

# Problem with your energy or water company?

## LET'S TALK.

### WE CAN HELP WITH:

- » **high bills, estimated bills and disputed accounts**
- » **credit issues, including default listings**
- » **access to hardship programs, rebates and concessions**
- » **disconnection or restriction of supply**
- » **connection issues** (for new properties)
- » **transfer issues**  
(when moving in or out of a property)
- » **poor customer service**
- » **misleading marketing practices**

If you've contacted your electricity, gas or water company about an issue and it hasn't been fixed, or you're unhappy with the outcome, contact us for help. **Let's Talk!**

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 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.
- » If the issue hasn't been fixed, or you're unhappy with the outcome, contact us for help.
- » It's easy to lodge a complaint on our website or by phone, email or post.

## About us

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](mailto: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.

02092024

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