

# Energy and Water Ombudsman Details



## Victoria

### Energy and Water Ombudsman Victoria

Reply Paid 469  
Melbourne, Vic 3001  
We accept letters in Braille

Free call  
(except mobile phones):  
**1800 500 509**

Email:  
**ewovinfo@ewov.com.au**

Translating and  
Interpreting Service:  
**131 450**

TTY hearings  
impaired service:  
**1800 500 529**

## South Australia

### Energy and Water Ombudsman South Australia

GPO Box 2947  
Adelaide, SA 5001

Free call (from Australia):  
**1800 665 565**

Free fax:  
**1800 665 165**

Overseas call:  
**+618 8216 1888**

Overseas fax:  
**+618 8216 1844**

Translating and  
Interpreting Service:  
**131 450**

TTY hearings impaired service:  
**133 677**

## New South Wales

### Energy and Water Ombudsman New South Wales

Reply Paid 86550,  
Sydney South NSW 1234

Free call:  
**1800 246 545**

Free fax:  
**1800 812 291**

Email:  
**omb@ewon.com.au**

Translating and  
Interpreting Service:  
**131 450**

TTY hearings impaired service:  
**133 677**

## Australian Capital Territory

### Civil and Administrative Tribunal (Energy and Water)

GPO Box 578  
Civic Square, ACT 2608

Call:  
**+612 6207 7740**

Email:  
**acatenergycomplaints@act.gov.au**

Translating and  
Interpreting Service:  
**131 450**

TTY hearings impaired service:  
**133 677**

## Queensland

### Energy and Water Ombudsman Queensland

PO Box 3640  
South Brisbane, QLD 4101

Free call:  
**1800 662 837**

Enquiries email:  
**info@ewoq.com.au**

Complaints email:  
**complaints@ewoq.com.au**

Translating and  
Interpreting Service:  
**131 450**

TTY hearings impaired service:  
**133 677**