

Energy and Water Ombudsman Queensland can help.



PHONE 131 450 (and ask them to
phone EWOQ on 1800 662 837)

PHONE 1800 662 837

TTY/VOICE 133 677

EMAIL complaints@ewoq.com.au

WEB www.ewoq.com.au

FAX 07 3227 7068

MAIL PO Box 3640
South Brisbane QLD 4101

LOCATIONS

Brisbane – Level 9, 179 North Quay

Rockhampton – Level 2, 212 Quay Street

Cairns – Level 1, 15 Lake Street



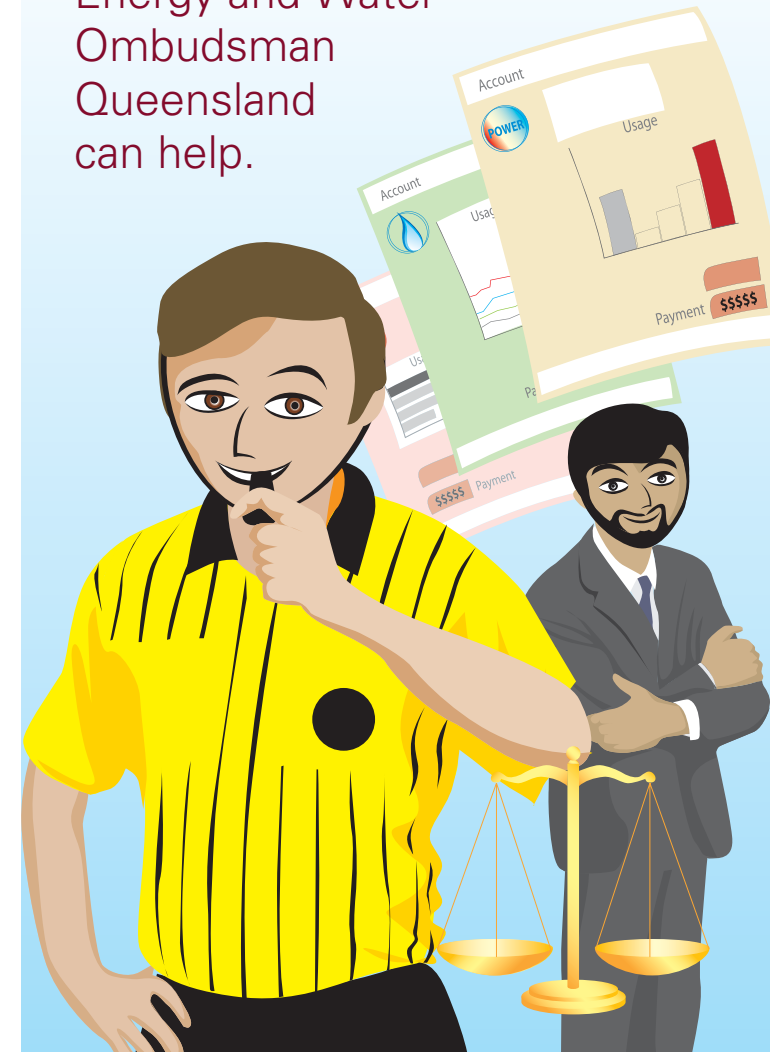
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Problem with your energy or water supplier?

Energy and Water
Ombudsman
Queensland
can help.



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Ombudsmen are like referees in a football match. They are there for you in a fair and independent way if you have a dispute or query.



In Australia, there are Ombudsmen who help us when we have a complaint and feel we have been unfairly treated by an organisation.



In Queensland there is the Energy and Water Ombudsman Queensland (EWOQ). They can help you if you have a problem with your electricity or gas supplier, or in some parts of Queensland with your water supplier.



If you are not happy with your water bill or supplier and you live in south east Queensland, or if you have a problem with your electricity and gas bill or electricity and gas supplier – it is okay to make a complaint.



First you need to contact your electricity, gas or water supplier and let them know you are not happy.



If you are not happy with the response from the electricity, gas or water supplier then you can contact the Energy and Water Ombudsman in Queensland (EWOQ). They can help.

