



Energy & Water
Ombudsman NSW
Free, fair and independent

We have referred your complaint to your provider's specialist team



The Energy & Water Ombudsman NSW (EWON) provides a free, fair and independent dispute resolution service for electricity and gas customers in NSW, and some water customers.

Why did we refer your complaint?

To give your provider's specialist complaint team the opportunity to resolve your complaint directly with you.

Your provider is required to thoroughly investigate your complaint and work with you to achieve an agreed outcome.

EWON expects all parties cooperate reasonably with the common goal of resolving your complaint. All parties should engage with each other and EWON in a way that is transparent, respectful and cooperative.



This is a free referral service

What happens next?

We have sent you and your provider a summary of your complaint.

Your provider must contact you within five working days to discuss options to resolve your complaint.

- Your provider may need to investigate before offering an immediate resolution.
- Your provider may need you to share information/documents to help resolve your complaint. It's important that you provide them as soon as possible.
- Allow your provider reasonable time, up to 28 days, to complete its investigation.
- Ask how long the investigation will take and when you can expect to be contacted about the outcome.

Making payments on your accounts

It is important that you:

- pay any amount you owe that is not part of your complaint
- pay any new bills received
- let your provider know if you can't pay or have concerns about future bills.



Staying in touch

Please contact us any time for free and independent advice.

Your feedback

We conduct surveys to measure and evaluate our service. We may disclose your information to a research company to carry out customer satisfaction surveys. If you do not want your information used for this purpose, please let us know.



PRIVACY: We're committed to protecting your privacy. Please visit ewon.com.au for details of our privacy policy.

What can you expect?

All complaints are different so all outcomes will be different. It is important to let your provider know every issue you're concerned about. The resolution options provided should address each issue you raise.

Resolution options from your provider may include:

- a detailed explanation to help you understand its actions
- an apology for an incident or the way they handled the complaint
- a commitment to improve how they handle similar complaints in the future
- a refund or a goodwill gesture payment
- shared agreement with the outcome of your complaint.

Not satisfied with the outcome?

Return to EWON and we'll investigate your complaint.

We will investigate your complaint to consider if your provider's offer to resolve the complaint was fair and reasonable. We may find other resolution options are appropriate or that the original options offered were fair and reasonable.

For more information refer to our **We're investigating your complaint** and other factsheets at ewon.com.au/factsheets.



Make a complaint or enquiry

Freecall	1800 246 545* Mon - Fri, 9am - 5pm
Online	ewon.com.au
Freepost	Reply Paid 86550 Sydney South NSW 1234
Interpreter	131 450
TTY/Voice	133 677
In person	Level 11, 133 Castlereagh St, Sydney, NSW 2000

* If you are calling from a mobile phone, let us know and we will call you back.