

**Problem with
your energy or
water company?**

LET'S TALK.



**Energy & Water
Ombudsman
Queensland**



Tips to fix problems with energy or water:

- **Act quickly.** Contact your electricity, gas or water company as soon as you know there is a problem and give them a chance to fix it.
- **Explain** the issue and what you'd like done to fix it.
- **Keep notes** from phone conversations and copies of documents and emails you have sent and received. This helps us understand what's happened.
- **Contact us for help** if you're not happy with the outcome, or the problem isn't fixed.

Ombudsman

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



We can help with things like:

- **high bills and disputed accounts**
- **payment arrangements**
- **disconnections**
- **rebates and concessions**
- **default listings**
- **poor customer service**
- **misleading marketing practices**



Energy and Water Ombudsman Queensland

Helping Queenslanders fix problems with their electricity and gas providers (and water too in SEQ)

How to submit a complaint:

 **ewoq.com.au** Chat to us live online

 **complaints@ewoq.com.au**

 **1800 662 837**

 PO Box 3640, South Brisbane BC, Qld 4101



National
Relay
Service

 **133 677**



 **131 450**