

Disputes and complaints

If you have a dispute with your energy retailer, this fact sheet explains the best way to try to resolve it. In general:

- try to resolve matters directly with your retailer first
- if that doesn't work and you have exhausted all options with the retailer, contact the Energy & Water Ombudsman NSW (EWON) for assistance or to make a complaint. EWON's services are free to consumers.

Resolving a dispute with the retailer

(internal dispute resolution)

Step 1. Contact your retailer

- explain the problem and the background or history
- ask how they can help and what they intend to do
- write down the name of the person you spoke to, the date and time of the call and what you discussed and agreed on.

If the matter is complicated and not urgent, it might be easier to explain it in a letter. Keep copies of any letters you send.

If the person you spoke to can't help, go to Step 2.

Step 2. Ask to speak to a supervisor, manager, or the Customer Hardship Unit

- discuss what options are available
- write down the name of the person you spoke to, the date and time of the call and what you discussed and agreed on.

If you are still not satisfied, explain that you will have to take the matter to EWON for external dispute resolution.

Resolving a dispute with EWON's assistance

(external dispute resolution)

Contact EWON by phone, online, or in person

You will need to explain what the problem is and what has been discussed between you and the retailer.

EWON may:

- arrange for a senior person at the retailer to contact you
- investigate the circumstances that led to the dispute
- try to negotiate a settlement between you and your retailer.

Energy & Water Ombudsman NSW (EWON)

Office hours are 9am-5pm, Monday to Friday

EWON can investigate disputes about such things as:

- disputed accounts
- high bills, debts, arrears
- disconnection or restriction of supply
- reliability of supply
- quality of supply (including claims for compensation)
- connection or transfer issues
- negotiated contracts
- marketing practices
- poor customer service.

freecall	1800 246 545 (if calling from a mobile phone, let EWON know and they will call back)
freefax	1800 812 291
freepost	Reply Paid K1343 Haymarket NSW 1239
email	omb@ewon.com.au
website	www.ewon.com.au (you can make a complaint online)
interpreter services	131 450
national relay service	133 677
by appointment (ring freecall 1800 246 545 to make an appointment)	Level 10, 323 Castlereagh Street Sydney

FOR MORE INFORMATION

- Visit our website: www.energy.nsw.gov.au
(Copies of this fact sheet can be downloaded from the website.)
- Contact the Energy Info Line on 1300 136 888
- See Appendix A of the *Energy Assistance Guide*. (Copies can be downloaded from the website.)

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