



energy+water
ombudsman
QUEENSLAND

TIPS FOR RESOLVING COMPLAINTS

1. If you have a problem with your energy or water retailer or distributor, contact them first and explain your situation. Give a brief and factual description of your complaint in the order they happened. Also explain what outcome you are hoping to achieve.
2. Keep records of letters, contracts, conversations, names, times and dates. This will help to resolve your case.
3. If the call centre staff can't help you, ask to speak to a supervisor or someone with the authority to resolve your problem.
4. If the problem is still not resolved, contact EWOQ to make a complaint. Lodging a complaint with EWOQ is simple. You can call, email, go online, fax, post or visit one of our offices.

The Energy and Water Ombudsman Queensland is here to help resolve complaints with your energy supplier across Queensland or water supplier in south east Queensland.

FREECALL 1800 662 837

INTERPRETER 131 450

TTY/VOICE 133 677

EMAIL complaints@ewoq.com.au

WEB www.ewoq.com.au

MAIL PO Box 3640
South Brisbane BC QLD 4101

LOCATIONS

Brisbane – Level 16, 53 Albert Street

Rockhampton – Level 2, 209 Bolsover Street

Cairns – Level 1, 15 Lake Street

Problem with your energy or water supplier?

Energy and Water Ombudsman Queensland can help.





WHAT WE DO

The Energy and Water Ombudsman Queensland (EWOQ) is an independent dispute resolution service for people who are unable to resolve a complaint with their energy or water supplier.

We are committed to providing an effective, high-quality and confidential service for residential and small business energy customers across Queensland and water customers in south east Queensland.

We achieve this through a process which is free, fair, independent and accessible, accountable, effective and efficient. We take into account the rights and responsibilities of customers, retailers and distributors under relevant legislation, codes and standards to achieve a fair and reasonable outcome.

With offices in Brisbane, Rockhampton and Cairns we can work directly with you and your supplier to investigate and resolve complaints.



EWOQ CAN HELP WITH COMPLAINTS ABOUT:

BILLING – If you have a high or disputed bill, haven't received a bill, your bill has errors, your usage has been estimated, the fees and charges incorrectly applied, rebates or concessions you may be entitled to, the tariff or rate you've been charged, meter readings, or refunds you may be entitled to.

CREDIT – If you have difficulty paying your bill, have been debt-listed, or had energy disconnected or water restricted for not paying your bill.

CUSTOMER SERVICE – If your supplier has failed to inform or respond to you, provided incorrect advice, had poor attitude or service, or you have concerns about privacy issues.

LAND – The impact network assets may have on properties, maintenance of assets, or managing vegetation on properties.

MARKETING – The conduct by energy marketers, if they give misleading information, pressure or coerce you into signing a contract, or signup a non-account holder to a contract.

PROVISION – If you have problems with new or existing connections.

SUPPLY – If there are problems with the quality of energy supplied, planned or unplanned energy or water interruptions, sewerage overflow, or if you suffer damages or loss due to supply issues.

TRANSFER – Any errors in billing or transferring accounts due to switching energy retailers, contract terms, delays in transfers, or site ownership.

EWOQ IS UNABLE TO HELP WITH COMPLAINTS ABOUT:

- the price of energy or water
- electricity consumption over 100 megawatt hours per year
- gas consumption over one terajoule per year
- water consumption over 100 kilolitres per year for small businesses
- on-selling energy and water to tenants in caravan parks, retirement villages and other multi-tenanted dwellings
- bottled LPG
- reticulated bulk hot water
- solar rebates
- developer enquiries
- customer contribution to the cost of capital works
- home suite products
- tradewaste

If you have a problem we can't help with, we will refer you to someone who can.