

Scheme Participant Notification

Instructions

Entrant electricity and reticulated gas retailers must submit this form within 10 business days from when they enter into a contract for the provision of, or start to provide, retail services to a small customer*. Scheme participation takes effect from the date customer retail services are provided to the customer. Penalties can be enforced if notification forms are not submitted within 10 business days.

Electricity and gas distributors who provide small customer connection services are required to become scheme participants.

Please use BLOCK (capital) letters when you fill out this form. Attach extra sheets if there is not enough space. If you need help completing this form, call Energy and Water Ombudsman Queensland (EWOQ) Corporate Services on 1800 662 837.

**A small customer is a residential or small business customer whose electricity consumption is under 100 megawatt hours per year or gas consumption under one terajoule per year.*

Privacy statement

EWOQ is collecting confidential information on this form as required by the *Energy and Water Ombudsman Act 2006* (the Act). In accordance with the Act, some information may be passed onto the general public, for example, organisation name and generic contact details listed on EWOQ's website. Your personal information will not be disclosed to any third party without your prior consent or unless authorised or required by law under the *Information Privacy Act 2009*.

Office use only

Date received:

Part 1 - Company details

Company details

Company name

ABN/ACN

Address

Suburb State Post Code

Postal address

Suburb State Post Code

Phone () Fax ()

Email Website

Licence details

For electricity and gas only

Retail authority/licence number

Distribution authority/licence number

Product Electricity Gas

Part 2 - Scheme participant effective date

Scheme participant becomes part of EWOQ when they actively provide services to customers within EWOQ's jurisdiction.

Effective date

Date / /

Part 3 - Scheme participant contact

This contact is required to provide and update any changes of the information provided below.

Contact details

Name

Position

Phone () Fax ()

Email

Part 4 - Finance contacts

This contact will receive all invoices (e.g. membership invoices, quarterly advance invoices, half yearly adjustment invoices and unpaid fee invoices) from EWOQ for payment by the scheme participant. They will also receive half yearly complaint information and budget guidelines. Direct phone numbers and email addresses must be provided. Please notify us if this contact changes.

Contact details

Name

Position

Phone () Fax ()

Email

Contact details

Name

Position

Phone () Fax ()

Email

Part 5 - Marketing contact

Please provide the details of a marketing or media contact, who EWOQ can contact directly during business hours about marketing or media related enquiries. A direct phone number and email address must be provided. Please notify us if this contact changes.

Contact details

Name

Position

Phone () Fax ()

Email

Part 6 - Complaint contacts

Please provide a generic email address for investigation notifications. In addition, provide contact details of the team leader of your customer service unit, their direct manager and the General Manager to whom they are accountable within your organisation. EWOQ Investigation Officers must be able to contact these people directly during business hours in the course of a complaint investigation against your company. Direct phone numbers and email addresses must be provided. Please notify us if these contacts change.

Generic email address

Email

Team leader

Name

Position

Phone () Fax ()

Email

Direct manager

Name

Position

Phone () Fax ()

Email

General manager

Name

Phone () Fax ()

Email

Part 7 - Declaration

This section must be signed by the CEO (or equivalent) of your organisation. These details will be used by the Energy and Water Ombudsman to contact the CEO when necessary.

Declaration and signature

I declare that the particulars provided in this notification are true and correct in every detail.

Signature

Name

Position

Postal address

Suburb State Post Code

Phone () Fax ()

Email

Date / /

Part 8 - Lodgement details

Lodgement

Please return your completed form to:
Corporate Services
Energy and Water Ombudsman Queensland
PO Box 3640
South Brisbane QLD 4101