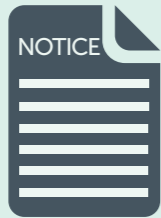


06

HAVE YOU BEEN DISCONNECTED?

You should have received a **disconnection notice** from your company. Please refer to this for company contact details.



To get your service back on, please:

- CONTACT your company.
- ASK for help to pay your bills.
- ASK when your service will be turned back on.

Call Energy and Water Ombudsman (Victoria) on 1800 500 509 and we can help you get reconnected.

07

MARKETING

Salespeople may knock on your door or call you, asking you to change companies.

If you do not want to talk to these salespeople:

- SAY 'I am not interested, thank you'.
- ASK the salesperson to leave.



You should ask for identification (ID) before talking to any door-to-door salesperson.

If you sign a contract then change your mind, you have **10 business days** to contact the company to cancel the contract.

Salespeople may also contact you on the phone. If you do not want them to contact you, please call the **Do Not Call Register** on 1300 792 958.

08

MOVING OUT?



When you are moving out, you need to call your companies to ask for final bills. Tell them your new address.

CONTACT EWOV

Remember: before you contact us you need to try to resolve the issue with your electricity, gas or water company. If you're not sure which company you're with, check your bill.

Call us: **1800 500 509 (Freecall)** between 8:30am and 5pm, Monday to Friday.

Go online: www.ewov.com.au

Email us: ewovinfo@ewov.com.au

Write to us: Reply Paid 469 Melbourne VIC 8060

(we accept letters in Braille)

Fax us: 1800 500 549 (Freefax)

Interpreter service: 131 450

For hearing and speech impaired contact the **National Relay Service**.

Online at: www.relayservice.gov.au

Speak and Read

If you can speak, but cannot hear call: 133 677 or 1800 555 677 (Freecall)

Type and Listen

If you can hear, but are not able to speak call: 133 677 or 1800 555 677 (Freecall)

Speak and Listen

If you are hard to understand on the phone call: 1300 555 727 or 1800 555 677 (Freecall)



HELPING YOU WITH ENERGY AND WATER

Energy and Water Ombudsman (Victoria) (EWOV) helps you resolve **electricity**, **gas** (including LPG) and **water** company complaints.

Our service is **free**, so call us on **1800 500 509** (Freecall) or visit our website www.ewov.com.au. You can call the interpreter service on **131 450**.

01

MOVING IN?

Electricity, gas and water are not free. You need to set up your electricity, gas and water accounts.

Follow these steps:

- CALL an electricity, gas and water company.
- TELL them you would like to connect the service.
- STATE and SPELL your name and your address.
- If you have a concession card, make sure the name you give is the SAME as the name on your card.



02

CHOOSING YOUR COMPANIES



You choose your energy company. Compare by contacting **Victorian Energy Compare** on **13 61 86** or compare.switchon.vic.gov.au



You cannot choose your water company. To find out which water company services your area, please speak with your local council, settlement worker or neighbour. Or visit www.water.vic.gov.au

03

SAVING MONEY

The more electricity, gas and water you use, the more you pay. Some appliances in your home use a lot of energy.



Be CAREFUL when you use heaters, air conditioners and clothes dryers. Remember to turn off taps.

04

PAYING BILLS

You need to pay for the electricity, gas and water you use. If you don't pay your bills, your energy may be disconnected or water restricted.

You can pay bills:



- At an Australia Post office.

centrelink

- In small amounts from your **Centrelink** payment. Ask **Centrelink** how this is done using **Centrepay**.



- Over the phone using a debit or credit card.



- With online banking.

05

NEED MORE TIME TO PAY?

There are three types of bill your company will send:

- First bill
- Reminder notice
- Disconnection notice

If you need more time to pay a bill, please contact your company. Your company may offer you a payment plan. This allows you to pay small regular amounts more often.

You may also be entitled to other help from your company like:

A concession card discount on your bill.

- Government assistance like the Utility Relief Grant.
- Free financial counselling.
- Free energy saving advice or home visit.

If you need help, please call **Energy and Water Ombudsman (Victoria)** on **1800 500 509**.