



If you are not satisfied with how we have handled your complaint, you may contact EWON for free assistance.

EWON is the government approved dispute resolution scheme for New South Wales electricity and gas customers, and some water customers.

EWON was founded in 1998 as an industry-based Ombudsman scheme, to independently resolve complaints about members of the scheme.

### **What does EWON do?**

As an Ombudsman scheme, EWON work towards a fair and reasonable outcome for all parties. They are an independent body - not consumer advocates or industry representatives.

### **What EWON investigate**

EWON can investigate a wide range of complaints, including:

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

### **EWON can help by:**

- arranging a WaterNSW staff member to contact you directly about your complaint

- investigating the circumstances that led to your complaint
- trying to negotiate a settlement between you and WaterNSW.

### **Having problems paying your bill?**

EWON can:

- try to negotiate more time to pay your bill
- work out a payment plan so you can pay your bill over time
- let you know how to save money on your bills, provide information about where to get emergency assistance, payment options, Centrepay, Government rebates and any assistance programs provided by WaterNSW.

### **Binding decisions**

If necessary, the Ombudsman can make a binding decision to resolve a complaint, based on what is fair and reasonable.

### **Contacting EWON**

Free call: 1800 246 545

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)

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

Reply Paid 86550, Sydney South NSW 1234