



Tips to help you fix your electricity problems

- If you have a problem with your electricity company, call them first and talk to them about it.
- Make a note of what you talk about.
- Give your electricity company details of your problem in the order they happened.
- Tell them what you would like done to fix the problem.
- If you are still not happy, or your problem doesn't get fixed, contact EWOQ to make a complaint.
- Keep a copy of any mail or bills you receive from your electricity company. This helps EWOQ understand what has happened.

How can you contact EWOQ?

- **FREECALL** 1800 662 837. If you call on your mobile phone, you can ask the EWOQ officer to call you back.
- Lodge your complaint online.
- You can visit any of our office locations without an appointment.

Contact us

INTERPRETER 131 450 (and ask them to phone EWOQ on 1800 662 837)

TTY/VOICE 133 677

EMAIL complaints@ewoq.com.au

WEB www.energywatercomplaints.com.au

FAX 07 3087 9477

MAIL PO Box 3640 South Brisbane QLD 4101

LOCATIONS

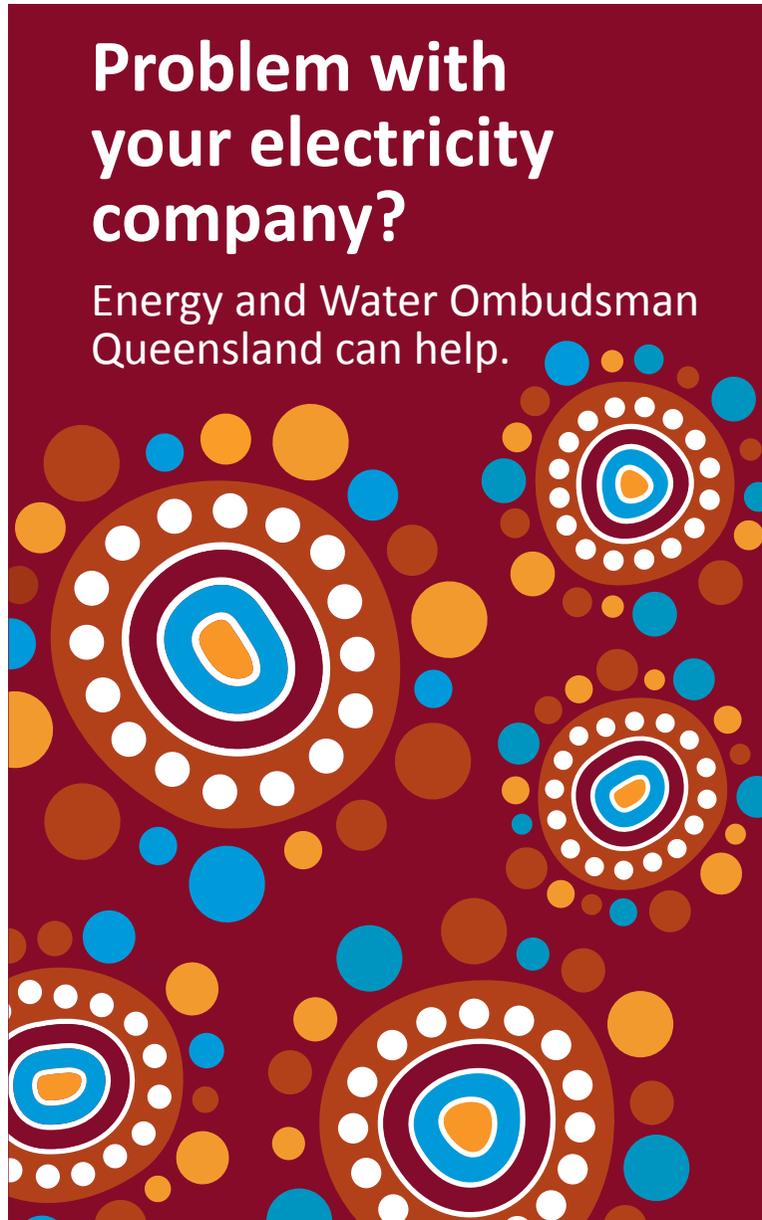
Brisbane –
Level 16, 53 Albert Street

Rockhampton –
Level 2, 209 Bolsover Street

Cairns –
Level 1, 15 Lake Street

Problem with your electricity company?

Energy and Water Ombudsman Queensland can help.





What is an OMBUDSMAN?

An Ombudsman is like a referee in a football match.

They act in a fair and independent way to help you fix your problem if you have a complaint or question.

People from all over Queensland can contact Energy and Water Ombudsman

Queensland (EWOQ) by telephone, email, letter or fax.

EWOQ also has offices in Brisbane, Rockhampton and Cairns where you can talk face to face with someone.

1 It is ok to complain.

EWOQ is free to use.

We can help you if you have a problem with your electricity.

2 First you need to contact your electricity company.

Let them know you are not happy.

See if they can fix the problem.

3 If you are still not happy, then you can ask EWOQ for help.

Some things we can help with include:

- Getting more time to pay your bill.
- Helping with electricity connection problems.
- Checking if your bill is correct.
- Giving information about concessions, rebates and assistance programs.

4 All our staff are able to help with complaints and provide support.

We also have a dedicated Indigenous officer to help Aboriginal and Torres Strait Islander communities. Let us know if you would like to speak to the officer.