



Energy & Water
Ombudsman NSW
Free, fair and independent

Have you got an irrigation-related complaint?



EWON manages complaints about water supply issues within NSW's five statutory irrigation corporations:

- Coleambally Irrigation
- Jemalong Irrigation
- Murray Irrigation
- Murrumbidgee Irrigation
- Western Murray Irrigation

Irrigators and community members can access EWON's **free, fair and independent** assistance for issues with irrigation corporations including **billing, affordability, metering, customer service and land access.**

Who can make a complaint?

- **Irrigation corporation customers** who have a Water Entitlement or Water Delivery Contract.
- **Community members** (e.g. neighbours) who are impacted by irrigation corporation operations and/or irrigation infrastructure.
- **Small businesses** - as defined in EWON's Charter as a business with less than 20 full time equivalent employees or an annual turnover of less than \$2 million.

What can EWON help you with

EWON can take complaints about the supply of water, which is usually under a Water Entitlement or Water Delivery Contract.

We may draw on customer contract terms, the irrigation corporations own internal policies, government-issued Operating Licences and other relevant water supply regulatory requirements as advised by the NSW Department of Climate Change, Energy, the Environment and Water.

We can help with complaints about:

- customer service and complaint handling including delays, poor communication or not following the corporation's process
- water delivery and operational issues (e.g. delivery reliability, outages, interruptions, or infrastructure/maintenance impacts)
- billing disputes, fees and charges including incorrect charges, disputed invoices, payment arrangements or affordability concerns
- metering disputes (e.g. meter accuracy concerns or disputed readings)
- access, connection, transfers or service requests including delays or administrative errors
- asset management impacting customers
- non-compliance with licence conditions
- impacts on neighbouring landholders from irrigation infrastructure or operations, where the issue is linked to the corporation's actions or omissions.

What EWON can't help with

- Irrigation providers that are not members of EWON (i.e. not one of the five statutory irrigation corporations).
- Government policy, legislation, regulations, licensing or ministerial decisions.
- Matters currently before a court or tribunal or where legal action is pending or underway.
- Criminal matters, fraud allegations or serious misconduct that must be referred to another authority.
- Broad community or sector wide issues that

are not linked to a specific complaint about an irrigation corporation's service or decision (EWON can only consider complaints from individuals directly impacted by the service).

- Long standing disputes (e.g. issues that occurred more than 12 months before you contacted EWON).
- Governance or internal decision making of irrigation corporations (e.g. board decisions, voting rights or shareholder treatment).
- The setting of prices or charges.
- Water trading activities, including trading decisions or commercial arrangements.

How we resolve complaints

We need the details of your complaint, what contact you have had with the irrigation corporation, their response and what resolution you are seeking.

Some complaints are resolved at this stage by providing our independent advice.

We also investigate complaints by:

- requesting information from the irrigation corporation or you
- seeking independent expert advice, where appropriate
- continuing to investigate for as long as there are grounds to support further investigation, or until the matter is resolved.

We consider what is fair and reasonable regarding laws, codes and good industry practice.

We complete our investigations as quickly as possible and will contact you at least once every two weeks to update you.



If we can't help, we have a 'no wrong door' approach where we will refer you to the most appropriate organisation

If you don't get the help you need, 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 By appointment only

* If you're calling from a mobile phone, let us know and we'll call you back.