



Energy & Water
Ombudsman NSW
Free, fair and independent

Do you have problems with your electricity, gas or water company?

EWON helps people in New South Wales who are having problems with their energy company. We can also help some water customers.



We are



Free

We are



Fair

We are



Independent

Are you:

- ? Having problems understanding your energy or water bill?
- ? Struggling to pay your bill?
- ? Having problems with debt or payment difficulties?
- ? Worried about being disconnected?
- ? Unhappy with your company's customer service?
- ? Having problems opening or closing an account?
- ? Getting the best value for money?

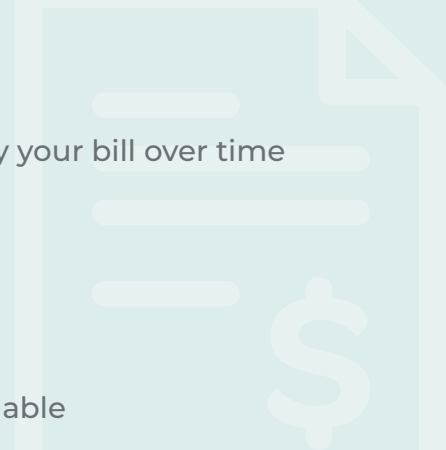
How we can help

- 👍 We listen to you and help you decide what to do
- 👍 If you need an interpreter we can call one
- 👍 We can arrange for a senior person at your company to contact you
- 👍 We can help negotiate an outcome
- 👍 We can investigate your complaint
- 👍 We can refer you to other agencies if we can't help



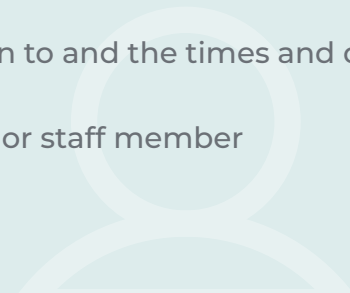
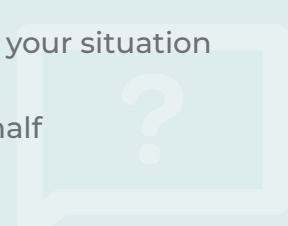
Help with bills

- ✓ Contact your company first if you can't pay on time to stop your debt getting bigger
- ✓ We can try to get you more time to pay your bill
- ✓ We can help you negotiate a payment plan so you can pay your bill over time
- ✓ We can help you access affordability programs
- ✓ We can give you tips on how to save money on your bills
- ✓ We can give you information about financial support available



Tips for resolving complaints

- ✓ If you have a problem with your company, contact them and explain your situation
- ✓ You can ask a friend or family member to speak to them on your behalf
- ✓ If you need an interpreter, tell your company
- ✓ Keep records of letters, the names of people you've spoken to and the times and dates
- ✓ If the call centre staff can't help you, ask to speak to a senior staff member
- ✓ If the problem is still not fixed, contact us



How to contact us



You can speak to us using an interpreter.

Just call the Translating and Interpreting Service on 131 450 and ask for us



You can ask a friend, family member or community worker to speak to us for you



Freecall us on 1800 246 545

(if you are calling from a mobile, tell us and we will call you back)



Visit our website for more information or to submit a complaint online

www.ewon.com.au