



Affordability the biggest energy issue for Dubbo residents

The majority of complaints received by the Energy & Water Ombudsman NSW (EWON) from Dubbo residents are about payment difficulties, high bills and disconnection or restriction of supply.

“Affordability remains a challenge for many consumers and the trend in Dubbo is consistent state-wide, with a growing number of customers seeking EWON’s assistance when they can’t pay their bills” said the Energy & Water Ombudsman NSW, Janine Young.

Four out of the five main issues people contacted EWON about in the last quarter of 2015 were related to problems paying their bills, accounting for 56 per cent of total complaints received from Dubbo. The good news is that complaints from the area fell by more than 50 per cent during 2015.

Ms Young has a key piece of advice for consumers and small business owners.

“Call your retailer and make sure you’re getting the best deal you can. Chances are if you are on a standard market contract, you’ll be paying more than you need to - and if you’re having trouble paying your bills and can’t work out a suitable arrangement with your supplier, call EWON on 1800 246 545.”

Ms Young will be visiting Dubbo and Bourke between 4 and 7 April to meet with government and community representatives and to explore opportunities to support energy efficiency initiatives in remote communities. While she is in Dubbo, Ms Young will be meeting with the NSW Rural Financial Counselling Service and Centacare.

“This trip to Dubbo will give me the opportunity to listen to the community and learn more about the issues they’re facing,” Ms Young said.

EWON provides a free, independent dispute resolution service for all electricity and gas customers and some water customers in NSW. EWON has information about rebates, payment plans, switching retailers and can provide advice about billing problems, high bills, how to save energy and much more.

For larger images, more information or to arrange an interview with the Ombudsman, contact:

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