

Tips for resolving complaints

- 1 If you have a problem with an infrastructure entity, contact them and explain your situation.
- 2 If the staff member you are speaking to can't help you, ask to speak to a senior staff member.
- 3 If the problem is not fixed, visit **ewon.com.au** to submit a complaint online, or call us on 1800 246 545.

How to contact us

Freecall	1800 246 545* Mon – Fri, 9am – 5pm
Freepost	Reply Paid 86550 Sydney South NSW 1234
Interpreter	131 450
TTY/Voice	133 677
Online	ewon.com.au
In person	Call us and we can arrange an appointment

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



Energy & Water
Ombudsman NSW
Free, fair and independent

Concerns about renewable energy infrastructure?

Talk to us.



Do you have hearing or speech difficulties?

Contact us through the **National Relay Service** on **133 677**.

Keep in touch

Follow us on social media for updates on renewable energy infrastructure issues as well as information on managing your account, saving energy and water, rebates and assistance programs and more.



- ✓ Free
- ✓ Fair
- ✓ Independent

Freecall 1800 246 545 ewon.com.au

About us

The Energy & Water Ombudsman NSW (EWON) provides free, independent and informal dispute resolution services to landholders and community members directly impacted by renewable energy infrastructure development.

We can't stop or delay renewable energy infrastructure projects; we work to ensure the correct processes have been followed.

We can assist you with:

- actions by infrastructure entities that affect your property
- unsatisfactory community engagement
- land access and agreements
- conduct of contractors working for infrastructure entities
- the Strategic Benefit Payments Scheme.

If we can't help we will refer you to the most appropriate organisation who can assist you.

We work towards a fair and reasonable outcome for all parties – we are not a consumer advocate, nor do we represent government or industry.

How we help with your complaint

We listen to what you have to say so we can work out the best way to assist you. We can:

- provide independent advice before or after you contact the infrastructure entity
- arrange for a senior staff member at the infrastructure entity to contact you directly about your complaint
- negotiate an agreed outcome between you and the infrastructure entity
- resolve your complaint through investigation.

The Ombudsman can make a decision to resolve or dismiss a complaint.



Having problems with your bills?

EWON can also help with:

- high and estimated bills
- disconnection or restriction of supply
- affordability issues including debt collection and credit listing
- reliability or quality of supply (including claims for compensation)
- connection or transfer issues
- managing your account.

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Find more at:
ewon.com.au/renewable-energy-infrastructure



We can give you information about:

- emergency payment assistance
- payment plans, access to affordability programs and Centrepay
- energy and medical rebates