



**ENERGY AND WATER
OMBUDSMAN**
Victoria **Listen Assist Resolve**

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Section 1

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Section 2

Indicate the number of copies for each required publication.

General EWOV Publications	No. Copies
What happens next? What happens after you contact EWOV.	
Choosing an energy retailer Information for residential and small business customers, about electricity and gas retail competition and your rights.	
New transitional housing tenants Information about responsibility of electricity, gas and water, for new housing tenants.	
High electricity, natural gas or water bills Information to help residential customers understand why they may have received a bill that is higher than usual.	
Estimated Bills and Meter Access Explains when and why bills are issued based on estimated meter readings.	
Can't pay your energy or water bill? What residential customers should do if they can't pay their bill, and the payment assistance that may be available to them.	
Disconnection and restriction for debt Information to help residential customers understand their rights and responsibilities, and the assistance that may be available to them.	
Electricity, gas and water meters Information about different meter types, and how meter technology is changing.	
Smart Electricity Meters Information about new meter technologies, and what changes to expect.	
EWOV and LPG Information on what type of LPG (bottle gas) problems EWOV can assist with.	
Charges on water bills (metropolitan water corporations) Information about changes for metropolitan customers.	

<p>Charges on water bills (regional urban water corporations) Information about changes for regional customers.</p>	
<p>Water Licensing and EWOV Help with deciding where to lodge your complaint about water licensing.</p>	
<p>EWOV - general poster</p> <ul style="list-style-type: none"> • What kind of problems EWOV can handle • How to contact EWOV 	
<p>EWOV Poster for Indigenous Customers</p> <ul style="list-style-type: none"> • How to contact EWOV 	
<p>EWOV Information Card for Indigenous Customers</p> <ul style="list-style-type: none"> • What kind of problems EWOV can handle • How EWOV solves problems • How to contact EWOV 	
<p>Information for electricity customers using 40 – 160 MWh/year – this fact sheet is no longer available. For marketing and transfer information refer to <i>Fact Sheet 3: Choosing an energy retailer</i>.</p>	N/A
<p>Electricity, gas and water complaints Information to help Members of Parliament and Electorate Officers understand when and how to contact EWOV.</p>	
<p>Basic energy and water fact sheet</p>	
<p>EWOV Multilingual Information - brochure About EWOV and EWOV contact information, in the following languages: Arabic, Bosnian, Chinese, Croatian, Greek, Italian, Macedonian, Persian, Russian, Serbian, Somali, Spanish, Turkish and Vietnamese.</p>	

EWOV Reports	No. Copies
EWOV's latest Annual Report	
The latest Resolution newsletter EWOV's annual newsletter covering case issues and industry trends	
Resolution Bulletin A summary version of Resolution	

Printed version	Electronic version	
		I wish to subscribe to EWOV Connect - a quarterly electronic newsletter for community agencies
		I wish to be added to the distribution list for future editions of the EWOV Annual Report.
		I wish to be added to the distribution list for future editions of Resolution.
		I wish to be added to the distribution list for future editions of the Resolution Bulletin.

If you have any questions, contact:

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