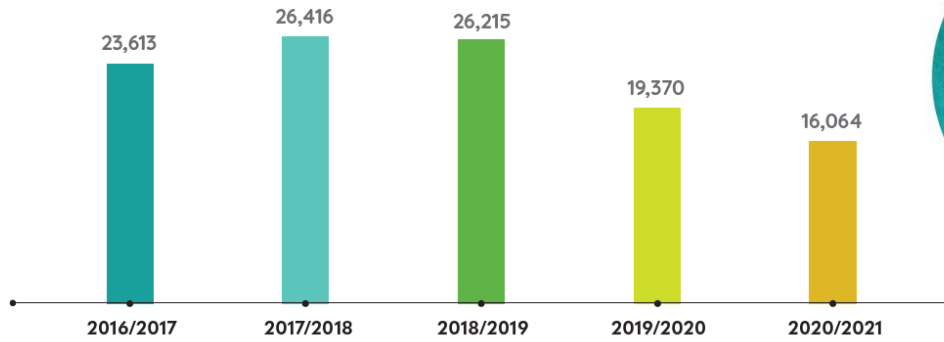


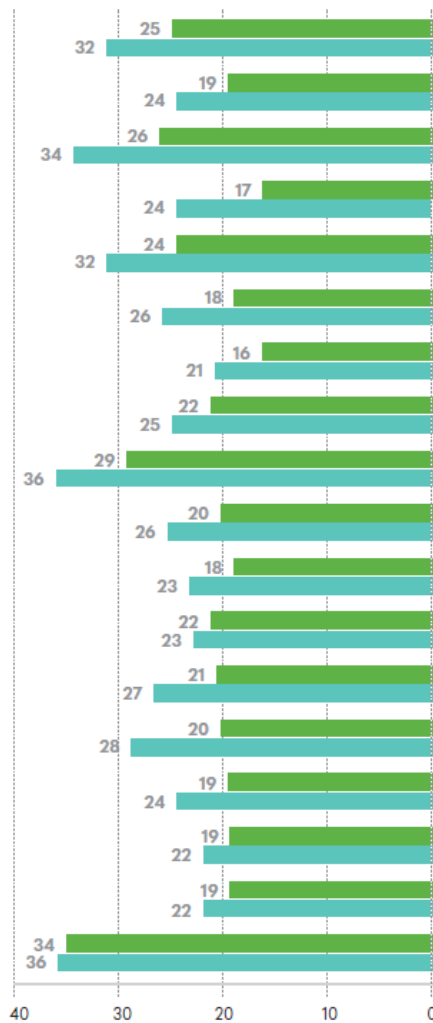
## Complaints received

from 2016/2017 to 2020/2021

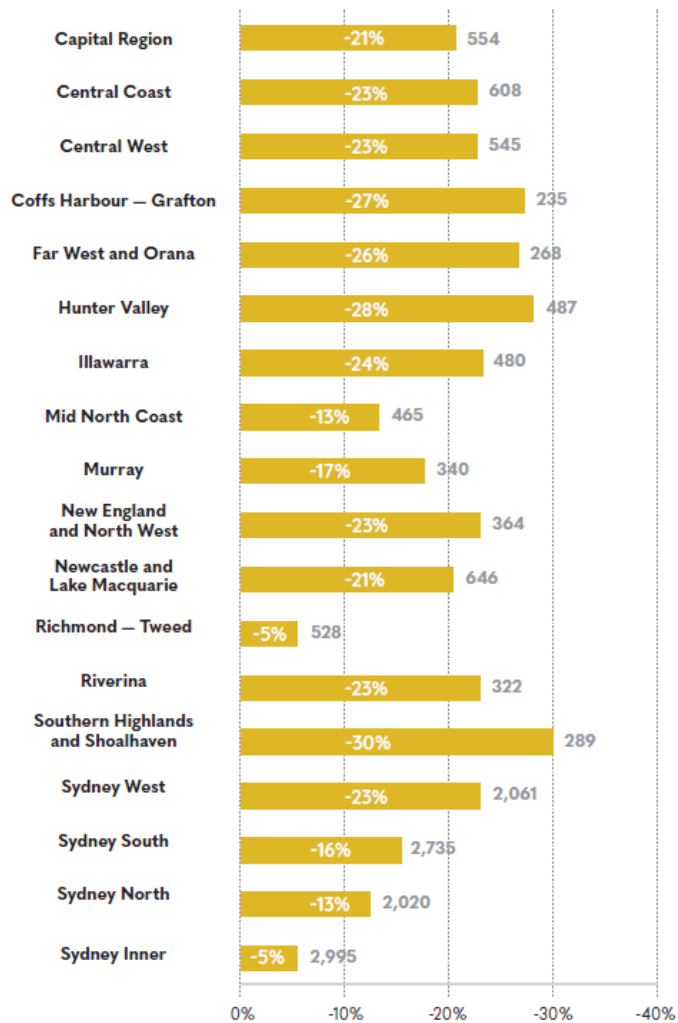


### Complaints per 10,000 people by NSW region

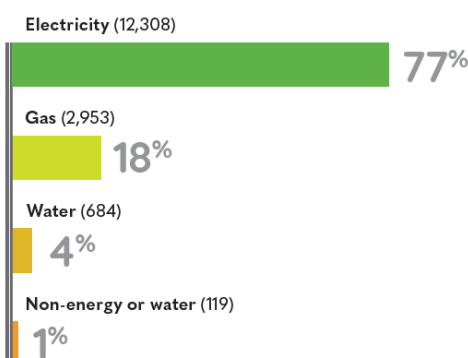
● 2020/2021 ● 2019/2020



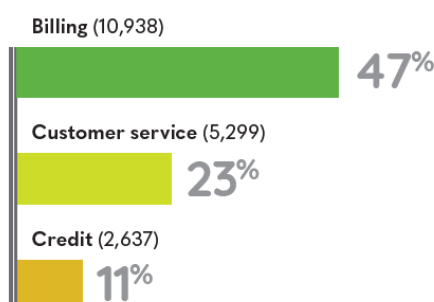
### Total complaint and percentage change by NSW region



### Complaints by electricity, gas and water



### Top three primary issues



## Energy & Water Ombudsman NSW Annual Report 2020/2021

For detailed regional statistics, please contact Jacqui Heywood on 0426 822 341 or by email [jacquelineh@ewon.com.au](mailto:jacquelineh@ewon.com.au)