



# Facing disconnection?

**LET'S TALK.**

## If you're facing disconnection, we can:

- » **try and arrange more time to pay**
- » **help to negotiate an affordable payment plan**
- » **refer you to someone who provides emergency funds**
- » **ask your energy company to put a hold on the disconnection while you find financial assistance**
- » **give you information about financial assistance and how to save money on your bills.**

If your electricity or gas has already been disconnected, or water supply restricted, we can help have it restored.

Visit [www.ewoq.com.au](http://www.ewoq.com.au) or call us on **1800 662 837** to find out when you can and can't be disconnected, and what to do to get your electricity, gas or water back on.

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



**Energy & Water  
Ombudsman  
Queensland**

# Top Tips



## FACT:

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

- 1 Contact your energy or water company immediately if you receive a disconnection notice.
- 2 If you've lost power, check with Energex or Ergon first to see if there's an outage in your area. If you've been disconnected, there should be a notice in your letterbox.
- 3 Call your energy or water company as soon as you know you've been disconnected. Be prepared to pay a reconnection fee, plus something towards your bill or organise a payment plan to be reconnected.
- 4 If you're not sure how much you can afford to pay, talk with a financial counsellor. Call **1800 007 007** or visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au) to find someone in your area.

## We can help

Energy and Water Ombudsman Queensland is a **free, fair and independent** dispute resolution service for Queenslanders who have a problem they can't sort out with their electricity or gas provider. We can also help to fix issues with water providers in south-east Queensland.

## 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



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