



ENERGY OMBUDSMAN
QUEENSLAND

Signing an energy contract? Read the fine print

Take the time to understand what you're signing up to and remember to ask the following questions:

- Is the price fixed or can it increase?
- How and when will I receive my bill?
- How can I pay my bill - are there any charges for paying a certain way (credit card, Bpay, direct debit, post office etc.)?
- How long will the contract period last?
- Will I be charged if I end the contract early or move?
- Are there any late payment fees or other account charges?

Remember, a 10 business day cooling-off period applies to all energy contracts if you change your mind.

The Energy Ombudsman Queensland is a free and independent dispute resolution service for Queensland energy consumers who have been unable to resolve a complaint with their energy supplier.

Freecall **1800 662 837** or visit **www.eoq.com.au**