



Facing disconnection?

LET'S TALK.

If you're facing disconnection, we can:

- » **try and arrange more time to pay**
- » **help to negotiate an affordable payment plan**
- » **ask your energy company to put a hold on the disconnection while you find financial assistance**
- » **give you information about financial assistance and how to save money on your bills**
- » **refer you to someone who provides emergency funds**
- » **give you information about when you can and can't be disconnected, and what to do to get your electricity, gas or water flowing again.**

Our service is free,
fair and independent.



**Energy & Water
Ombudsman
Queensland**

TOP TIPS

- » Act quickly. Contact your electricity, gas or water company as soon as you have a problem paying your bill, receive a disconnection notice or have already been disconnected.
- » If you've lost power, check with Energex or Ergon first to see if there's an outage in your area.
- » If you're not sure how much you can afford to pay, have a free and confidential talk with a financial counsellor. Call 1800 007 007 or visit www.moneysmart.gov.au to find someone in your area.
- » If you've contacted your electricity, gas or water provider about an issue and it hasn't been fixed, or you're unhappy with the outcome, contact us for help.

NOTE: your water can't be disconnected, however, your water flow can be restricted.

We can help

Energy and Water Ombudsman Queensland is a **free, fair and independent** dispute resolution service. We help residents and small business customers across Queensland who have a problem with their electricity or gas providers, and those in South East Queensland with water issues too.

HOW TO SUBMIT A COMPLAINT

www.ewoq.com.au Chat with us live online

EMAIL US

complaints@ewoq.com.au

CALL US

1800 662 837 Calling from a mobile?
We can call you back.

WRITE TO US

PO Box 3640
South Brisbane BC Qld 4101



Call **131 450** for the
Translating and
Interpreting Service.



Call **133 677** if you
have a hearing or
speech impairment.

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We acknowledge the Traditional Custodians of the lands across Queensland and pay our respects to Elders past, present and emerging.