

Bills

Do you think your bill is wrong or are you having trouble paying it?

Meters

Having issues getting your meter connected, upgraded or tested?

Debt

Are you facing disconnection or a debt that isn't yours?

Contracts

Are you unsure about your energy plan, tariffs, or options?

Customer service

Are you finding it hard to get the support you need?



ENERGY & WATER
OMBUDSMAN SA

Phone

1800 665 565
8:30am to 5:00pm
Monday to Friday



No English?
No problem!



Free interpreter
☎ 131 450

If you are deaf or hard of hearing, we recommend using the National Relay Service (133 677).

Online

ewosa.com.au

Mail

GPO Box 2947,
Adelaide SA 5001



Our office is located on Kurna Country. We acknowledge the Traditional Owners of the lands across South Australia and pay our respects to Elders past, present and emerging.



Stay in touch

Follow us on social media to get regular updates on energy and water issues, including tips of saving energy and water, rebates, and other assistance programs.



ENERGY & WATER
OMBUDSMAN SA

A free and independent service
for South Australians

Let's talk.

1800 665 565

ewosa.com.au

Trouble with your energy or water provider?



We're here to help
you through it.





**We help South
Australians
resolve issues
with their
electricity,
gas, and water
providers.**

What is EWOSA?

We're a free and independent complaints resolution service. We work with you and your energy or water provider to reach a fair outcome for everyone involved.

Examples of problems we can help with:

- unexpected high bills
- payment difficulties
- debt collection and credit issues
- disconnection or supply restriction
- metering and supply issues
- poor customer service
- misleading marketing practices
- REPS* activity providers

Good to know



We don't just deal with the major retailers. We can help even if your energy or water comes from an apartment complex, retirement village, caravan park, local council, or off-grid system. For a full list of member companies, visit our website.

*Retailer Energy Productivity Scheme

How it works

You can reach out to us anytime you're having issues with your provider. Our service is completely free and making a complaint is simple.

1. Contact your provider and try to resolve the issue directly.
2. If you're not happy with the outcome, contact us.
3. We refer your complaint to a senior person at your provider or investigate it ourselves.
4. We work with both sides until an outcome is reached.

