



**Energy & Water  
Ombudsman**  
Queensland



## How we can help you

**Electricity, gas and water complaints**



**Easy English**



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.

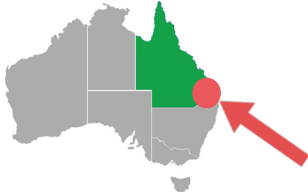


We will write contact information at the end of this book.

## About this book



This book is from the Energy and Water Ombudsman Queensland.



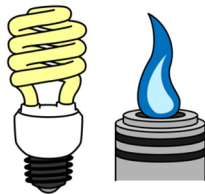
We help people in South East Queensland with **complaints** about their water companies.



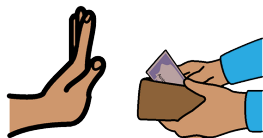
Complaints means you tell someone you are **not** happy about something.



We also help people in all of Queensland with complaints about their **energy** companies.



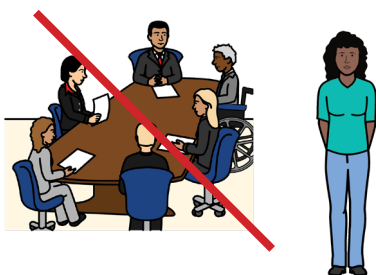
Energy means electricity and gas.



Our service is

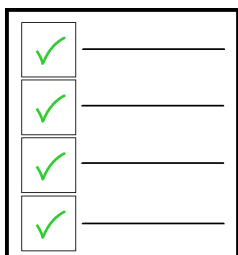
- free

and



- **independent.**

Independent means we are **not** part of the government **or** energy and water companies.



## How we can help you

We have rules about how we can help you.

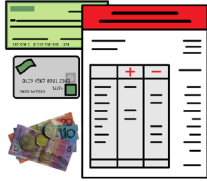


We will tell you who can help if we **cannot** help you.

## We can help with different complaints



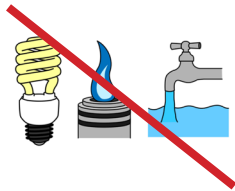
We can help if you think your bill is wrong.



We can help when there is a problem with a **payment plan**.



A payment plan means when you can pay in small amounts.



We can help if your energy or water company

- does **not** let you have energy or water



- does **not** tell you the right information.

## How to make a complaint



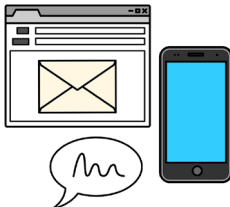
You **must** try to fix the problem with your energy or water company first.



Call the number on your energy or water bill.

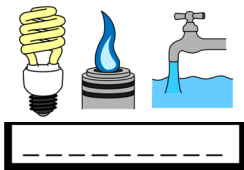


If your energy or water company has **not** fixed your problem you can ask us for help.



When you tell us your complaint you **must** tell us

- your contact details
- the name of your energy or water company
- what has happened so far.



## What will we do?



We will talk to your energy or water company.

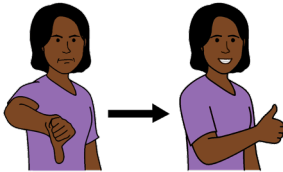


We will tell your energy or water company

- about your complaint



- to contact you



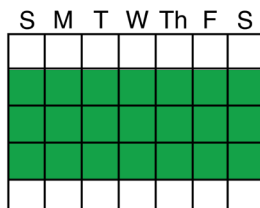
- to fix your problem.



Your energy or water company will contact you about the complaint.



They **must** call or email you in 5 work days.



We will contact you after 3 weeks to ask if they have fixed the problem.

## What if your problem is not fixed?



You should call us again if

- your problem is **not** fixed

or



- you have **not** heard from your energy or water company.



## If your energy or water company cannot fix the problem



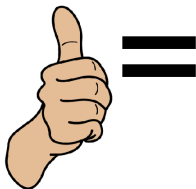
We might **investigate** if your energy or water company **cannot** fix the problem.



Investigate means we work with you and the energy or water company to fix your problem.

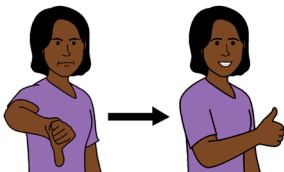


We will talk to your energy or water company about your problem.



We will ask them to

- be fair
- try to fix the problem.



We will tell you what we find out.

## How to contact us



You can tell us your complaint in different ways.



Call 1800 662 837



Between 8.30 am and 5 pm

Monday to Friday



Website [www.ewoq.com.au](http://www.ewoq.com.au)



Email [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)



Write to PO Box 3640  
South Brisbane BC  
QLD 4101

You **must** put a stamp  
on your envelope.

## If you do not speak English



Ask the Translating and Interpreting Service or TIS to call us.



Call            131 450

Give the TIS officer our phone number.



## If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call            1800 555 560



Website    [bit.ly/nrs-helpdesk](http://bit.ly/nrs-helpdesk)

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