

# Energy & Water Ombudsman NSW

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# ELECTRICITY, GAS & WATER COMPLAINTS



The Energy & Water Ombudsman NSW (EWON) offers a **free, fair and independent** dispute resolution service for energy customers in NSW, and some water customers.

We can investigate a wide range of complaints, including:

- **disputed accounts and high bills** • **debts/arrears** • **disconnection or restriction of supply**
- **reliability and quality of supply** • **connection or transfer issues** • **marketing practices**
- **poor customer service** • **negotiated contracts** • **supplier actions affecting property**



Energy & Water  
Ombudsman NSW

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

**CONTACT US**

freecall 1800 246 545  
[www.ewon.com.au](http://www.ewon.com.au)

# About EWON

Complaints can be made:

- by **phone** (freecall) **1800 246 545**
- in **writing** (freepost)
- **online** at our website [www.ewon.com.au](http://www.ewon.com.au)
- via **mobile** to our website



If you have a problem:

- Talk to the supplier first.
- Keep a record of your contact date.



 **Always give the energy or water provider an opportunity to resolve a dispute first.**

# Providers within EWON's jurisdiction

## ELECTRICITY AND GAS

### RETAILERS

ACTEWAGL  
AGL  
ALBURY GAS COMPANY  
AURORA ENERGY  
AUSTRALIAN POWER & GAS  
CLICK ENERGY  
COUNTRY ENERGY  
DIAMOND ENERGY  
DODO POWER & GAS  
ENERGYAUSTRALIA  
ERM POWER RETAIL

### DISTRIBUTORS

ACTEWAGL DISTRIBUTION  
APT ALLGAS ENERGY  
AUSGRID  
CENTRAL RANGES PIPELINE  
ENDEAVOUR ENERGY

GOENERGY  
LUMO ENERGY  
MOMENTUM ENERGY  
ORIGIN ENERGY  
POWERDIRECT  
QENERGY  
RED ENERGY  
SANCTUARY ENERGY  
SIMPLY ENERGY  
TRUENERGY  
WIN ENERGY



ESSENTIAL ENERGY  
ENVESTRA NSW  
JEMENA GAS WORKS  
TRANSGRID

## WATER



### RETAILERS/DISTRIBUTORS

AQUANET  
ESSENTIAL ENERGY  
FLOW SYSTEMS  
GOSFORD CITY COUNCIL  
HUNTER WATER  
SHOALHAVEN WATER  
STATE WATER  
SYDNEY DESALINATION PLANT  
SYDNEY WATER  
VEOLIA WATER SOLUTIONS &  
TECHNOLOGIES  
WYONG SHIRE COUNCIL

# Items discussed in Q & A

Eligibility for energy rebates

[www.industry.nsw.gov.au](http://www.industry.nsw.gov.au)

Low Income Household Rebate

Family Energy Rebate

Medical Energy Rebate

Life Support Rebate

And

Essential Medical Equipment Payment

<http://www.humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment>

# Changes to NSW law

## NSW now under the National Energy Rules

In Q& A

We discussed

- Australian Energy Regulator's role

[www.aer.gov.au](http://www.aer.gov.au)

- Hardship programs
- Disconnection rules and other changes to the law

# Marketing & Competition

See EWON's Switching Retailers fact sheet

- **Marketing hours**
- **Cooling Off period** - Door to door 10 business days  
Telephone marketing 10 business days applies with an allowance of 2 business days for posting of contract – [Rule 47](#)
- **Termination fees** may exist on market contracts
- **Energy Made Easy** [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)



**No marketers**  
**No sales people**

*Thank you*

# Do not knock provisions

- **No Marketing sticker**
- **Do not Knock** – <http://donotknock.org.au/no-contact/>
- **Retailers** – must maintain a “no contact list”
- **Do not call register** 1300 792 958 or [www.donotcall.gov.au](http://www.donotcall.gov.au)



**No marketers**  
**No sales people**

*Thank you*

*AGL and EnergyAustralia have ceased door to door marketing and Origin will cease this type of marketing on 30/9/2013*



# Know when to refer to EWON

## Where your contact with the retailer:

- has not answered your questions
- has been unsatisfactory /failed to reach resolution
- Possible breach of legislation

Unresolved billing issue

Possible systemic issue

Need for clarification

If your client is **disconnected or facing disconnection**  
without assistance from retailer

# Home Power Savings Program

## 1300 662 416



### Eligible households can:

- Save up to 20% off their power use
- Expect to save about \$265 a year off their power bills
- Learn about free and cheap ways of saving power to help sustain savings
- See brochure in your information pack for all contact details
- Free power savings kit installed

### Who is eligible?

- you live in NSW; AND
- you contribute to the energy bills for the property; AND
- you are an energy utility hardship customer; OR
- you live in social housing; OR
- you have one of the cards listed here



Centrelink Pensioner Concession Card



Department of Veterans' Affairs (Gold) Repatriation Health Card



Department of Veterans' Affairs Pensioner Concession Card



Centrelink Low Income Health Care Card



Department of Veterans' Affairs (White) Repatriation Health Card



### Save Power Kit – Available at your library

A DIY toolkit to help make your home more energy efficient

# Home Energy Saver Scheme

HESS 1800 007 001

HESS is provided through community organisations nationwide and can help by offering low-income households experiencing difficulty meeting and paying for their energy needs with:

- information about easy and affordable ways to use less energy in the home
- one-on-one budgeting assistance
- information on whether you are getting the right rebates and assistance
- help to understand your energy bills and the energy market
- advice, advocacy and support
- links to other services that may be able to assist you; and
- help to access no or low interest loans to purchase energy efficient appliances

*Funding of \$5m has been given to NILS schemes to provide loans across the nation to support the link with the HESS program*

# Chill your winter power bill

Heating is just one of the factors that can increase households' energy use in the cold weather – and drive up power bills. EWON has developed an online resource, *Chill Your Winter Power Bill*, to help consumers avoid winter bill shock and manage their bill payments by:

- Being aware of household energy consumption
- Reducing energy use
- Accessing rebates and assistance
- Planning for the bill

Access the resource at:

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



## CONTACT US

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**Freefax** 1800 812 291

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Twitter.com/**ewonsw**

Keeping essential services within reach