



ONLINE RESOURCES

A guide to online resources for Victorian energy and water consumers and community groups

This fact sheet is designed to provide useful information about online resources and tools to help Victorian consumers and community groups.

Online resources

Where can you find information online?

EWOV's [website](#) is a great information resource. It has easy-to-understand information about the energy and water industry. Some important features of the website include:

- **Online videos:** aim to assist customers to handle their own complaints. They outline the key rights and responsibilities of Victorian customers and the energy and water companies [ewov.com.au/resources/videos](#).
- **Information for community agencies:** to help them work with their clients [ewov.com.au/community](#).
- **Contact details:** for Victorian energy companies and water corporations [ewov.com.au/contact](#).

What other information is available?

A great deal of information is available online, which can be useful when trying to help a customer that has an energy and water issue. This includes:

- easy-to-understand web pages
- useful resources, (i.e. the Do Not Knock Sticker)
- helpful online tools (i.e. price comparison sites and energy efficiency calculators).

There is also an abundance of downloadable information about:

- how to save money and use less energy and water
- understanding the important information on an energy or water bill
- complex energy and water issues, such as solar and Smart Meters
- how to check which concessions or grants might be applicable.

Is this information available in other languages?

Yes. Many websites have information translated in multiple languages and sometimes have targeted information for specific groups e.g. Aboriginal and Torres Strait Islanders and low-income consumers.

What other websites are useful?

Check out the following websites for useful information:

- [victorianenergysaver.vic.gov.au](#)
- [compare.switchon.vic.gov.au](#)
- [livinggreener.gov.au/energy](#)
- [moneysmart.gov.au](#)
- Know your rights when you're doorknocked <http://ow.ly/ZSsCO>
- [dss.gov.au](#)
- [positivecharge.com.au](#)
- [mefl.com.au](#)

Is there a one-stop-shop to find everything?



Yes. There is a new website that includes the best of government, community organisations, and private organisations' material to help Victorian community, welfare and health service providers support their clients and communities.

If you are looking for a one-stop-shop visit: [energyinfohub.org.au/resources](#)