

# How EWOV helps resolve complaints

## Our process is split into stages.

Different people at EWOV may handle each stage of your complaint. These people are trained to do this.

We always update you on your complaint. If you have a question contact us.

If we cannot help you, we will refer you to an appropriate body.

## HOW TO LODGE A COMPLAINT



You can lodge a complaint by phone, on our website ([www.ewov.com.au](http://www.ewov.com.au)) or in writing. When you make a complaint, we will ask you to provide:

- your contact details
- the name of the company involved in the complaint
- the history of how you've tried to resolve the issue.

## Contact us

**Remember:** before you contact us you need to try to resolve the issue with your electricity, gas, embedded network or water company.

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

**Interpreter service:** 131 450

**Go online:** [www.ewov.com.au](http://www.ewov.com.au)

**Email us:** [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

**Write to us:** Reply Paid 469 Melbourne  
VIC 8060 (we accept letters in Braille)

**Fax us:** 1800 500 549 (Freefax)

For hearing and speech impaired contact the National Relay Service.

**Online at:** [www.relayservice.gov.au](http://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)



# HOW WE HELP

A guide to how we handle your **electricity**, **gas** (including LPG) and **water** complaints.



**ENERGY AND WATER OMBUDSMAN**

Victoria **Listen Assist Resolve**

Our service is **FREE**  
Call us on **1800 500 509 (Freecall)**

Or visit our website [ewov.com.au](http://ewov.com.au)  
You can call the interpreter service on **131 450**

# What is the Energy and Water Ombudsman (Victoria) (EWOV)

We assist you to resolve complaints with your electricity, gas (including LPG), or water company.

Independent and free for Victorians.

Our outcomes are fair to you and your company.

Before you contact us you need to try and resolve the issue with your electricity, gas, embedded network or water company.

# What EWOV is not

**WE ARE NOT** an industry watchdog, regulator or government.

**WE CANNOT** change government policy or the price of energy or water.

**WE DO NOT** act on your behalf and we do not act on behalf of your company.

# How we help



## Contact us

You can ask for information but you do not have to make a complaint.



## Have you called your company?

If you have not contacted your company we give you information so you can contact them directly to resolve your complaint.



## If you have contacted your company

If you have been unable to resolve your complaint, we contact your company and ask them to investigate your concerns and to contact you.

Your company has **three business days** to contact you by phone, or email and **five business days** to contact you in writing.

They have a total of **15 business days** to resolve your complaint.

If you have not heard from them in this time, or if your complaint is not resolved, contact us again.



## If your complaint is not resolved contact us

Your complaint will become an investigation. This is when we work with you and your company to resolve the complaint.

