



Energy & Water
Ombudsman NSW

We're investigating your complaint



Who are we and what do we do?

The Energy & Water Ombudsman NSW provides a free, fair and independent dispute resolution service for all electricity and gas customers in NSW, and some water customers. We will work with you and the provider to resolve your complaint.

We've opened a case and an Investigations Officer will now investigate your complaint.

Please take the time to read this information about our investigation process. If you have any questions, ask your Investigations Officer.

How long does it take?

We will contact you at least once every two weeks while the investigation is underway to update you on our progress. We complete our investigations as quickly as possible. Most investigations are resolved within 90 days. Less complex investigations are resolved faster.

Making a payment on your account

It is important that you:

- pay any outstanding amount you owe the provider that is not the subject of your complaint; and
- pay new bills issued during our investigation.

Please let us know if you are not able to pay your account. We can help.

It is important for you to monitor your account, bills and any correspondence you receive during our investigation and let us know if there's anything you're concerned about.

We may close an investigation if:

- you refuse to make a payment in relation to an undisputed amount
- you're not experiencing serious affordability issues and appear to be using our investigation to avoid payment.

Small business customers must continue to pay business accounts.

Resolving your complaint

All complaints are different and the outcome will be based on the information we receive from you and your provider, and what is fair and reasonable having regard to laws and codes and good industry practice. Some common resolutions include a detailed explanation, a refund or goodwill gesture, or an apology. If you're satisfied with our investigation, we'll confirm with you in writing. We'll also notify the provider and close our file.

What happens next?

We will discuss your complaint with your provider. We ask your provider to supply us with information including account records, claim files, copies of bills or letters.

We provide 14 days for you and your provider to respond to our requests for information.* In some cases, we may also seek independent advice.

We review all of the information provided and analyse all records and data we receive. We will contact you during the investigation to keep you informed. Please consider any information we provide and suggestions we make.

*For embedded network complaints, timeframes may vary.



What if I'm not happy with the outcome or EWON's service

We try to resolve complaints by reaching an agreed outcome between you and the provider, but this isn't always possible.

You don't have to accept the resolution we propose. If you aren't satisfied, tell us why and let us know if you have any additional information or suggestions.

We will complete a thorough review of the complaint and provide you with a verbal assessment of the investigation. If you accept our assessment, the complaint will be closed. If you don't accept our assessment we'll confirm it in writing

for your review. You will have a final opportunity to respond.

Once we review your response, if the matter remains unresolved, and we don't think there is a basis to continue to investigate, we will decline to investigate further. In this situation, we'll confirm this in writing.

If you are not satisfied with the handling of your case, speak to your Investigations Officer. If you are still not happy, ask to speak to an Investigations Manager. Our Complaints about EWON policy is available on request and is on our website.

What can you expect from us?

We provide a trusted and professional service. You can expect us to handle your complaint efficiently, independently and fairly. We'll be respectful, empathetic and polite.

We'll keep you updated at least every two weeks and will respond to your telephone calls, emails and letters promptly. We'll openly and genuinely consider your questions or concerns and will explain the decisions we make.

What we expect from you

We ask that you respond to us in a timely manner. We also expect you to treat our staff in a respectful and polite manner.

Improving our service

From time to time, we conduct surveys to measure and evaluate our service. We may disclose your information to a reputable customer satisfaction research company to carry out customer satisfaction surveys. If you do not want us to disclose your information for this purpose, please let us know.



PRIVACY: We're committed to protecting your privacy. Please visit ewon.com.au for details of our Privacy Policy.



Make a complaint or enquiry

Freecall	1800 246 545* Mon - Fri, 9am - 5pm
Freefax	1800 812 291
Freepost	Reply Paid 86550 Sydney South NSW 1234
Interpreter	131 450
TTY/Voice	133 677
Online	ewon.com.au
In person	Level 11, 133 Castlereagh St, Sydney, NSW 2000

* If you are calling from a mobile phone, let us know and we will call you back.

Procedural fairness

We comply with the principles of procedural fairness and ensure that before making a decision, you are given the opportunity to respond to the information we have considered.

Staying in touch

Please contact us any time during our investigation. If the Investigations Officer handling your complaint is not available, they will call you back as soon as possible. If it's urgent, someone else will be able to help you.