



# Problem with your electricity?

## Let's talk.

**We can help with:**

- Problems with your bills
- Arranging payment plans
- Connection issues
- Poor customer service
- Default listing
- Disconnection

**Our service is  
free, fair and  
independent.**



**Energy & Water  
Ombudsman  
Queensland**

# Problem with your electricity, gas or water?

1. It's ok to complain.
2. Firstly, have a yarn with your energy, gas or water company. Let them know why you're not happy and see if they can fix the problem.
3. Give them all the details and tell them what you'd like done to fix it.
4. If you're still not happy, contact us. Our service is free.
5. Be sure to keep all letters, emails and bills from them, plus notes of the conversations you have with them – this will help us fix the problem.

## About us

**Energy and Water Ombudsman Queensland** is here to help fix problems with your electricity, gas or water provider.

Our service is **free, fair and independent**. We can help people from across Queensland with electricity and gas complaints, and those in South East Queensland fix problems with water providers too.

You can contact us by phone, email or mail. Or you can lodge a complaint online through our website.

## HOW TO SUBMIT A COMPLAINT

**www.ewoq.com.au** Chat with us live online

### EMAIL US

[complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

### CALL US

**1800 662 837** Calling from a mobile?  
We can call you back.

### WRITE TO US

PO Box 3640  
South Brisbane BC Qld 4101



Call **131 450** for the  
Translating and  
Interpreting Service.



Call **133 677** if you  
have a hearing or  
speech impairment.

