

Tips to fix problems with energy or water

- Act quickly. Contact your energy or water company as soon as you know there is a problem and give them a chance to fix it.
- Explain your issue and what you would like done to fix it.
- Keep copies of letters, emails and bills. Make a note of conversations, including names, dates, times and what you talked about. This will help us understand what has happened.
- If you're still not happy, or the problem isn't fixed, contact us for help. Our service is free.

Energy and Water Ombudsman Queensland

Helping Queenslanders fix problems with their energy provider (and water too in SEQ).



How to lodge a complaint:

- ☎ **1800 662 837** if you're calling from a mobile, ask us to call you back
- ✉ complaints@ewoq.com.au
- 🌐 www.ewoq.com.au

Write to us: PO Box 3640, South Brisbane BC Qld 4101

Visit us:
Brisbane Level 16, 53 Albert Street
Rockhampton Level 2, 209 Bolsover Street
Cairns Level 1, 15 Lake Street



Problem with your energy or water company?

Let's talk.



**Energy & Water
Ombudsman
Queensland**

Who are we?

We are an independent dispute resolution service for Queenslanders who have a problem with their energy provider that they can't sort out with them.

We also help fix issues with water providers in south-east Queensland.

Our service is free, fair and independent.

ombudsman

n. an independent official who helps consumers resolve problems, like a referee in a football match.

YOU

US

We can help with a range of issues like



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- **Billing** – high bills, disputed bills, estimated accounts, incorrect fees and charges, errors with rebates and concessions, problems with the tariff charged or incorrect meter readings
- **Credit** – if you're having difficulty paying a bill, been debt-listed, or disconnected for not paying a bill

- **Customer service** – if you've received incorrect advice, poor service or have concerns about privacy issues
- **Land** – if the network assets (poles, wires, towers, pipes) or maintenance of these assets is impacting your property
- **Marketing** – if you're given misleading information, felt pressured or coerced into signing a contract, or a non-account holder is signed up to a contract

- **Provision** – problems with new or existing connections
- **Supply** – problems with the reliability of supply, or damage or loss caused by supply issues
- **Transfer** – any problems when switching energy retailers, as well as contract terms, delays in transfers, or site ownership

There are some problems we can't help with

(but we may know who can):

- the price of energy or water
- electricity consumption more than 160 megawatt hours per year
- gas consumption more than 1 terajoule per year
- water consumption more than 100 kilolitres per year
- bottled LPG
- reticulated bulk hot water
- on-selling energy and water to residents of caravan parks, retirement villages and apartment buildings (embedded networks)
- solar rebates
- customer contribution to the cost of capital works
- home suite products
- tradewaste