



ENERGY AND WATER
OMBUDSMAN

Victoria **Listen Assist Resolve**



How we can help you

Electricity, gas and water complaints



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is from the
Energy and Water Ombudsman Victoria.



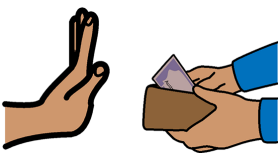
The Energy and Water Ombudsman Victoria helps people with **complaints** about their **energy** and water companies.



Complaints mean you tell someone you are **not** happy about something.



Energy means electricity and gas.



Our service is

- free

and



- **independent**
 - independent means we are **not** part of the government or energy and water companies.

How we can help you

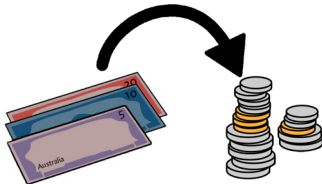


This book is about how we can help you if you have a complaint.



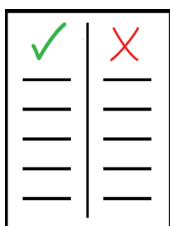
You can also ask us for information that is **not** part of a complaint.

What we cannot do



We **cannot**

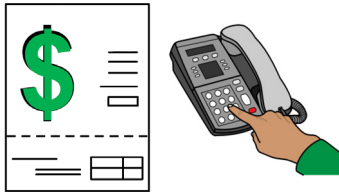
- change the price of energy and water
- change government rules about energy and water
- listen to complaints from people who do **not** live in Victoria.



How to make a complaint



You must try to fix the problem with your energy or water company first.



Call the number on your energy or water bill.



If your energy or water company has **not** fixed your problem you can ask us for help.



We talk to your energy or water company.



We ask them to look at your complaint and fix the problem.



We ask them to contact you about how they will fix your problem.



Your energy or water company can call or email you about the complaint.



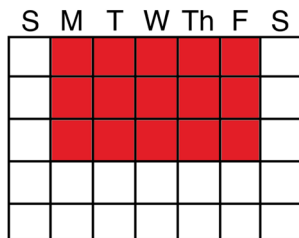
They must call or email you in 3 days.



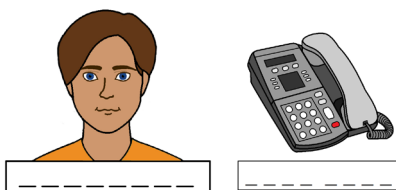
Your energy or water company can write to you about the complaint.



They must write to you in 5 days.

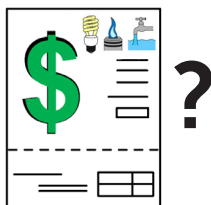


Your energy or water company has 15 days to fix your problem.

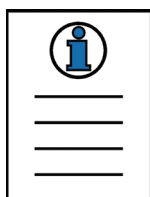


When you tell us your complaint you must give us

- your contact details



- the name of your energy or water company



- details of what has happened so far.



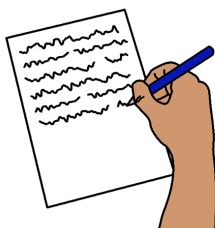
You can tell us your complaint in different ways.



Call 1800 500 509
Between 8:30 am and 5 pm
Monday to Friday



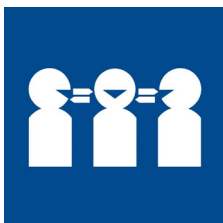
Website www.ewov.com.au



Write to Reply Paid 469
Melbourne VIC 8060

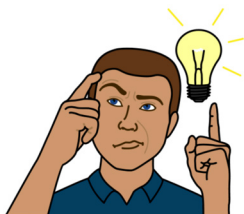


You can write to us in Braille.



If you need help with English use the
Telephone Interpreting Service.

Call 131 450



We will **investigate** your complaint.



Investigate means we work with you and the energy or water company to fix your problem.



We will tell you what happens when we investigate.



You might talk to different people.



They are all trained to help you.

What if your problem is not fixed?



You should call us again if

- your problem is **not** fixed

or



- you have **not** heard from your energy or water company.



If we **cannot** fix your problem we will tell you who to talk to for more help.

More information



For more information contact the
Energy and Water Ombudsman Victoria.



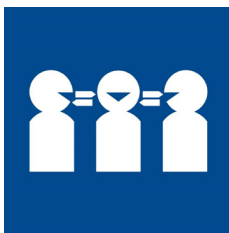
Call 1800 500 509



Website www.ewov.com.au



Email ewovinfo@ewov.com.au



If you need help with English

Contact the Telephone Interpreting Service.



Call 131 450



If you need help to speak or listen

Use the National Relay Service.



Call 1800 555 677



Website

communications.gov.au/accesshub/nrs

Give the relay officer the phone number you want to call.

This Easy English document was created by Scope (Aust) Ltd. in August, 2021 using Picture Communication Symbols ©1981–2021 by Tobii Dynavox. All Rights Reserved Worldwide. Used with permission. Boardmaker® is a trademark of Tobii Dynavox. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit scopeaust.org.au