



Energy & Water  
Ombudsman NSW

# Energy & Water Bill Support Day

## Parramatta

Last Wednesday of each month



The Energy & Water Ombudsman will be available at Parramatta Mission to assist residents and small businesses in the Parramatta area. Specialist staff from the Energy & Water Ombudsman NSW will be available to:

- provide a bill review to help you understand billing, including the various charges
- check your eligibility for energy and water and medical rebates
- help to resolve energy and water complaints
- negotiate with your retailer to resolve contract issues, establish payment plans and organise rebates
- provide tips on how to reduce energy and water consumption.

### What to bring

- Concession cards
- Copy of latest or past energy and water bills if available
- Letters from retailers (if any)



### Where

Parramatta Mission  
119 Macquarie Street  
Parramatta  
(ground floor entrance)

### When

Starting 27 July 2022  
and continuing on the last  
Wednesday of every month

Appointments available  
from 9am – 3pm

### Register by 17 June

Bookings are essential.  
Please phone **02 9891 2277** or  
Email **wecare@  
parramattamission.org.au**

Please inform us if you require  
an interpreter.

**ALL WELCOME**

You can contact EWON to make  
an energy or water complaint.

1800 246 545 [ewon.com.au](http://ewon.com.au)  
[complaints@ewon.com.au](mailto:complaints@ewon.com.au)

Reply Paid 86550, Sydney South NSW 1234  
Level 11, 133 Castlereagh Street, Sydney

To speak to EWON using an interpreter, contact the Translating and Interpreting Service (TIS) on 131 450. People who are deaf, hearing impaired or who have a speech impediment can contact EWON through the National Relay Service on 133 677.