

Who to contact

This fact sheet contains contact details for getting help with energy and related matters:

- all the electricity and gas retailers in NSW
- the Energy & Water Ombudsman NSW (EWON) – for free services and advice, including help with disputes and complaints
- free financial counselling services, debtor services, and emergency relief for food, water, pharmaceuticals, transport, and so on - if you need energy assistance, you may need help with other things too.

This list is correct at the time of writing, but is subject to change. The list is kept up-to-date at: www.myenergyoffers.nsw.gov.au/useful-information/energy-retailers.aspx

Free telephone interpreter service

People who speak English as a second language can phone any of the numbers on this fact sheet using this free interpreter service.

Phone 131 450, ask for an interpreter in the language you want, and give them the number to call. The interpreter will call the number and then stay on the line to assist with your conversation.

Electricity retailers

RETAILER	WEBSITE	PHONE NUMBER
ActewAGL Retail	www.actewagl.com.au	131 293
AGL Sales	www.agl.com.au	131 245
Australian Power & Gas	www.australianpowerandgas.com.au	133 298
Country Energy	www.countryenergy.com.au	132 356
EnergyAustralia	www.energyaustralia.com.au	131 535
Integral Energy Australia	www.integral.com.au	131 002
Lumo Energy	www.lumoenergy.com.au	1300 115 866
Momentum Energy	www.momentum.com.au	1800 794 824
Origin Energy Electricity	www.originenergy.com.au	132 463
Powerdirect	www.powerdirect.com.au	1300 307 966 – then press 1
Red Energy	www.redenergy.com.au	131 806
Sanctuary Energy	www.sanctuaryenergy.com.au	1800 109 099
TRUenergy	www.truenergy.com.au	1800 558 643

Gas retailers

RETAILER	WEBSITE	PHONE NUMBER
ActewAGL Retail	www.actewagl.com.au	131 293
AGL Retail Energy	www.agl.com.au	131 245
AGL Sales (Queensland)	www.agl.com.au	131 245
Australian Power & Gas	www.australianpowerandgas.com.au	133 298
Country Energy	www.countryenergy.com.au	132 356
EnergyAustralia	www.energyaustralia.com.au	131 535
Origin Energy LPG	www.originenergy.com.au	132 463
TRUenergy	www.truenergy.com.au	133 466

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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NSW Trade & Investment and the NSW Govt do not warrant or represent that information in this fact sheet is complete, current, reliable and/or free from error. This fact sheet is not intended to be and should not be relied upon as the ultimate and complete source of information on any particular topic. Content in this fact sheet is subject to constant review and the information is subject to change or removal at any time.

Phoning on someone else's behalf?

If you phone a retailer, EWON or any other organisation on someone else's behalf (e.g. a client, a family member, someone in your household), the organisation may require proof that you are authorised to do so. Authorisation may simply mean a phone call from the person you are representing or it may mean they have to write and sign a letter which you can then fax through.

Energy & Water Ombudsman (EWON)

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

freecall	1800 246 545*
freefax	1800 812 291
freepost	Reply Paid K1343 Haymarket NSW 1239
email	omb@ewon.com.au
website	www.ewon.com.au
interpreter services	131 450
national relay service	133 677
by appointment please ring freecall 1800 246 545* to make an appointment	Level 10 323 Castlereagh Street Sydney

* Calls from mobile phones may attract a fee, which will vary depending on the service provider. If calling from a mobile phone, let EWON know and they will call you back.

Other assistance

People who need help with their energy bills may need help with other things too, for example with food, water, pharmaceuticals,

Type of assistance	Where to go for help
Emergency relief This includes food, transport, chemist vouchers, part-payment of an outstanding account (e.g. rent or utilities) budgeting assistance, and referrals to services that can help address underlying causes of financial crisis.	The Federal Government has an emergency relief program with funding allocated to participating community and charitable organisations to provide to people in financial crisis. Visit the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) website at www.fahcsia.gov.au/sa/communities/proserv/Pages/EmergencyReliefProgram.aspx
Financial counselling Financial counsellors provide information including tips on managing a budget to clients experiencing financial problems. It is a free community service provided by financial counsellors working in non-profit organisations.	The Financial Counsellors' Association of NSW (FCAN) maintains a list of financial counsellors across NSW as well as details on how to become a financial counsellor. Visit FCAN's website at www.fcan.com.au/ or phone FCAN on 1300 914 408
Credit and debt If your client has unpaid bills and is contacted by a debt collector.	The Consumer Credit Legal Centre (CCLC) operates a credit and debt hotline: 1800 808 488 The CCLC website has useful information for consumers, including fact sheets in a number of community languages. Visit the CCLC website at www.cclcnsw.org.au/
Telecommunications If your client is having difficulty paying phone or internet bills	A fact sheet on various programs and forms of assistance is available from the Australian Communications and Media Authority (ACMA) Visit ACMA's website at: www.acma.gov.au/

How can EWON help?

EWON offers a free service in investigating disputes and complaints such as:

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

EWON can help by:

- arranging for a senior person in the retail company to contact you directly about your complaint
- investigating the circumstances that led to your complaint
- trying to negotiate a settlement between you and your retailer.

However, EWON cannot help with:

- complaints about price increases
- disputes between tenants and landlords - for these matters, contact NSW Fair Trading on 13 32 20 or your local Tenants' Advice and Advocacy Service.

FOR MORE INFORMATION

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