



Problem with your electricity?

Let's talk.

We can help with:

- Problems with your bills
- Arranging payment plans
- Connection issues
- Poor customer service
- Default listing
- Disconnection

**Our service is
free, fair and
independent.**



**Energy & Water
Ombudsman
Queensland**

Problem with your electricity, gas or water?

1. It's ok to complain.
2. Firstly, have a yarn with your energy, gas or water company. Let them know why you're not happy and see if they can fix the problem.
3. Give them all the details and tell them what you'd like done to fix it.
4. If you're still not happy, contact us. Our service is free.
5. Be sure to keep all letters, emails and bills from them, plus notes of the conversations you have with them – this will help us fix the problem.

About us

Energy and Water Ombudsman Queensland is here to help fix problems with your electricity, gas or water provider.

Our service is **free, fair and independent**. We can help people from across Queensland with electricity and gas complaints, and those in South East Queensland fix problems with water providers too.

You can contact us by phone, email or mail. Or you can lodge a complaint online through our website.

 **www.ewoq.com.au**

 **complaints@ewoq.com.au**

 **1800 662 837**

(if you're calling from a mobile, ask us to call you back)

133 677 National Relay Service

Write to us

PO Box 3640, South Brisbane BC Qld 4101

Visit us

Brisbane – Level 16, 53 Albert St

Cairns – Level 1, 15 Lake St

Rockhampton – Level 2, 209 Bolsover St

