



**Have a problem  
with your  
electricity or  
gas provider?**

**Let's yarn.**

Our service is free,  
fair and independent.



**Energy & Water  
Ombudsman**  
Queensland

## ABOUT US

The Energy and Water Ombudsman Queensland (EWOQ) is a **free, fair and independent** dispute resolution service.

We help people and small businesses in Queensland who have a problem with their electricity and gas providers and those in South East Queensland who have problems with their water providers too.

We are an ombudsman service. Which means we are fair and independent – we are not part of the government or energy and water companies.

Our service is free for all Queenslanders.

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

# WHAT KIND OF PROBLEMS CAN WE HELP WITH?

**We can help with:**

|                                                                                     |                                          |                                                                                     |                                                 |
|-------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------|
|    | high bills and<br>disputed<br>accounts   |    | incorrect bills                                 |
|    | payment plans<br>and more time<br>to pay |    | access to<br>financial<br>hardship<br>programs  |
|   | missing<br>rebates and/or<br>concessions |   | poor customer<br>service                        |
|  | connection<br>issues                     |  | disconnection<br>of supply                      |
|  | misleading<br>offers and<br>discounts    |  | credit issues,<br>including<br>default listings |

Whether you want to check your understanding, see what options are available or need a helping hand,  
**we're here for you.**

## WHAT DO I DO WHEN I HAVE A PROBLEM?

1

Contact your electricity or gas company first. Their details should be on your bill.

2

Have a yarn with them and let them know what your problem is and what you would like done to fix it.

3

Make sure to keep all letters, emails, bills and notes from your conversations with them.

4

If your problem isn't fixed, or you are unhappy with the outcome, contact us.

5

Visit our website at [www.ewoq.com.au](http://www.ewoq.com.au) or call **1800 662 837** and one of our team will help you.

## **WHAT HAPPENS AFTER YOU MAKE A COMPLAINT**

After you make a complaint with us we will work with you and your energy company to fix your problem.

### **First, we will:**

- speak to your energy company and let them know what your problem is
- ask them to contact you to fix it.

They have 5 working days to contact you.

If we don't hear from you, we will contact you within 3 weeks to see if the problem has been fixed.

### **If the problem has not been fixed, or the company never contacted you, we will:**

- open an investigation
- speak to your energy company to investigate the problem
- work with them to find an outcome that is fair and tries to fix your problem.

Once the investigation is complete, we'll contact you with the outcome.

## NEED HELP?

We're available from 8:30am to 5:00pm every weekday except Tuesday, when we open at 9:30am.

### How to have a yarn with us



**Submit a complaint online**

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



**Call us**

**1800 662 837**

Calling from a mobile? We can call you back.



**Email us**

[info@ewoq.com.au](mailto:info@ewoq.com.au)



**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.

**Find us on social media**

