



Rachel Nolan MP

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Help at hand for electricity consumers

Member for Ipswich Rachel Nolan has urged householders with any concerns about their electricity or gas retailer to contact the Energy Ombudsman.

Ms Nolan said the Energy Ombudsman offered a free, one-stop shop for electricity and gas consumers.

“He’s got experienced people working in his office with their sleeves rolled up, ready to sort out any complaints,” Ms Nolan said.

There is also a toll free number for the Energy Ombudsman – 1800 662 837.

Ms Nolan said consumers with any concerns about their electricity or gas bill should contact their electricity or gas retailer in the first instance.

“And if they don’t get a satisfactory response from them, I’d encourage them to go straight to the Energy Ombudsman,” she said.

“The Bligh Government is on the side of the consumer. That’s why we set up an Energy Ombudsman, so that people have someone to turn to,” she said.

Discounts are listed on the website and will feature in new regional Business Discount Directories which will be posted to cardholders later this year.

Mrs Keech also called on local businesses to sponsor the Department of Child Safety’s Foster Carer Card program.

“The Foster Carer Card offers discounts to Queensland foster carers, those people that open their hearts and homes to neglected and abused children,” she said.

“Businesses have the opportunity to thank our foster carers and there would be few people in society who are more deserving of a little bit of a discount than these genuine community heroes.

“Businesses joining the program have complete control over the level of discounts they wish to set and the period of time for the discount to take effect,” said Minister Keech.

“Approved foster and kinship carers are required to present their Foster Carer Card to the business in order to be granted the discount.

“Businesses will receive free promotion of their discounted goods or services through a directory given to carers as well as marketing opportunities through the Department’s Brighter Futures magazine.”