



Within Reach
by Vee Thornbury
Wiradjuri, Dubbo

**“In the time of
our ancestors
there were three
essentials of life
— light, fire and
water.”**

Now we need these essentials to live, only we call them electricity, gas, and water. ‘Within Reach’ is a story about a meeting place called EWON. It is there to help people living in NSW with trouble they are having with the essentials – electricity, gas and water.

The large circle in the middle is EWON. The small circles represent campsites or houses. The dotted lines are travelling tracks leading from the houses to the big meeting place where people are waiting to help you. These people are easy to find – you can come in or use the phone to reach this meeting place.

I have used travelling tracks in my painting that were passed onto me from my Northern Territory teachers. The colours represent the sun, earth and the people that now live in our land – both black and white.”

**Our
service is
free**

CONTACT EWON

FREECALL 1800 246 545*
Monday-Friday, 9am-5pm

TTY/Voice 133 667 (National Relay Service)

Email omb@ewon.com.au

Website www.ewon.com.au

Freepost Reply Paid 86550
Sydney South, NSW 1234

Freefax 1800 812 291

*Calls from mobile phones may attract a fee. If you are calling from a mobile phone, let us know and we will call you back.

Follow us on Facebook and Twitter for updates, tips on managing bills, hints for saving money and more:

 www.facebook.com/ewonsw

 www.twitter.com/ewonsw

ABN: 21 079 718 915
Published: January 2014



**Problems with your
electricity, gas or water
supplier?**

We can help.

Call EWON on 1800 246 545

Visit www.ewon.com.au



Energy & Water
Ombudsman NSW

Do you have a problem with your supplier?

What can EWON do to help?

How we have helped customers



3 steps to resolve your complaint:

1

Step One: If you have any problems paying your bill or you think there is a mistake, **contact your supplier first.** Keep a note of names, dates and times as well as any letters you receive from the company.

2

Step Two: If the call centre staff can't help you, ask to **speak with a manager.** All suppliers must have a program to help people who are having trouble paying their bills.

3

Step Three: If the problem is not fixed, contact EWON by phone, email or in person, or make a complaint online at www.ewon.com.au.

We can help resolve a range of problems customers experience with their energy and water suppliers, for example:

- High and disputed bills
- Payment difficulty
- Disconnection
- Marketing and transfer issues
- Supply reliability

Ways we can help include:

- Trying to get you more time to pay your bill
- Working out a payment plan so you can pay your bill over time

We can also give you information about:

- Where to get energy vouchers
- Payment options (such as Centrepay)
- Government rebates available
- Customer assistance programs
- Saving money on your bills

You can contact EWON if you:

- Are unhappy with how your supplier has responded to a problem you have raised
- Have been cut off or are going to be disconnected
- Need help speaking with your supplier
- Feel you have been unfairly treated by your supplier

Call EWON on freecall
1800 246 545



Belinda's story

Belinda, a young mother with two children, called EWON when her electricity supply had been cut off. She owed \$380 on her account.

There had been a death in her family, which caused her to be away from home for two months. She had just come back, didn't have any money and she really needed the power on to run her daughter's asthma machine.

EWON's Indigenous worker gave Belinda the phone numbers of some agencies to call for EAPA* vouchers.

EWON then called Belinda's electricity supplier. The supplier accepted the vouchers as part payment and arranged for Belinda's power to be put back on that night.

The supplier called Belinda and they set up a fortnightly payment plan to help her keep on top of her bills.

*EAPA - Energy Account Payment Assistance

While this story is based on an actual customer complaint received by EWON, the name has been changed to protect the privacy of the customer and stock imagery has been used to illustrate the story.