



Terms and conditions of social media use

EWOQ's participation in Twitter is intended to increase public awareness of EWOQ's services and activities and to refer consumers to relevant information resources and assistance.

EWOQ's Twitter account is monitored during business hours Monday to Friday, excepting public holidays. This account has been created to provide a platform for EWOQ to engage with energy and water consumers, as well as other stakeholders, who wish to make queries or comments or to discuss matters relevant to EWOQ's jurisdiction. We endeavor to respond to queries by the close of the following business day.

Complaints to EWOQ cannot be submitted via Twitter. To lodge a complaint, please call 1800 662 837 or submit an online complaint at www.energywatercomplaints.com.au.

EWOQ reserves the right to monitor all replies to its tweets. There are five simple rules for engaging with us on Twitter:

1. Please do not publish comments on any ongoing EWOQ investigation.
2. Please be respectful and consider other points of view when commenting. We cannot allow content or links to content that could be considered offensive, defamatory, obscene, threatening, or otherwise not appropriate for an audience of all ages.
3. Please do not publish any of your own or anyone else's personal information. While you may comment in specific terms about your own matter and in general terms about others', you may not publish content that includes specific details of any other person's issue or complaint.
4. Please keep comments relevant to energy and water matters or the services EWOQ provides. This Twitter profile exists so that consumers and small business can discuss and learn about energy and water consumer issues.
5. Please do not spam, troll or try to advertise on our feed. Multiple, duplicated or repetitive posts do not educate or facilitate constructive discussion.

Positive or negative, all feedback is helpful to us, but please ensure you observe the rules above in expressing your opinions. While we support lively, open discussion, we reserve the right to block any individual whose tweets do not comply with our rules, or are otherwise deemed inappropriate.

We may choose to follow organisations or individuals that are relevant to EWOQ or the industries in which we operate. Being followed by EWOQ does not imply endorsement of any kind.

EWOQ will regularly archive this feed for the purpose of future analysis and to comply with public record capture requirements.

If you have any questions or concerns about the Terms and Conditions, please email us at info@ewoq.com.au.