



# Rachel Nolan MP

Member for Ipswich

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### **New mines and energy telephone hotline to boost customer service**

A new free call telephone hotline has been established to take inquiries about electricity, gas and mining matters, Member for Ipswich Rachel Nolan said today.

Ms Nolan said that in the first week of operating, the free hotline service had received around 200 callers.

"A large volume of calls related to mining grants with callers wanting to know how to apply for them," she said.

Callers can simply dial 1800 657 567 and an operator will be able to help them with their inquiry.

"With just one phone call, callers will be able to get the right response from the right person without being transferred between departments. It's streamlined and it's free," she said.

Ms Nolan said the new inquiry line complemented a range of existing services, particularly for energy customers.

"Customers making enquiries in relation to electricity and gas supplies should, in the first instance, try to get their problem resolved through their supplier," she said.

"If they can't get a satisfactory response I would encourage them to contact the Energy Ombudsman Queensland.

"The State Government set up the Office of the Energy Ombudsman to help protect the rights of consumers. It's a free, dispute resolution service and it gives consumers somewhere to turn," she said.

The toll free number for the Energy Ombudsman is 1800 662 837.