



Energy & Water
Ombudsman NSW

Energy & Water Bill Support Day

Blacktown

First Friday of every month



The Energy & Water Ombudsman will be available at SydWest Multicultural Services each month to assist residents and small businesses in the Blacktown area. Specialist staff from the Energy & Water Ombudsman NSW will be available to:

- provide a bill review to help you understand billing, including the various charges
- check your eligibility for energy and water and medical rebates
- help to resolve energy and water complaints
- negotiate with your retailer to resolve contract issues, establish payment plans and organise rebates
- provide tips on how to reduce energy and water consumption.

Bookings are essential

Please phone SydWest Multicultural Services on **02 9621 6633** to book an interview time.

Please inform us if you require an interpreter.

SydWest
Multicultural Services
Connecting cultures. Building community.

Where

SydWest Multicultural Services,
Level 2, 125 Main Street
Blacktown, NSW 2148

When

Starting 4 February 2022
continuing on the first Friday
of every month thereafter

Telephone only
appointments available
from 9am – 3pm

What to bring

- Concession cards
- Copy of latest or past energy and water bills if available
- Letters from retailers (if any)

ALL WELCOME

**You can contact EWON to make
an energy or water complaint.**

☎ 1800 246 545 🌐 ewon.com.au
✉ @complaints@ewon.com.au

✉ Reply Paid 86550, Sydney South NSW 1234
Level 11, 133 Castlereagh Street, Sydney

To speak to EWON using an interpreter, contact the Translating and Interpreting Service (TIS) on 131 450. People who are deaf, hearing impaired or who have a speech impediment can contact EWON through the National Relay Service on 133 677.