

## Energy and Water Ombudsman Queensland 2018-19 Annual Report

ISSN 1839-308X



©Energy and Water Ombudsman Queensland, 2019

### Communication objective

Energy and Water Ombudsman Queensland (EWOQ) provides a free, fair and independent dispute resolution service for residential and small businesses throughout Queensland who have an unresolved issue with their electricity or gas provider. We also provide this service for residential and small business water customers in South East Queensland.

This annual report presents information about the performance of the Ombudsman scheme for the period 1 July 2018 to 30 June 2019. It includes our activities and achievements for the financial year against our strategic plan and summarises our future priorities and challenges.

This report is produced under the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*. It has been written for the benefit of our stakeholders, including energy and water consumers, retailers and distributors; and members of Queensland Parliament.

### Licence

This annual report is licensed by the Energy and Water Ombudsman Queensland under a Creative Commons Attribution (CC BY) 4.0 International licence. In essence, you are free to copy, communicate and adapt this annual report, as long as you attribute the work to the Energy and Water Ombudsman Queensland.

To view a copy of this licence, visit [www.creativecommons.org/licenses/by/4.0](http://www.creativecommons.org/licenses/by/4.0)



### Attribution

Content from this annual report should be attributed to the *Energy and Water Ombudsman Queensland Annual Report 2018-19*.

### Accessibility

We are committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding the annual report, please contact us on 1800 662 837 and we will arrange an interpreter to effectively communicate it to you, free of charge.



This publication is available online from [www.ewoq.com.au/annual-reports/](http://www.ewoq.com.au/annual-reports/) or by contacting the Communications and Marketing team by emailing [info@ewoq.com.au](mailto:info@ewoq.com.au) or phoning us on 1800 662 837.

### To request a printed version or provide feedback:

Level 16, 53 Albert Street  
Brisbane QLD 4000

PO Box 3640  
South Brisbane BC QLD 4101

1800 662 837

[info@ewoq.com.au](mailto:info@ewoq.com.au)

[www.ewoq.com.au](http://www.ewoq.com.au)

We acknowledge and pay our respects to the past, present and emerging Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

