

Problem with your electricity?

Let's have a yarn.

We can help you with:

- » Problems with your bills
- » Problems with payments
- » Disconnection
- » Problems with your connection
- » Poor customer service
- » Credit and debt listing

**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. **Have a yarn with your energy or water company first.** Let them know you're not happy and see if they can fix the problem.
3. Give them all the details of your problem 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 any 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 supply.

Our service is free, fair and independent, and we have a dedicated Indigenous officer available to help.

We can help with complaints about energy from across Queensland, and problems with your water supplier in south-east Queensland.

You can contact us from anywhere by phone, email or mail. Or you can lodge a complaint online.

We have offices in Cairns, Rockhampton and Brisbane if you prefer to speak to someone in person.

 **1800 662 837**

If you're calling from a mobile, ask us to call you back

131 450 Translating and Interpreting Service

133 677 National Relay Service

complaints@ewoq.com.au | **www.ewoq.com.au**

Write to us

PO Box 3640, South Brisbane BC Qld 4101

Visit us

Cairns – Level 1, 15 Lake Street

Rockhampton – Level 2, 209 Bolsover Street

Brisbane – Level 16, 53 Albert Street

 **EWQId**

 **@EWQId**

Contact us

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