

# Problem with your electricity, gas or water company?

## LET'S TALK.

### We can help with:

- » **High bills, estimated bills and disputed accounts**
- » **Payment plans and access to hardship programs**
- » **Disconnection or restriction of supply**
- » **Credit issues, including being debt listed**
- » **Connection issues** (e.g. for new properties)
- » **Transfer issues** (e.g. moving in or out of a property)
- » **Reliability of supply**
- » **Poor customer service**
- » **Marketing practices**

If you've contacted your electricity, gas or water company about an issue and it hasn't been fixed, or you're unhappy with the outcome, contact us for help.

Visit [www.ewoq.com.au](http://www.ewoq.com.au) or call **1800 662 837**.

We're here to help residential customers and small businesses across Queensland resolve issues with their electricity and gas retailers and distributors, as well as problems with water providers in south-east Queensland.

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



**Energy & Water  
Ombudsman  
Queensland**



# Top Tips

## FACT:

Water can't be disconnected, however, your water flow can be severely restricted.

- 1 Before contacting us, you'll need to contact your energy or water company first to let them know you have a problem and give them an opportunity to fix it.
- 2 Explain your issue and keep copies of all letters, emails and bills. Make notes each time you contact them, including the names of people you've spoken with and the dates and times of these conversations.
- 3 Ask to speak to a supervisor if the person you're speaking with can't help you.
- 4 If the problem isn't fixed, contact us. Our service is free and it's easy to lodge a complaint on our website or by phone, email, post or in person at one of our offices.

## About us

Energy and Water Ombudsman Queensland is here to help electricity and gas customers throughout Queensland, and water customers in south-east Queensland.

Our service is **free, fair and independent**. We consider the rights and responsibilities of customers, retailers and distributors under the relevant legislation, codes and standards to achieve a fair and reasonable outcome.

There are some issues we can't help with, like the price of energy and water, bottled LPG, reticulated bulk hot water, on-selling (embedded networks) and solar rebates. However, we may know who can help.

## Contact us



# 1800 662 837

Calling from a mobile? We can call you back.

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

[www.ewoq.com.au](http://www.ewoq.com.au)



### Write to us

PO Box 3640  
South Brisbane BC Qld 4101

### Visit us

Brisbane – Level 16, 53 Albert St  
Rockhampton – Level 2, 209 Bolsover St  
Cairns – Level 1, 15 Lake St



Call **131 450** for Translating & Interpreting Service.



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

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