John signed the contract he agreed to regular payments towards the account. John did not realise the payments had not gone through and ended up in debt.

We contacted the retailer who suspended debt recovery action on John's account. The retailer agreed to John's offer to pay \$40 per fortnight towards his debt. John switched his account back to his original retailer.



Anti-Poverty Week and Penrith forums

In the past few months EWON has hosted two forums for advocates and frontline workers in community and government organisations. In August we held a forum in Penrith and most recently, in October, we hosted a forum on the Central Coast as part of Anti-Poverty Week. Both forums featured topics on affordability, emergency assistance, energy and water saving information, consumer issues and EWON's services.

Feedback from participants from both forums was positive and encouraging, and we appreciate workers' suggestions for future topics. If you have suggestions you wish to add, or would like to book a presentation for your group, please phone Narelle Brown, Community Development Officer at EWON on (02) 8218 5241 or email narelleb@ewon.com.au

Aboriginal Project Officer update

Rose Gordon, EWON's Aboriginal Project Officer, continues to travel across NSW to visit Indigenous communities and promote awareness of EWON's services. In September, Rose travelled to Nowra, Peak Hill and Wellington along with other Good Service members from NSW complaint handling agencies and Ombudsman schemes. Most recently, Rose visited Aboriginal services and communities in Bourke, Walgett, Brewarrina, Coonamble and Dubbo. Key areas of interest for community workers included emergency assistance, switching retailers and energy contracts. Rose can be contacted on (02) 8218 5221 or roseg@ewon.com.au



Can a third party establish an account in a customer's name? Not in this case.

EWON was contacted by Mike, a tenant who had a private lease arrangement in which it was agreed his rent included electricity.

After a few months Mike had a disagreement with his landlord about what the rent included, and he took the matter to the Consumer, Trader and Tenancy Tribunal (CTTT). The CTTT ruled that Mike was to pay a daily occupation fee which included \$10 towards electricity.

During his final weeks at the property, Mike received a letter from the electricity retailer asking him to pay a security deposit. Mike contacted the retailer to question the letter and the retailer advised him that the landlord had asked for the account to be transferred into his name. Mike said he hadn't authorised the transfer but the retailer told him that a third party (such as a real estate agent or landlord) was able to open an account on behalf of a tenant, and he would have to pay the bill. When Mike moved into his new property, he found the retailer had transferred a debt of \$280 from his previous address. Mike contacted a tenant's advocate who referred him to EWON.

Our investigation revealed that the landlord had failed to send the retailer the complete court order from the CTTT. In fact, the landlord had not forwarded the retailer the information that noted Mike's rent included a payment for electricity. The retailer reversed the charges on Mike's account and transferred the debt back to the landlord's account.



Pictured above – Speaker Laurie Maher, CEO, Coast Shelter at EWON's Anti-Poverty Week forum on the Central Coast.

Pictured below – Speakers at EWON's forum in Penrith, from left: Steve Dooley, Integral Energy; Alexia Stav, Industry & Investment, Energy Branch; Michael Woodfine, Sydney Water; Clare Petre, Energy & Water Ombudsman NSW; Susan Read, Department of Environment and Climate Change; Meredith Walker, Financial Ombudsman Service

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Complaint statistics

Overview

EWON recorded a 30% increase in closed cases in the last six months compared with the previous period (6513 cases up from 5016 cases).

The majority of complaints continue to be about electricity, however complaints about gas have almost doubled and in this period represented 22% of industry complaints (up from 15% in the previous period).

While billing has always been a primary reason for complaints to EWON, billing issues currently represent 40% of all issues raised by customers. This is a significant proportion which has been steadily increasing over the last twelve months.

Credit-related complaints have also risen. Most significantly:

- the number of customers who faced or experienced disconnection increased 22% to 863 complaints
- the number of customers complaining about debt collection or a credit listing increased 44% to 359 complaints.

EWON has been working closely with retailers to address particular issues such as delayed billing, debt collection practices and disconnection processes, which have contributed to the increase in complaints in the last six months.

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

ABBREVIATIONS

ATSI: Aboriginal or Torres Strait Islander

CALD: culturally and linguistically diverse

FOR THE PERIOD 1 APRIL 2009 – 30 SEPTEMBER 2009

SNAPSHOT OF COMPLAINTS

Overall	Total complaints closed	6513
Companies	Complaints about retailers	5805 (89%)
	Complaints about distributors	510 (8%)
Customers	Residential customers	6180 (95%)
	Small business customers	291 (4%)
	Living in public housing*	262 (4%)
	Top issue for customers in public housing	Billing (37% of issues^)
	Receiving pension/benefits*	1341 (21%)
	Top issue for customers receiving pension/benefits	Billing (32% of issues^)
	ATSI customers*	60 (1%)
	Top issue for ATSI customers	Credit (57% of issues^)
	CALD customers*	230 (4%)
	Top issue for CALD customers	Billing (44% of issues^)

* EWON does not routinely collect demographic information however it is recorded if offered by the 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

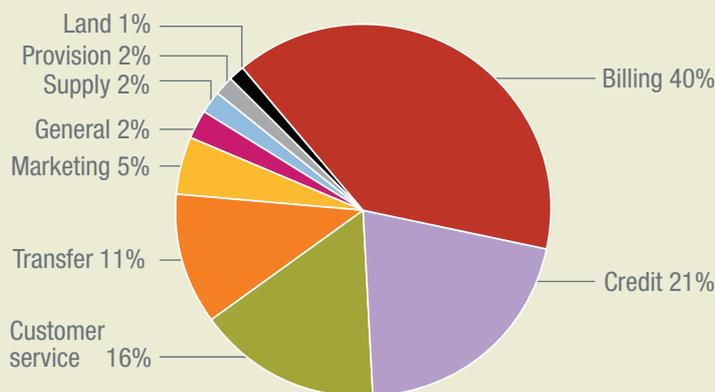
REGION	NO. COMPLAINTS	TOP THREE ISSUES		
Central West	157	Billing 35%	Credit 19%	Customer service 19%
Far West	3	Billing 67%	Provision 33%	
Hunter	571	Billing 37%	Credit 27%	Customer service 15%
Illawarra	388	Billing 34%	Credit 20%	Customer service 15%
Mid North Coast	147	Billing 27%	Transfer 17%	Customer service 15%
Murray	102	Credit 35%	Billing 34%	Customer service 11%
Murrumbidgee	80	Billing 31%	Credit 25%	Customer service 20%
North Western	51	Credit 40%	Billing 32%	Customer service 10%
Northern	68	Billing 28%	Marketing 19%	Transfer 17%
Richmond-Tweed	78	Billing 39%	Credit 16%	Transfer 15%
South Eastern	171	Billing 33%	Credit 23%	Customer service 14%
Sydney Inner	1816	Billing 47%	Customer service 18%	Credit 15%
Sydney Outer	2279	Billing 39%	Credit 23%	Customer service 15%
Sydney Surrounds	467	Billing 32%	Credit 25%	Customer service 17%
Other (non-NSW)	135	Billing 42%	Transfer 13%	Marketing 12%

INVESTIGATION LEVELS

INDUSTRY	NO. COMPLAINTS	COMPLAINT ENQUIRY	RHL	INVESTIGATION	DETERMINATION
Electricity	4496	2004	999	1493	0
Gas	1419	409	484	526	0
Water	401	287	59	55	0
Dual fuel	136	48	43	45	0
Non-energy/non-water	61	61	0	0	0

FOR THE PERIOD 1 APRIL 2009 – 30 SEPTEMBER 2009

ALL ISSUES RAISED BY CUSTOMERS



SNAPSHOT OF ISSUES RAISED BY CUSTOMERS

COMPLAINT ISSUE	NO. COMPLAINTS
Billing complaints	
High bill or disputed account	1392
Delay in billing or bill not received	330
Estimated account	257
Backbilling	189
Error with a rebate or concession	48
Common hot water system	20
Disconnection and credit complaints	
Arrears or utility debt	860
Facing disconnection for non-payment	512
Debt collection or credit listing	359
Disconnected due to non-payment	351
Denied an extension or instalment plan	202
Marketing complaints	
Misled by marketers	305
Pressured into signing or agreeing to a contract	71
Non-account holder approached for consent	47
Transfer complaints	
Problems with the contract terms (variation in price, termination fees)	358
Did not consent to the transfer	213
Delayed billing or problems with the new billing system	206
Account transferred in error	152
Disconnected in error due to transfer or site ownership issues	141
Delay in the transfer	90
Not informed about cooling-off rights	78
Transfer request rejected by retailer	17

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:** failure to respond, incorrect advice, poor attitude/service
- Marketing:** conduct by marketers, misleading information, pressure, 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



Pictures: (top) Narelle Brown, EWON's Community Development Officer presenting to an Italian community group in Bexley; (middle) Narelle Brown presenting to trainee financial counsellors; (below) one of the 'Wraps With Love' produced by EWON staff volunteer knitters

Electricity pricing submission

Since our last newsletter, EWON has made a number of submissions on key issues affecting energy and water customers in NSW. EWON's submission to the Independent Pricing and Regulatory Tribunal's *Review of regulated retail tariffs and charges for electricity 2010-2013*, highlighted our concerns about the impact of future price increases, particularly on low income and disadvantaged customers who are already struggling to pay recent utility increases. Our concerns also included:

- **Misleading conduct by marketers.** In spite of a decline in marketing activity over the last three years there remain some unacceptable marketing practices which continue to result in complaints to EWON. Misleading conduct to encourage customers to sign a market contract can include comments by marketers that create customer confusion about the different roles of distributors and retailers, and the proposed sale of the state owned retailers.
- **Customers not being well informed prior to switching.** In some cases customers agree to switch retailers however find themselves worse off because they have not fully understood the terms of their new contract. For example, the customer finds the new payment arrangements do not suit their financial situation.
- **Price shock for customers in financial difficulty.** EWON is concerned about the effect of price shock on consumers, in particular low income and vulnerable customers. Our submission suggests that consideration could be given to varying the timing of the determination to reduce price shock for this group of customers. For example, a December introduction would separate the retail price rise from the Network price increase and avoid the new price levels impacting immediately on winter heating bills.
- **Extension of energy rebate to all Health Care Card holders.** In our submission we highlighted this as a key additional customer assistance measure for low income and disadvantaged consumers.
- **High level of disconnections.** We expressed our concern at the high level of electricity and gas disconnections in NSW. We are regularly contacted by customers with large, unmanageable arrears who have been disconnected or are facing disconnection for non payment.

As well as the above submission, EWON contributed two submissions to the Ministerial Council on Energy on the subjects of Smart Meters and the draft national legislation for small retail gas customers. EWON's submissions are available at www.ewon.com.au

About us

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.

Contact EWON

FREECALL	1800 246 545*
	Monday-Friday, 9am-5pm
FREEFAX	1800 812 291
FREEPOST	Reply Paid K1343 Haymarket NSW 1239
EMAIL	omb@ewon.com.au
WEBSITE	www.ewon.com.au
INTERPRETER	131 450
TTY/VOICE	133 677 (National Relay Service)

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

About EWONews

EWONews is a bi-annual publication of the Energy & Water Ombudsman NSW (EWON)
Editorial enquiries: news@ewon.com.au
Note: names have been changed in case studies for confidentiality reasons.
ABN: 21 079 718 915
Stock No: 1636-1109



Energy & Water
Ombudsman NSW

www.ewon.com.au



EWON's Annual Report 2008-2009 was released on 17 November 2009. EWON finalised a record 10,520 complaints, an 18% increase from the previous year.

The primary reason for customer complaints was billing, with EWON recording 5547 cases which involved a range of billing issues. Of these cases, 2278 customers disputed their account or complained their bill was too high.

There were 2908 credit-related complaints, where customers could not afford to pay their bill, or they were facing disconnection or disconnected from essential services.

Visit www.ewon.com.au to view the report or phone (02) 8218 5250 to request a printed copy.