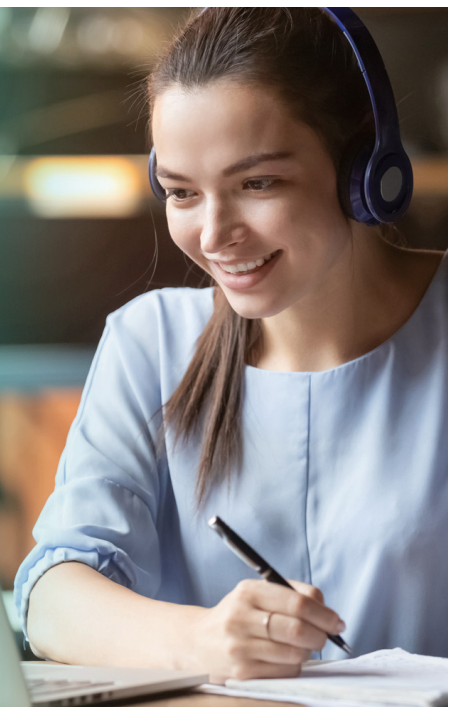




Energy & Water
Ombudsman NSW
Free, fair and independent



Free online information sessions

Energy & water issues

The Energy & Water Ombudsman NSW (EWON) provides a free, fair and independent dispute resolution service for all electricity and gas customers in NSW, and some water customers.

EWON can provide free online information sessions on consumer energy and water issues tailored to your needs and audience.

Request a presentation

If you would like to organise a presentation for your community event or seminar please email community@ewon.com.au

Enquiries

Please contact Evrim Gunce on **0487 067 952** or evrimg@ewon.com.au

Our presentation topics can include:

- Dealing with energy and water providers
- How to lodge a complaint with EWON
- Types of complaints investigated
- Statistics relevant to your audience
- Case studies describing common problems and how they can be resolved
- Customer assistance programs
- Current energy rebate information
- Energy Accounts Payment Assistance (EAPA Scheme)
- Water Payment Assistant Scheme (PAS)
- Energy and water saving tips
- Energy marketing scams
- Information and resources for Culturally and Linguistically Diverse communities
- Q&A session

Follow us on social media or check out our website for factsheets, tips, tricks and lots of other useful resources.



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

1800 246 545 ewon.com.au
[@complaints@ewon.com.au](mailto: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.