



Energy & Water
Ombudsman NSW
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Media release

Energy & Water Ombudsman NSW

Monday 13 November 2017

Energy & Water Ombudsman NSW to assist people experiencing affordability issues in Wagga Wagga, Griffith and Narrandera

The Energy & Water Ombudsman NSW will hold Bring Your Bills days for consumers in Wagga Wagga, Griffith and Narrandera between 15 and 17 November.

The Energy and Water Ombudsman NSW, Janine Young, said affordability is a key issue for people in the Murrumbidgee region*.

“Affordability issues, payment difficulties, increasing debt and disconnection of supply factored in 25% of complaints we received from the region in the 2016/2017 financial year, compared to 21% for all of NSW,” Ms Young said.

EWON will be joined by Revenue NSW, Legal Aid Work Development Orders, NSW Fair Trading, NSW Environment & Heritage, Aboriginal Legal Service, Financial Counsellors, Anti-Discrimination Board, Energy Account Payment Assistance (EAPA) providers and more.

“Customers can also get help setting up payment plans, having rebates applied to their account if eligible, accessing emergency payment assistance and dealing with outstanding fines and legal issues. As a result, a large bill may become manageable,” Ms Young explained.

People should bring along current and past energy and water bills, any letters from their retailer, their Centrelink Health Card if they have one and any concession cards.

“We find that meeting with customers face-to-face makes a big difference to everyone involved and often leads to problems being resolved much quicker than they would otherwise be,” Ms Young explained.

EWON will also be holding a forum for community workers in Wagga Wagga as part of its annual Anti-Poverty Week activities. The forum aims to raise awareness of energy and water issues and the assistance available for people in hardship. It will feature speakers from the NSW Office of Environment and Heritage, the NSW Department of Planning and Environment, Revenue NSW, as well as a panel of energy experts.

“I am really looking forward to talking to customers and community workers to find out more about the issues people in the region are facing,” Ms Young said.

All events are free and include lunch.

Event details:

Anti-Poverty Forum

Where: Commercial Club, 77 Gurwood St, Wagga Wagga

When: Tuesday 14 November 2017 10.00 am – 3.00 pm – morning tea and lunch provided

Bookings are essential. Please email community@ewon.com.au or call 02 8218 5241 to reserve a place.

Wagga Wagga Bring Your Bills Day

Where: Tolland Community Centre, 41 Bruce Street Tolland Wagga Wagga

When: Wednesday 15 November 2017, 10.00 am – 3.00 pm

BBQ lunch provided

No bookings necessary.

Griffith Bring Your Bills Day

Where: Dave Taylor Park, When: 13 Snaith Place Griffith

When: Thursday 16 November, 10.00am - 3.00pm

BBQ lunch provided

No bookings necessary.

Narrandera Bring Your Bills Day

Where: Narrandera TAFE, 54-68 Elwin Street Narrandera

When: Friday 17 November, 10.00am - 3.00pm

BBQ lunch provided

No bookings necessary.

** EWON's Murrumbidgee reporting region includes the following Local Government Areas: Carrathool, Coolamon, Cootamundra–Gundagai, Griffith, Hay, Junee, Leeton, Lockhart, Murrumbidgee, Narrandera, Temora and Wagga Wagga.*

To arrange an interview with the Ombudsman or request high resolution images, contact:
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