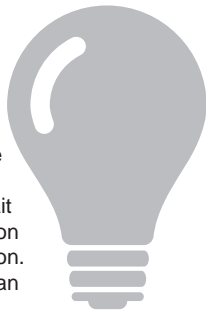




**ENERGY OMBUDSMAN**  
QUEENSLAND

# Facing disconnection? Don't be left in the dark

Are you having difficulties paying your energy bill and worried that you will be disconnected? Contact your energy supplier before disconnection to find out if you can establish a payment plan and avoid being left in the dark. Don't wait until you've been disconnected or you will probably have to pay a reconnection fee, additional security deposit and the balance of your bill before reconnection. If you are unable to arrange a payment plan with your energy supplier, you can contact the Energy Ombudsman Queensland for assistance.



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](http://www.eoq.com.au)**