



Energy & Water
Ombudsman NSW

Free Energy and Water Training

For community workers



The Public Interest Advocacy Centre (PIAC) is an independent, non-profit law and policy organisation, dedicated to providing legal help to the most vulnerable and disadvantaged people in our community.

Visit us online: piac.asn.au

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

Visit us online: ewon.com.au

The Energy & Water Ombudsman NSW (EWON) and the Public Interest Advocacy Centre (PIAC) have joined together to deliver a unique energy and water workshop tailored for community workers. These workshops aim to help community workers understand the energy and water industries and how they can assist clients experiencing difficulties.

Request a workshop

If you would like to organise a workshop for your staff please contact us via email at community@ewon.com.au

Enquiries

Please contact Narelle Brown on 8218 5241, narelleb@ewon.com.au or Thea Bray on 8898 6520, tbray@piac.asn.au

The training covers

- Understanding the energy and water sectors
- Case studies describing common problems and how they may be resolved
- How to choose an energy contract and make sense of fees and discounts
- Energy and marketing scams, and how to stop door to door sellers
- Affordability issues and what help is available for customers struggling to pay their energy and water bills
- Referral points, vouchers and assistance programs
- Eligibility for energy rebates including life support and medical rebates
- Access to hardship programs and other initiatives
- How to negotiate with providers on your clients behalf and more.