



Energy & Water  
Ombudsman NSW  
Free, fair and independent

# We're investigating your complaint



**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.**

We will work with you and your provider to resolve your complaint.

EWON expects all parties to cooperate reasonably with the common goal of resolving your complaint. All parties should engage with each other and EWON in a way that is transparent, respectful and cooperative.

**We've opened a case for you and a Dispute Resolution Officer will now investigate.**

**If you have any questions about our process, ask your Dispute Resolution Officer.**

## How long does it take?

We complete our investigations as quickly as possible and will contact you at least once every two weeks to update you. Most investigations are resolved within 45 days. More complex complaints can take longer.

## Making payments on your account

It is important that you:

- pay any amount you owe that is not the part of your complaint
- pay new bills received during our investigation. Let us know if you cannot pay your account, we can help.
- keep track of your account and any bills or 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 on your account.

Small business customers must continue to pay business accounts.

## What happens next?

We will discuss your complaint with your provider and review account records, claim files, copies of bills and letters.

- You and your provider must respond to our requests for information within 14 days
- In some cases, we may seek independent advice
- We will contact you during the investigation to keep you informed
- Please consider any information we provide and suggestions we make.

## Resolving your complaint

All complaints are different, and the outcome will be based on the information from you and your provider. We consider what is fair and reasonable with regard to laws, codes and good industry practice. 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, notify the provider and close our investigation.

# Not happy with the outcome or EWON's service?

We try to resolve complaints by reaching an agreed outcome, but this isn't always possible.

You don't have to accept our resolution. If you aren't satisfied, tell us why and provide any additional information or suggestions.

We will complete a thorough review and provide you with a verbal assessment. If you accept this, we'll close the complaint.

If you don't accept it, we'll confirm in writing and you will have a final opportunity to review and respond.

If we don't think there is a basis to continue, we will decline to investigate further and will confirm this in writing.

If you are not satisfied with the handling of your case, speak to your Dispute Resolution Officer. If you are still not happy, speak to a Dispute Resolution Manager. Our [Complaints about EWON policy](#) is available on our website .

## What can you expect from us?

We provide a confidential and professional service. We will 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 engage with us in a respectful and timely manner. If we are unable to maintain contact with you, we may close an investigation.

We expect you to treat our staff in a respectful and polite manner at all times.

## Improving our service

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



**PRIVACY:** We're committed to protecting your privacy. Please visit [ewon.com.au](http://ewon.com.au) for details of our Privacy Policy.



## Stay in touch

Contact us any time during our investigation. If your Dispute Resolution Officer is not available, they will call you back as soon as possible. If it's urgent, someone else will be able to help you.

## Make a complaint or enquiry

<b>Freecall</b>	1800 246 545* Mon - Fri, 9am - 5pm
<b>Online</b>	<a href="http://ewon.com.au">ewon.com.au</a>
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>In person</b>	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.