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Companies within EWON's jurisdiction (as at 30 September 2013)

Energy Distributors

ActewAGL Distribution	Endeavour Energy
Albury Gas Company	Envestra NSW
APT Allgas Energy	Essential Energy
Ausgrid	Jemena
Central Ranges Pipeline	TransGrid

Energy Retailers

ActewAGL	GoEnergy
AGL	Lumo Energy
Aurora Energy	Momentum Energy
Australian Power & Gas	Origin Energy
Click Energy	Powerdirect
Country Energy	QEnergy
Diamond Energy	Red Energy
Dodo Power & Gas	Sanctuary Energy
EnergyAustralia	Simply Energy
ERM Power Retail	WINenergy

Water Distributors & Retailers

AquaNet	Sydney Water
Gosford City Council	Veolia Water Solutions & Technologies
Hunter Water	Flow Systems
Shoalhaven Water	Wyong Shire Council
State Water	
Sydney Desalination Plant	

Ombudsman's report

2012/2013 Annual Report: 45% increase in complaints to EWON

EWON saw another significant increase in complaints in 2012/2013: we closed 36,373 cases, up 45% on last year, which recorded a 43% increase itself.

Our statistics and case studies show that people are experiencing problems across all categories in larger numbers than ever before. Billing issues (in particular disputed high bills), affordability-related credit issues, and customer service problems dominated complaints this year. We also saw significant rises in account transfer and marketing complaints.

The ongoing issue of energy affordability underlying many of the complaints received is of great concern to EWON. This year we continued our work assisting people directly to resolve acute affordability-related problems with their energy suppliers. But we also recognise that national, practical solutions are required to address the issue of energy affordability longer term, and, to this end, we were pleased to co-host the National Energy Affordability Roundtable this year.

Alongside rising levels of hardship, some retailers imposed stricter credit policies and ramped up debt recovery activities. This led to increases in complaints where people had been contacted by debt collectors (up 50%) or credit default listed (up 57%).

Heightened competition within the energy market led to significant growth in transfer-related issues for customers. These complaints increased by 85% in 2012/2013 as more people attempted to take up new energy offers and switch suppliers. (See page 4 for more on transfer issues.)

But there are some grounds for optimism looking ahead. The 1 July energy price rise was significantly lower than in previous years, giving consumers some relief, and the decision by the three major retailers to end door to door marketing should result in reduced marketing complaints. We



are also hopeful that the National Energy Affordability Roundtable recommendations will lead to improvements for energy consumers, in the short term and the longer term.

National Energy Affordability Roundtable

In April this year we were very pleased to partner in hosting a national energy affordability forum bringing together key stakeholders including industry, government, the community sector, academia and energy ombudsmen across Australia.

The forum and its report have begun an important national discussion about energy affordability. We look forward to working towards achieving practical solutions through complementary and coordinated partnerships as we move into 2014. (See page 2 for more on the Roundtable.)

New EWON members

We welcome the following new members to EWON:

Click Energy (Apr 2013)

ERM Power Retail (May 2013).

Clare Petre
Energy & Water Ombudsman NSW

NATIONAL ENERGY AFFORDABILITY ROUNDTABLE 2013

As energy prices have risen, many households and small businesses across Australia have faced mounting pressure in managing their electricity and gas bills. This pressure has been driving up rates of disconnection, and a growing number of energy customers report that they are experiencing financial hardship. EWON has been very concerned about this and in April 2013 we partnered with the Australian Energy Ombudsmen, the Energy Retailers Association of Australia (ERAA) and the Australian Council of Social Service (ACOSS) to host the National Energy Affordability Roundtable in Sydney.

Attended by industry, government, community sector representatives, energy ombudsmen, academics and the Australian Energy Regulator, the objective of the Roundtable was to develop practical solutions for assisting the growing number of customers who are struggling to afford energy bills to stay connected to essential energy services.

The report on outcomes from the Roundtable makes key recommendations for action to be undertaken by stakeholders in partnership. Proposals for government include a national review of energy concessions, rebates and emergency relief programs to identify the most effective measures for helping consumers and to achieve national consistency. The report also calls for government to collaborate with retailers to simplify bills and to transfer customers' rebates when they switch suppliers.

A number of industry initiatives around issues such as customer communication are also recommended to be undertaken with support from government-led consumer education about the competitive energy market. This would assist households to make informed decisions about energy offers and take advantage of cost-saving options.

The report was presented by the NSW Minister for Energy and Resources to COAG's Standing Committee on Energy and Resources in May 2013. We look forward to working in partnership with industry, government and the community sector to progress the report recommendations and to address energy affordability for energy consumers in the year ahead.

Read the report at www.ewon.com.au



BREAKOUT DISCUSSIONS AT THE ROUNDTABLE EVENT

Understanding the new energy laws in NSW: What happens when a fixed term contract ends?

The new energy laws require a retailer to obtain the customer's "explicit informed consent" to any market contract. This is relevant both to the start of a new contract, and to what happens when a contract with a fixed term ends.

In the past, retailers were able to send customers a letter as the end of the term drew near, asking them to contact the retailer to advise what they wanted to do. If the customer did not reply, the retailer could automatically roll over the customer for another term of the contract. This is no longer possible.

Under the new laws, retailers must now make contact with the customer between 20 and 40 business days (4-8 weeks) prior to the end of a contract. They must advise that the current contract is about to come to an end, and advise the customer of their available options, which include:

- entering into a new fixed-term market contract with this retailer, at new rates with an early termination fee (ETF)
- switching to a standard retail contract with this retailer at standing offer prices, which may be higher, but with no ETF

- switching to the standard retailer (ie EnergyAustralia, Origin Energy or AGL) for a standard retail contract at the rate set by IPART
- switching to any other retailer of choice (EWON recommends comparing offers at www.energymadeeasy.gov.au*)
- doing nothing – but this may eventually result in supply being disconnected.

If the customer does nothing, the retailer will place them on a deemed customer retail arrangement, at the retailer's standing offer prices, which may be higher than the market contract rates. This is only a temporary arrangement which applies to both "move-in" customers and "carry over" customers who are consuming energy without having a current retail contract with any retailer.

The retailer will contact the customer again asking them to make contact to open an account. If the customer does not do so, the retailer may disconnect supply in accordance with the regulations.

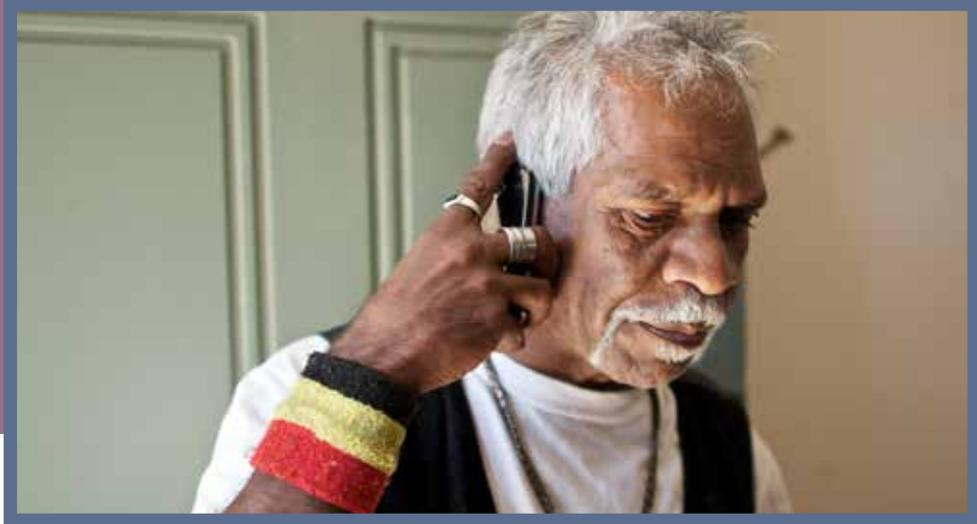
*The Australian Energy Regulator's free, independent comparator website

Before renewing a contract:

- Use the 4-8 week period of notice to re-evaluate your options and select the best deal for your circumstances.
- Compare your current retailer's market offer with other offers available to you by visiting: www.energymadeeasy.gov.au*
- Compare like with like – check all the rates applicable and whether the prices are including or excluding GST.
- Check the length of the contract – are you likely to move during this period? This may result in an early termination or move-out fee.
- Confirm what the discount is calculated on. Does it apply to the whole bill or just the energy usage?
- Check if there is a discount for paying on time and consider if you can realistically benefit from this.
- If you have solar panels, check whether a new retailer will pay a feed-in tariff, as this is not compulsory for panels installed after the closure of the NSW Solar Bonus Scheme in April 2011.

“This is not the rate the marketer said I’d be charged for my power.”

EWON customer



CASE STUDIES:

Switching issues

As the retail energy market has become more competitive, households are switching retailers to take advantage of energy offers they anticipate will reduce their power bills. EWON is seeing growing numbers of consumer complaints relating to switching. While some of the problems reported occur as part of the account transfer process (see page 4 for more on transfer issues), others arise later when billing has commenced and, later again, when a contract expires. Complaints about billing commonly arise when customers do not receive the discount they were expecting or when a rebate is not applied to their account, or when their tariff changes. These case studies show some typical examples and how they were resolved.

Pensioner rebate not applied and part of the discount seems missing

Through a third party, Catherine signed up to a market offer for her gas and electricity that offered a 12% discount. However, when her bill arrived she found that only a 6% discount was applied and her pensioner rebate hadn’t been applied at all, though she had provided her pension details when she signed up. She raised the matter with her retailer, who advised that the promised 12% discount would be applied to her account, but then the new bill arrived still without the rebate and with only a 9% discount applied. Catherine’s advocate contacted EWON for assistance.

Our discussion with the retailer revealed that Catherine’s contract entitled her to a 3% discount on the electricity rate and two separate discounts – of 3% and 6% – for payment on time. The total 12% discount had been applied to the bill,

but the layout was somewhat confusing as each component of the discount was shown on a separate page of the bill. The retailer also advised that they did not have Catherine’s pension details but agreed to backpay the rebate on receipt of that information.

We advised Catherine’s advocate that the rebate would be credited on her next bill and explained how to read the bill to see how the discount is applied.

Disconnection notice issued for an amount promised as credit

When Fenton signed up for a new dual fuel account, he was told he would receive \$100 credit towards his first bill. He never received the discount so he contacted the retailer, who said they would sort it out. He then received a disconnection notice for \$100 and spoke to the retailer again. They assured Fenton they would fix the problem and advised him his account was at \$0, but then he received another disconnection warning for \$100. Fenton decided to contact EWON for help.

We spoke to the retailer who confirmed that the account was paid in full and that Fenton was not at risk of disconnection. They also explained that the \$100 credit promised was applied some months earlier, but acknowledged that this was not readily apparent from the bills and that it was reasonable for the customer to be confused. Given this, the retailer offered to apply a \$100 credit as a customer service gesture and said they would stop the incorrect disconnection notices from being sent out.

Pay on time discount not applied

Lance set up a direct debit payment with his electricity retailer, with the amount due to be deducted automatically by the due date. Under his contract, Lance was entitled to a discount for on time payment. When his most recent bill for \$410 was issued, \$378 was automatically paid

from Lance’s account, with the \$32 adjustment representing his discount for payment by the due date. But the \$32 remained on his account and he received an overdue notice.

The same thing had happened with Lance’s previous bill and he had had to call the retailer to get the discount credited back to his account. So Lance called to have the account corrected again, but despite repeated attempts he couldn’t get through to a customer service representative and was left on hold. Lance then contacted EWON.

We spoke to the retailer who acknowledged there had been an ongoing billing issue affecting Lance’s account. They said they hoped to have it resolved by the time his next bill was due and they credited his account for the discount plus \$20 offered as a customer service gesture.

Customer’s first bill doesn’t reflect rate offered by the marketer

A door to door marketer from retailer Alpha approached Lois and offered her a better dual fuel deal than her current retailer, Beta, was providing. She agreed to sign up, but was later approached by a representative from Beta who offered Lois a better deal again, which she accepted.

Lois later received a bill from Alpha, which applied a different rate from what the marketer had offered. She contacted the company, who said she had been billed correctly and that she would be charged \$178 in early termination fees if she wanted to cancel her gas and electricity accounts.

Lois came to EWON for help. We noted her complaint about misleading marketing for reporting to the member and regulator. We also explained that Lois was bound to the contract she had signed, even if the rate differed from what the marketer told her, as it is the customer’s responsibility to check the terms and conditions when signing up. We then advised her that market contracts typically contain a clause allowing them to increase their rates at any time. Lois accepted this information and transferred back to Beta.

4

Complaint statistics

33%

INCREASE IN COMPLAINTS ABOUT DEBT COLLECTION & CREDIT LISTING

120% RISE

IN COMPLAINTS CONCERNING TRANSFER-SITE OWNERSHIP

Complaints about transfer issues rose by 86% in the 2012/2013 financial year as retailers increased marketing activity and more households took action to switch retailers. This upward trend continued through April-September 2013, which period saw a 120% rise in complaints about site ownership and a 65% rise in complaints concerning transfer in error.

In a number of cases where people had their accounts transferred in error – which occurs as a result of a mistake in the transfer process, such as the wrong meter number being recorded – they did not realise the transfer had occurred until their electricity or gas was disconnected for non-payment of an account they didn't know existed. Whether or not the transfer error results in disconnection, it is an inconvenience for affected customers to have to resolve the issue.

We were also concerned to see an 36% increase in transfers without consent from the April-September period. In many cases these transfers resulted from marketers signing up non-account holders or customers who thought they were just agreeing to receive information about an offer rather than agreeing to a contract.

28%

DECREASE IN COMPLAINTS ABOUT DOOR TO DOOR MARKETING

Overview of complaints:

EWON has experienced another round of increases in complaints in this reporting period. Complaints were up 17% on the previous six months, in line with our forecast for 2013/2014.

1 April – 30 September 2013

From April to September 2013, EWON finalised 21,241 cases, a 17% increase from the previous 6 month period. Again, electricity complaints dominated, accounting for 81% of total complaints, however, gas and dual fuel complaints increased at a higher rate (31% and 23%, respectively).

We noted significant increases in transfer-related complaints as increased switching activity occurred. We were also concerned to see affordability-related complaints rise further: we received 31% more complaints where the customer had been disconnected, 32% more where a payment plan was denied and 33% more complaints about debt collection and credit listing. More positively, marketing complaints eased during the period following a reduction in door to door marketing by retailers.

SNAPSHOT OF CUSTOMER ISSUES 1 APRIL – 30 SEPTEMBER 2013

	Oct 2012– Mar 2013	Apr 2013– Sep 2013	% change
Billing			
High bill or disputed account	3932	3534	-10%
Tariff	1585	1873	+18%
Opening/closing account	1112	1501	+35%
Error	1117	1538	+38%
Billing delay	1044	1118	+7%
Transfer			
Site ownership or disconnection in error due to transfer	896	1974	+120%
Problems with the contract terms (variation in price, termination fee)	1452	1466	+1%
Did not consent to the transfer	892	1213	+36%
Transferred in error	462	764	+65%
Credit			
Debt collection or credit listing	1267	1682	+33%
Arrears or utility debt	1414	1661	+17%
Facing disconnection for non-payment	1033	1181	+14%
Disconnected due to non-payment	637	836	+31%
Denied an extension or payment plan	357	470	+32%
Marketing			
Misled by marketers	630	547	-13%
Pressured into signing or agreeing to a contract	235	189	-20%
Non-account holder approached for consent	120	128	+7%

SNAPSHOT OF COMPLAINTS 1 APRIL 2013 – 30 SEPTEMBER 2013

Overall	Total complaints closed	21241
Customers	Residential customers	19970 (95%)
	Small business customers	1107 (5%)
	Living in public housing*	404 (2%)
	Receiving pension/benefits*	3254 (15%)
	Aboriginal or Torres Strait Islander customers*	43 (<1%)
	Culturally and linguistically diverse customers*	339 (2%)

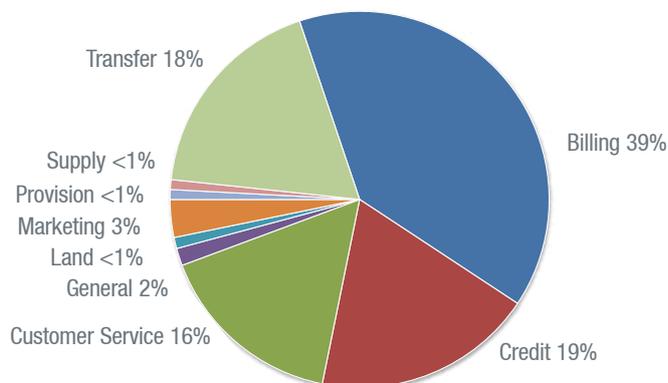
*EWON does not routinely collect demographic information, however, it is recorded if offered by the customer.

COMPLAINTS BY INDUSTRY

Industry	Provider type	Oct 2012– Mar 2013	Apr 2013– Sep 2013	% change
Electricity	Retailer	14053	16230	+15%
	Distributor	613	648	+6%
	Exempt Retailer	41	43	+5%
	Other*	262	282	+8**%
Gas	Retailer	1850	2402	+30%
	Distributor	46	88	+91%
	Other*	9	6	-33%
Dual Fuel	Retailer	725	905	+25%
	Other*	3	2	-33%
Non-energy/non-water	Other*	55	49	-11%
Water	Retailer	357	431	+21%
	Distributor	113	142	+26%
	Exempt Retailer	0	1	+100%
	Other*	13	12	-8%
Total		18140	21241	+17%

*Non provider specific, out of jurisdiction

ALL ISSUES RAISED BY CUSTOMERS



HOW WE CATEGORISE COMPLAINT ISSUES

Note: there may be more than one issue raised per complaint

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/non-water related, contractors

COMPLAINTS BY COMPANY* 1 APRIL 2013 – 30 SEPTEMBER 2013

LEGEND: NSW RETAIL CUSTOMER BANDWIDTH

- Above 1 million customers
- 500,001 to 1 million customers
- 100,000 to 500,000 customers
- under 100,000 customers

Energy Retailers	No. complaints
ActewAGL	177
AGL	3719
Aurora Energy	3
Australian Power & Gas	998
Click Energy	28
Country Energy	1172
Diamond Energy	2
Dodo Power & Gas	67
EnergyAustralia*	6122
Jackgreen (suspended from market)	35
Lumo Energy	523
Momentum Energy	59
Origin Energy*	5960
Powerdirect	127
QEnergy	27
Red Energy	169
Sanctuary Energy	162
Simply Energy	5

Energy Distributors	No. complaints
ActewAGL Gas Distribution	1
APT Allgas	1
Ausgrid	272
Endeavour Energy	185
Essential Energy	182
Jemena	85
TransGrid	3

Water Distributors/Retailers	No. complaints
Essential Energy**	9
Gosford City Council	7
Hunter Water	68
Shoalhaven Water	5
State Water	6
Sydney Water	415
Wyong Shire Council	11

There were no complaints received about Albury Gas Company, AquaNet, Central Ranges Pipeline, Envestra NSW, Flow Systems, GoEnergy, Sydney Desalination Plant, Veolia Water Solutions & Technologies or WINenergy.

*TRUenergy complaint data has been rolled into EnergyAustralia and Integral Energy complaint data has been rolled into Origin Energy.

**Essential Energy is a water provider for Broken Hill customers only.

EWON's recent outreach activities

OUT AND ABOUT ACROSS SYDNEY & NSW

Since February 2013 EWON has been involved in the fortnightly Redfern Wrap Around Service at Redfern Community Centre. With organisations including Centrelink, Housing NSW, Medicare, NSW Fair Trading, Mission Australia, Legal Aid and many others participating, people can come to Wrap Around for assistance with sorting out a wide range of issues such as: tenancy concerns, paying off fines, Centrelink payments and changes, Health-Care plans and onward referral, general referral to other services, and birth certificates and identification. The Wrap Around days have been very successful and the local Aboriginal community has benefited from having convenient access to all the represented services under the one roof.

EWON also participated in two other major community events designed to bring together government and non-government agencies, businesses and community volunteers on the one day and at the one location: Sydney Homeless Connect and Coast Connect. Through these events we were able to deliver our free service to people in the inner Sydney and Central Coast areas who are experiencing homelessness, at risk of homelessness or otherwise doing it tough.

Our interagency outreach program saw EWON visit regional areas of NSW too. Along with the Good Service Mob we held forums for Aboriginal communities in Kempsey, Port Macquarie, Taree and Forster-Tuncurry. These forums were well attended and community members told us they received relevant and helpful information about electricity, gas and water issues.

Once again, feedback from consumers and communities we spoke with showed that billing issues are the dominant concern, followed by credit issues, including payment difficulties, disconnection and debt, and transfer of accounts. Some outcomes of our consumer engagement through outreach included billing adjustments, amendments of credit default listing, establishment of payment plans and acceptance into retailer hardship programs.

BRING YOUR BILLS DAYS

Over the past few years our Community Development Officer has provided presentations to culturally and linguistically diverse communities in Blacktown, often working with interpreters to provide information about EWON, customer assistance programs and energy efficiency.

At these presentations we have found that a number of community workers and consumers need EWON's assistance to resolve their energy and water billing issues. To meet this need, EWON ran a pilot series of four Bring Your Bills Days at SydWest Multicultural Services in Blacktown in August. Working with Tamil, Hindi, Nepali, Dinka, Juba Arabic, Dari and Farsi interpreters, EWON investigation officers had face to face appointments with customers to explain their bills, discuss problems and to work to correct errors with energy and water retailers.



EWON PRESENTED TO SALVATION ARMY COMMUNITY WORKERS



EWON STAFF AT DISABILITY FORUM

Positive outcomes for customers we met with included having rebates applied to their bills, getting billing errors corrected and resolving transfer issues. Because of a lack of knowledge of EWON, limited knowledge of the energy and water industries as well as language difficulties, these customers would not have contacted their provider or accessed our assistance on their own, and we are very grateful to SydWest Multicultural Services for their work in facilitating this important outreach initiative.

Due to the success of the pilot in reaching migrant and refugee clients to assist them with their energy and water issues, EWON has been invited to run a monthly Bring Your Bills day, which we look forward to starting in January 2014.

EVENT LISTING

Do you want to meet EWON at an outreach event? You can access an online listing of upcoming events EWON will be hosting and/or attending at www.ewon.com.au.

BOOK EWON FOR YOUR EVENT

Would you like to organise for EWON to participate in a community event or initiative or to give a presentation? If so, please contact Narelle, our Community Development Officer, at narelleb@ewon.com.au.

ENERGY AND WATER ISSUES: YOUR QUESTIONS ANSWERED

WHILE WE ARE out and about in the community, we receive many questions from advocates and community workers about energy and water matters. In this issue, we answer some of those questions raised recently at outreach events.

Can a retailer refuse to accept a customer?

Standard retail electricity and gas suppliers (ie AGL, EnergyAustralia and Origin Energy) are required to supply any household or small business located within their supply district under a standard form customer supply contract if a customer chooses them as their supplier. Non-standard retailers, however, are not under any obligation to offer a customer a supply contract.

How often is there actually an error, eg a billing error or a meter reading error or a faulty meter, when a customer disputes a high bill?

While billing and meter reading errors do occur, more often than not EWON finds that disputed bills appear accurate and that a high bill can be explained by increased usage – due to seasonal factors, a new appliance or additional people in the home, for example – price rises or backbilling following underestimated readings or a billing delay. Meter

faults, which consumers commonly suspect when they receive a high bill, are very rare. When a meter is faulty, it is more likely to ‘run slow’, which results in under-recording rather than over-recording of energy consumption.

Nonetheless, if a customer is concerned that their bill is not accurate, they should contact their supplier to raise the issue, check that any previous payments and rebates have been applied and ask for an explanation of the charges.

Do water providers disconnect supply?

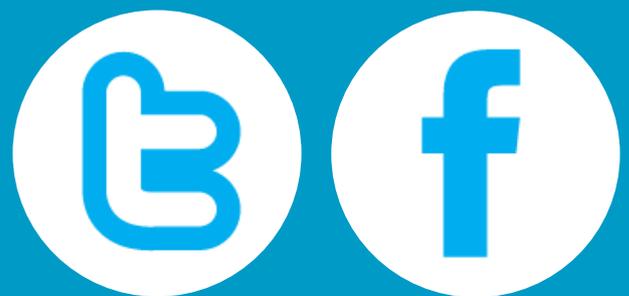
The water supply to a property may be either restricted or, in rare circumstances, completely disconnected as a last resort by water providers when the customer has an outstanding debt. When a customer’s water supply is restricted, a disk is placed in their meter to limit the water available to the property while allowing a minimum flow for “health and hygiene purposes” – this flow should be sufficient to refill a toilet cistern after approximately an hour. As water accounts are in the name of the property owner, issues can arise for tenants if, for example, the owner hasn’t paid the bill. Tenants should raise water issues with NSW Fair Trading or a Tenants Advice and Advocacy Service.

Got a question we can answer? Email news@ewon.com.au

ENGAGING PACIFIC ISLAND COMMUNITIES

In planning community engagement we identify communities that may need assistance or who have not been accessing EWON. In consultation with the NSW Council of Pacific Island Communities and other stakeholders it emerged that there was little awareness of EWON and contact from this group, yet many energy and water issues were being raised with community agencies at the coalface.

EWON, NSW Ombudsman and NSW Fair Trading decided to hold a forum in Campbelltown in June 2013 to engage with community workers, advocates and elders in the Pacific Island community to provide information and to survey this group about better engagement with their community. The NSW Housing Appeals Committee also joined this forum. We received very positive feedback from the participants and look forward to continuing our engagement with Pacific Island communities.



Connect with EWON

For the latest news, tips, and links to resources for energy and water consumers, follow EWON on Twitter and like us on Facebook. If you have a comment, perspective or information to share, we’d also like to hear from you.

Find us at:

www.twitter.com/ewonsw

www.facebook.com/ewonsw

KEEP CONSUMPTION DOWN THIS SUMMER WITH THE HOME POWER SAVINGS PROGRAM

As the temperature rises, so can power bills as households try to keep cool. But by taking action now to make the home more energy efficient, consumers can save money and avoid summer bill shock. The NSW Government's free Home Power Savings Program (HPSP) offers eligible households free help in assessing their energy usage and making changes to improve efficiency.

The program includes:

- A free, in-home Power Assessment by an energy expert who will show householders how much power they are using and advise the best ways to reduce their power use
- A free Power Savings Kit of energy efficient products installed by the energy expert during the assessment, including:
 - door snakes and draught-proof strips for windows to improve insulation
 - energy efficient light bulbs

- a water efficient showerhead and tap aerator to reduce water consumption and water heating costs
- a shower timer and a thermometer to monitor temperature and adjust appliances to optimal settings
- a stand-by saver power board with a built-in surge protector

- A free Personalised Power Savings Action Plan to remind householders about what they can do to stop losing money on their power bill.

To be eligible for the program, householders must be on a hardship assistance plan with their energy retailer OR live in government or community housing OR hold a Pensioner Concession or Health Care Card OR hold a Department of Veterans Affairs Gold card, White card or Pensioner Concession Card.

Call 1300 662 416 now to book a free, in-home Power Assessment.



About EWON

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.

We can help customers with a range of problems including:

- high bills, disputed accounts
- debts, arrears
- negotiating affordable payment plans
- problems getting reconnected
- disconnection/restriction of supply
- opening/closing accounts
- energy marketing practices
- market contracts or switching retailers
- reliability or quality of supply

Contact EWON

Freecall 1800 246 545*

Monday–Friday, 9am–5pm

*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 we will call you back.

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