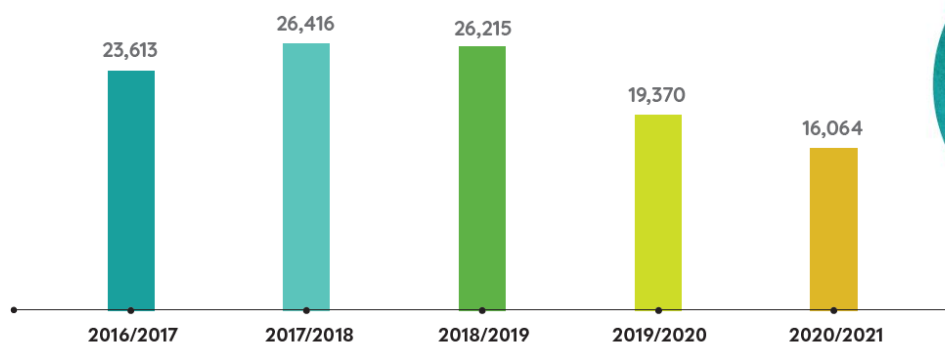


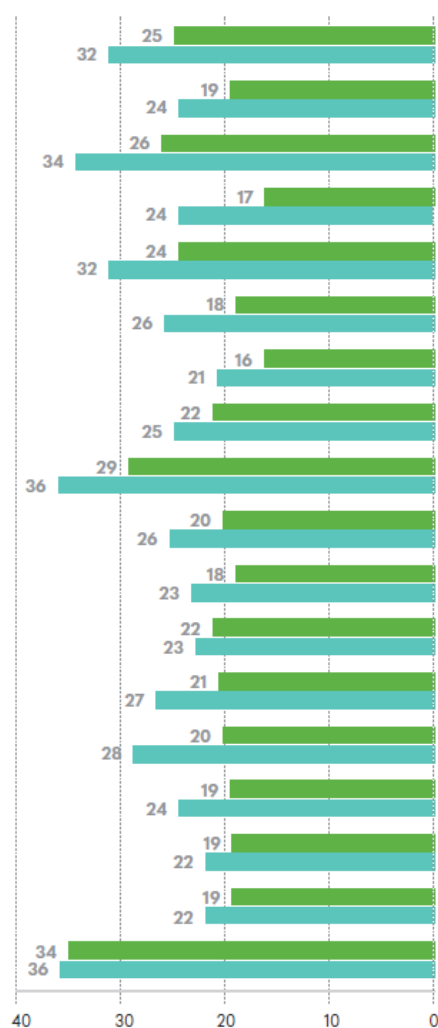
Complaints received

from 2016/2017 to 2020/2021

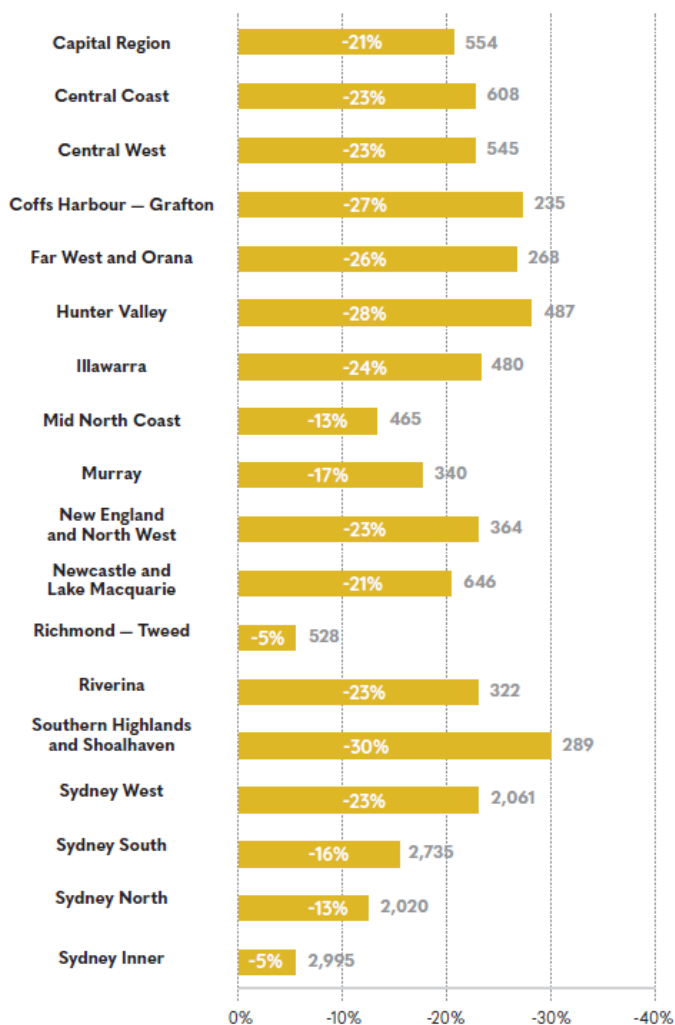


Complaints per 10,000 people by NSW region

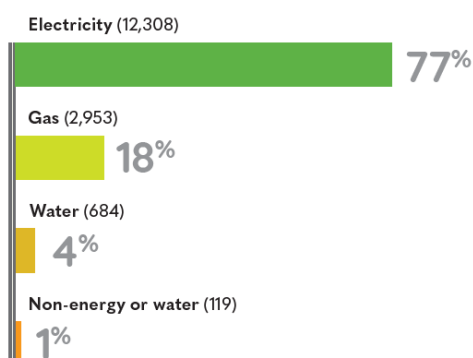
● 2020/2021 ● 2019/2020



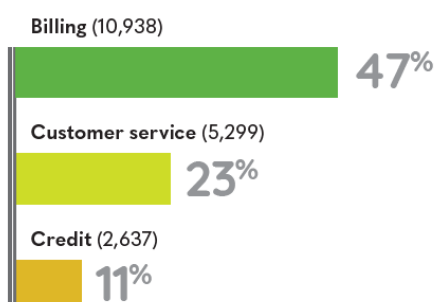
Total complaint and percentage change by NSW region



Complaints by electricity, gas and water



Top three primary issues



**Energy & Water
Ombudsman NSW**
Annual Report 2020/2021

For detailed regional statistics,
please contact Jacqui Heywood
on 0426 822 341 or by email
jacquelineh@ewon.com.au