



Energy & Water
Ombudsman NSW



Media Release

24 July 2018

Face to face support available for residents experiencing energy and water issues

The Energy & Water Ombudsman NSW (EWON) will partner with the City of Canterbury Bankstown and Metro Assist to hold a Bring Your Bills Day in Campsie, to assist local residents having difficulties with their energy and water accounts and related issues.

Customers of Sydney Water and energy retailers AGL, EnergyAustralia, Lumo Energy, Origin Energy, Simply Energy and Red Energy, will be able to meet with their providers face to face to discuss their energy problems. Customers of other retailers will be offered assistance through EWON.

A range of community organisations and government agencies will also be at the event to support residents, including: Revenue NSW for help with outstanding fines, Legal Aid, Disability Services, Australian Hearing for free hearing tests, Energy Account Payment Assistance (EAPA) providers, Centrelink, Service NSW, NSW Fair Trading, NSW Trustee and Guardian, Office of Environment and Heritage, Ability Links, Australian Taxation Office, Southern Sydney Tenants Advice and Advocacy Service, Greek Orthodox Community of NSW, Lebanese Muslim Association, Diversity Services, FACS Housing and the Australian Energy Regulator, Metro Assist and Canterbury Bankstown Council.

The Australian Energy Market Operator's Chief Executive, Anne Pearson, will attend the event between 10am and 12pm.

"The Bring Your Bills Day will act as a one stop shop, providing practical support for people experiencing issues with electricity, gas or water. Staff from energy and water retailers and EWON will listen to customers' concerns, review their bills, and try and resolve issues – on the spot if possible. We can also refer people to government agencies and community organisations for support with other issues such as legal or financial problems," the Energy & Water Ombudsman NSW, Janine Young, said.

EWON was approached about holding a Bring Your Bills Day by when residents repeatedly sought their help with escalating energy bills. City of Canterbury Bankstown Mayor Khal Asfour said energy affordability is a significant issue for local residents.

"Increased living costs is a real concern for many families across Canterbury-Bankstown, particularly in regard to rising electricity costs," Mayor Asfour said.

“Our Council is very happy to support this initiative, which provides local consumers with information and choices on switching between electricity retailers.”

Residents can get help setting up payment plans, having rebates applied to their account if eligible, accessing emergency payment assistance vouchers and dealing with outstanding fines and legal issues.

Bring along current and past energy and water bills, any letters from retailers, Centrelink Health Cards if applicable, and any other concession cards.

Where: Orion Centre, 155 Beamish Street, Campsie

When: Wednesday 1 August 2018

Time: 9 am to 3pm

For more information visit ewon.com.au/events

Media contact details

EWON

Mia Lauzé, Manager Communications

0408 602 503

mial@ewon.com.au

City of Canterbury Bankstown

Lauren Tesolin, Media Advisor

9707 9993