

Payment difficulties

If you are having trouble paying your bill, contact your supplier right away and let them know. You can ask for more time to pay or a payment plan that allows you to pay your bill in instalments. Residential customers may also be eligible to join the company's hardship program, which helps customers in financial hardship to stay connected and to manage arrears.

If you have difficulty arranging a payment plan with your supplier, you can contact EWON for help. Residential customers experiencing a financial emergency may also be able to access help through the Energy Account Payment Assistance (EAPA). EAPA vouchers are issued through community agencies and can be used to make payments on energy bills. Payment Assistance Scheme (PAS) vouchers are also available to some water customers.

For more information see our factsheets:

- Help for energy & water customers
- Getting high bills?
- Help for small business

WHERE TO FIND EWON FACTSHEETS

All our factsheets are available on our website, www.ewon.com.au. To request print copies of any EWON factsheet, call freecall **1800 246 545** or email omb@ewon.com.au.



How to contact EWON

FREECALL 1800 246 545*
Monday-Friday, 9am-5pm
Email omb@ewon.com.au
Website www.ewon.com.au
Freepost Reply Paid 86550
Sydney South, NSW 1234
Freefax 1800 812 291

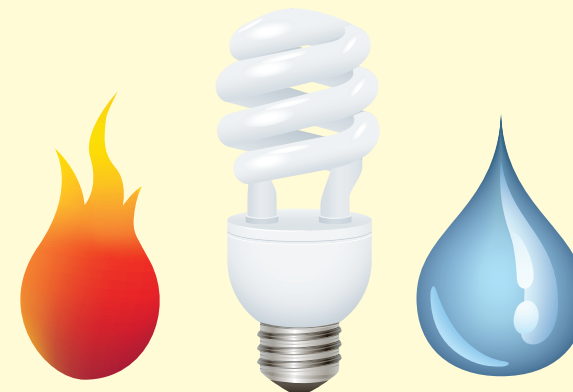
*Calls from mobile phones may attract a fee. If you are calling from a mobile phone, let us know and we will call you back.

Interpreter service

To speak to EWON using an interpreter, contact the Translating and Interpreting Service (TIS) on 131 450 and quote TIS client Code C186933.

National Relay Service

People who are deaf or hearing impaired or who have a speech impediment can contact EWON through the National Relay Service, phone 133 677.



Do you have a problem with your electricity, gas or water provider?

We can help.

Tips for resolving complaints

- 1** If you have a problem with your electricity, gas or water supplier, contact them first and explain the situation. Keep records of letters, names, times and dates.
- 2** If the call centre staff can't help you, ask to speak to a senior staff member.
- 3** If the problem isn't fixed, contact EWON by phone, email or letter, or make a complaint online at www.ewon.com.au.

Keep in touch

Follow us on Facebook and Twitter for updates, tips on managing bills, hints for saving money and more:

f [facebook.com/ewonsw](https://www.facebook.com/ewonsw)
t twitter.com/ewonsw

Freecall  **1800 246 545**
www.ewon.com.au

Our service is free, fair and independent.



If you are having trouble sorting out a problem with your energy or water supplier, call EWON.

Visit www.ewon.com.au to make a complaint online or telephone freecall **1800 246 545**.

Multilingual information

We have information about our services available in over 40 community languages. Visit our website www.ewon.com.au to download information.

How we can help

EWON provides a free, independent way of resolving customer complaints about all electricity and gas suppliers in NSW as well as some water suppliers. We provide assistance to households and small business.

We can investigate a wide range of complaints, including:

- high bills and disputes about the accuracy of bills
- debts and arrears
- disconnection or restriction of supply
- marketing, contracts and transfer issues
- poor customer service
- reliability and quality of supply
- actions by suppliers that affect your property.

We can:

- arrange for someone from your supplier's specialist dispute resolution team to contact you directly about your complaint
- investigate the circumstances that led to your complaint
- try to negotiate a settlement between you and your supplier.

If necessary, the Ombudsman can make a binding decision to resolve the case.

Energy and water basics for households and small business customers

Moving in and out

You need to set up an electricity account when you move in. If the premises have gas appliances you want to use, you will also need to set up a gas account.

- Look for the best offers available to you at the price comparator website www.energymadeeasy.gov.au.
- If you are eligible for a rebate, tell the company when you open the account.
- If you are renting your home, the water account will be in the owner's name. You cannot choose your water provider.
- In the days before you move out, you need to call your energy supplier(s) to close your account(s). Otherwise, you may be charged for the next residents' consumption.

For more information see our factsheet: [Help for energy & water customers](#)

Switching energy retailers

Switching to a market energy offer can save you money. Before you switch:

- Make sure the contract is right for you
- Compare the offers available at the free, independent energy price comparator website www.energymadeeasy.gov.au
- Compare the service access and usage rates, as well as any other fees and charges
- Make sure you understand the contract, know what part of the rate is fixed and are clear about what part of the bill any discount applies to
- Find out if your existing retailer will charge you an early termination fee if you switch
- Check the contract length and what happens when it ends
- Compare payment options

For more information see our factsheet: [Switching energy retailers](#)

Watch your usage and save money

Save money on your bill by reducing your household's energy and water consumption. There are many simple, affordable steps you can take to improve the energy and water efficiency of your home or business.

For more information see our factsheet: [Getting high bills?](#) and visit: www.environment.nsw.gov.au

Disconnection

If you have been disconnected or are facing disconnection for non-payment, contact your retailer as soon as possible. See the payment difficulties section on the next page for more information about your options. There are rules about when and how a company can disconnect your supply due to non-payment, eg you cannot be disconnected:

- If you have advised your retailer you have an EAPA appointment or if you owe \$300 or less and have agreed to pay this amount
- On Friday, Saturday, Sunday or the day before a public holiday, or before 8am or after 3pm Monday to Thursday

If you have been disconnected in error, contact your supplier immediately.

For more information see our factsheet: [Help for energy & water customers](#)

Energy marketing

Marketers are required to observe rules about how and when they approach customers as well as what information they provide. If you feel pressured, don't sign or agree to anything.

For more information see our factsheets: [Switching energy retailers](#) [Help for small business](#)