



## Media release

Energy & Water Ombudsman NSW

26 SEPTEMBER 2017

### Energy and water retailers join EWON to assist people in Western Sydney

An Energy & Water Assistance Day will be held in Mt Druitt on 5 October 2017 to help customers in Western Sydney who are having difficulties with their energy and water accounts and related issues.

The new initiative involves the Energy & Water Ombudsman NSW (EWON) extending its partnership with community and government services to include energy and water providers.

The Energy & Water Ombudsman NSW, Janine Young, encourages people to take advantage of this opportunity to meet their retailer and EWON staff to receive one-on-one support.

“EWON runs an extensive community engagement program and 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 be joined by AGL, EnergyAustralia, Lumo Energy, Origin Energy, Red Energy, Simply Energy, Sydney Water, Legal Aid, Revenue NSW, and Energy Account Payment Assistance (EAPA) providers the Salvation Army and SydWest Multicultural Services.

“The Assistance 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 - then and there 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.

Customers can also 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. As a result, a large bill may become manageable.

Customers 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.

**Where:** The Mt Druitt Hub Community Centre, Level 1/9 Ayres Grove, Mt Druitt

**When:** Thursday 5 October 2017

**Time:** 10am to 3pm

For more information visit [ewon.com.au/events](http://ewon.com.au/events)



Energy & Water  
Ombudsman NSW  
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