



CONNECTIONS

Annual Report

2022-23

About this report

ENERGY AND WATER OMBUDSMAN QUEENSLAND 2022-23 ANNUAL REPORT

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Communication objective

Energy and Water Ombudsman Queensland (EWOQ) provides a free, fair and independent dispute resolution service for residential customers 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 2022 to 30 June 2023. 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 2019*. It has been written for the benefit of our stakeholders, including energy and water consumers, retailers and distributors; and members of Queensland Parliament.

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Attribution

Content from this annual report should be attributed to the *Energy and Water Ombudsman Queensland Annual Report 2022-23*.

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 call 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 ewoq.com.au and then search for 'annual report'.

For a printed copy, please contact the Communications and Engagement team by emailing info@ewoq.com.au or phoning us on 1800 662 837.

We acknowledge the Traditional Custodians of the lands, seas and waters of Queensland and pay our respects to First Nation Elders past and present, and their future leaders, who continue cultural and spiritual connections to Country. We recognise and respect their valuable contributions to Australia and the global society.

Using this report



Navigation

Our annual report is organised into sections with symbols and headings to make it easy to read and find the information you're looking for.

Look for the following symbols and headings to easily find the content you want to read.



At a glance

Dip in and gain a top level overview of the section.



In detail

Provide a full and detailed account as required by legislation.



Learn more

View meaningful related content in other sections and on our website, including case studies, further reading or additional data.



Key data

We collect, report and analyse a lot of data about our cases. You'll find key data within each section (where relevant) and the rest of the case data in Appendix 2 and 3 starting on page 74.

Contents

LETTER OF COMPLIANCE	2	OUR PEOPLE	38
ABOUT US	3	OUR COMPLAINTS	42
Our future direction	4	Electricity	42
Our highlights 2022-23	5	Gas	47
Message from the Ombudsman	6	Water	48
Message from the Advisory Council Chair	8	OUR FINANCES	49
OUR SERVICE	10	Financial summary	49
Embedded networks	16	Financial statements	50
Systemic issues	18	Independent Auditor's Report	70
OUR CUSTOMERS	20	APPENDICES	73
Customer satisfaction	22	Appendix 1: Advisory Council	73
OUR PERFORMANCE	24	Appendix 2: Case data	74
Our strategic plan	24	Appendix 3: Retailer and distributor data	77
Our achievements	26	Appendix 4: Compliance checklist	88
Measures of success	27	Appendix 5: Current scheme participants	90
OUR CONNECTIONS	28	Appendix 6: Glossary	92
OUR GOVERNANCE	32	INDEX	93
		INDEX OF TABLES	94

Letter of compliance

2 September 2023

The Honourable Michael de Brenni MP
Minister for Energy, Renewables and Hydrogen
and Minister for Public Works and Procurement
GPO Box 2457
Brisbane Qld 4001

The Honourable Glenn Butcher MP
Minister for Regional Development
and Manufacturing and Minister for Water
PO Box 15009
City East Qld 4002

Dear Ministers

I am pleased to submit for presentation to the Parliament the Annual Report 2022–23 and financial statements for the Energy and Water Ombudsman Queensland.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*
- broadly follows requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements is provided on page 88 of this annual report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jane Pires', is written over a faint, circular official stamp or seal.

Jane Pires
Energy and Water Ombudsman

About us

We are committed to providing a high-quality, effective and confidential service for residential and small business customers who are unable to resolve issues with their electricity, gas or water providers.

With offices in Brisbane, Cairns and Rockhampton, we work directly with Queensland customers and scheme participants to investigate and resolve disputes.

VISION

To make a positive difference to Queenslanders in a changing energy and water environment.

VALUES



Respect

We act and interact with honesty and integrity —manners, respect and courtesy are a given.



Integrity

Our actions are consistent with our words and we demonstrate our values through our actions.



Competency

We encourage each other and seek opportunities to learn and share our knowledge and ideas to continuously improve ourselves and our service.



Accountability

Each of us is accountable and responsible for our work, attitude and behaviours.



Excellence

We strive to be the best we can be and to deliver excellent service and quality results.

PURPOSE

We have 3 primary functions.

- We receive, investigate and facilitate the resolution of disputes between residential and small business customers and their energy and water retailers and distributors. We do this for energy customers across Queensland and for water customers in South East Queensland.
- We promote our services throughout Queensland to those who may need our assistance.
- We identify systemic issues arising from complaints received from our customers.

STRUCTURE

The Energy and Water Ombudsman Queensland (EWOQ) was established under the *Energy and Water Ombudsman Act 2006* to investigate and resolve particular disputes involving energy and water providers.

The Energy and Water Ombudsman is not subject to direction from anyone, but considers the advice of the Advisory Council to the Ombudsman in performing certain functions under the Act.

The executive management group assists the Ombudsman to deliver the strategic plan and with the day-to-day operations of the business.

HISTORY

EWOQ was established 16 years ago on 1 July 2007 as the Energy Ombudsman Queensland (EOQ).

Our mission, then, as now, was to provide a free, fair and independent dispute resolution service for small electricity and reticulated gas customers in Queensland. We have closed more than 155,000 cases since opening our doors in 2007.

On 1 January 2011, EOQ became EWOQ as our jurisdiction expanded to investigate disputes about water suppliers in South East Queensland.

On 28 February 2022, our jurisdiction was further expanded to include embedded networks and provide residential electricity customers who get their power through a privately owned electricity network the same access to our free, fair and independent dispute resolution service as those who buy directly from their provider.

Our future direction

OUR STRATEGIC VISION

We develop a four-year strategic plan each year that guides our work and confirms our vision for the business.

During 2022–23, our priorities included:

- broadening our approach to awareness raising
- contributing to public policy through insights and submissions
- onboarding embedded network customers and welcoming exempt sellers as scheme participants
- continuing investment in a process mapping tool to standardise and improve our practices, capture complex processes and share knowledge
- reviewing our customer relationship management solution
- re-defining dispute resolution processes to align with upcoming business transformation.

A review of our performance against the strategic plan is on page 24.

LOOKING FORWARD

In 2023-24 our key strategic initiatives include:

- building future capabilities
- contributing to reconciliation with First Nations people
- developing a contemporary customer relationship management solution
- driving efficiencies and effectiveness
- embedding our better normal picture
- enhancing scheme participant management
- enriching customer experience
- raising awareness of our service.

We will continually review our business processes and customer service to ensure we deliver a timely, effective, efficient and fair dispute resolution service to the people of Queensland.

The future is bright for EWOQ with External Dispute Resolution continuing to evolve to support an industry in rapid transition.

Energy and Water Ombudsman Schemes across Australia and New Zealand are continuing to work together for appropriate reforms that support the evolution of the industry. We will continue to call on industry to raise standards and improve processes while ensuring we remain independent.

Our highlights 2022-23



Message from the Ombudsman

As Energy and Water Ombudsman for Queensland, I am pleased to present the 2022-23 annual report. For many of us, the past 12 months represent a period of unprecedented change, bringing new challenges and opportunities for both customers and providers.

As we continue to feel the pressure of increased costs for essential services, it has never been more important to ensure all Queenslanders are aware of, and have access to, a service where their voice will be heard, and their complaints about those essential services are taken seriously.

Each year, we see a significant increase in our footprint throughout the State – and 2022–23 was no exception. We resolved 7,269 customer cases. That was a 16% increase from the previous year. Most of our customers wanted help with their bills (69%); however, we also worked to resolve customer service, credit and supply issues.

We also increased the number of our face-to-face outreach visits to regional Queensland. One of this program's priorities is to help Aboriginal and Torres Strait Islander people become confident and informed customers. We visited several regional locations to discuss energy issues unique to their communities. A highlight of last year's outreach program was our visit to Thursday Island during National Reconciliation Week where we participated in the Winds of Zenadth cultural festival. We also participated in NAIDOC Week activities and other community events and celebratory days.

Now that travel has opened up again, I look forward to visiting even more of regional Queensland and working with our team to get the message out there to everyone about how we can help them.

OUR CASES

Electricity continues to make up the bulk of our caseload, accounting for 86% of the 7,269 cases closed during 2022–23. With the introduction of residential embedded network customers to our jurisdiction in February 2022, the past 12 months have shown the importance of this change for Queenslanders, accounting for 11% of electricity cases.

The Assessment, Investigation and Resolution team implemented a project to streamline service delivery by reducing process pain points and existing system limitations, which resulted in quicker resolution times.

This year, we met our service standard targets of closing 80% of cases in 28 days, 90% within 60 days and 95% within 90 days.

We closed 82% (5,987 cases) in less than 28 days, 97% in less than 60 days (7,052 cases) and 99% in less than 90 days (7,232 cases).

Electricity complaints increased by 19% in the past 12 months. We anticipate a further increase in customer complaints in 2023-24 due to:

- the cost of living/affordability crisis, which will likely impact on payment difficulties, debt collection and disconnection activities
- significant increases in energy prices from 1 July 2023.

OUR CONTRIBUTION

We have undertaken planning for a new customer relationship management system to provide us with greater flexibility to enhance our services and continuously improve our customer and scheme participant experience. We expect to roll it out in the second half of 2024.

In early 2023, we continued our investment in customer experience and accessibility with the launch of a refreshed website. We placed particular emphasis on making our content accessible to every visitor regardless of their ability or cultural background. We made changes to how we structured our information to make it easy to read and understand, helping customers find and access our services.

Our team has continued to contribute to relevant policy and legislative reviews undertaken by government, regulators, not-for-profit organisations and other bodies. We draw on our insights and experiences with customers and providers to make submissions on a variety of issues relevant to energy and water consumers.

OUR PEOPLE

A priority over the past 12 months has been in ensuring delivery of outcomes while supporting our people and our culture. We have continued blended working arrangements by embracing the Public Sector Commission's flex-connect framework with most of the team now working three days in the office and two days from home.

We also shone the spotlight on our culture, values, and health and wellbeing when we re-established a dedicated working group with members across the business focusing on contributing to our health and wellbeing agenda.

Our rewards and recognition program – the All Star Awards – played a key role in rebuilding connections and celebrating the successes of our team members with several nominations being received in all categories.

At EWOQ, we're also committed to diversity of thought, experience, perspective and gender. We cemented our commitment at the October 2022 EWOQ Conference when a topic on unconscious bias was included in the agenda. Our Reconciliation Action Plan moved into its second Innovate stage and we worked with a traditional supplier to help our employees create their own Acknowledgement of Country.

We also encouraged our leaders to take advantage of the leadership training focused on building their leadership capacity by offering face-to-face coaching and access to online resources and tools.

OUR CONNECTIONS

During 2022–23, team members travelled to Atherton Tablelands and Mareeba, Gold Coast, Maryborough, Bundaberg, Gympie, Nundah, Logan, Capalaba, Bardonia, Mount Isa, Cloncurry, Julia Creek, Charters Towers and Thursday Island. The aim of these visits was to provide information to help customers understand the issues we could help with, and their rights and responsibilities when making a complaint.

We also participated in interagency meetings that connected us to community workers and government services in a particular region to find out about local issues and how we could help.

Building online awareness and engagement via our social media channels was a growing focus this year. We published 398 posts throughout the year, reaching more than 1.6 million people and ran several online campaigns focused on raising awareness across Queensland on key energy and water issues. Topics included how to reduce energy and water costs, bill literacy, rebates and concessions, and promoting our services. This saw us increase the total number of followers by 20%, while our social media reach (impressions) grew by 242%.

We hosted two energy and water forums in March in both Melbourne and Brisbane where we provided updates on complaint data and trends, the early resolution process, and the future of dispute resolution.

OUR FUTURE FOCUS

With the rising cost of living leaving a growing number of Queenslanders unable to afford their electricity, gas and water bills, the role of an Ombudsman service is more important than ever. We are closely monitoring our services and making improvements to ensure we are ready to respond to changing levels of demand.

We are also looking ahead to the delivery of our second Innovate RAP, due for release in the coming year. I am proud of the work we have done to continue our reconciliation journey as an organisation. I am confident that our RAP will support us in building new and stronger relationships with key stakeholders, strengthening and advancing the reconciliation conversation by continuing to promote a culture of respect for Aboriginal and Torres Strait Islander peoples, both within our organisation and the communities we help across Queensland.

MY THANKS

This last year has shown us all how fast paced and adaptable we need to be in a professional and personal capacity. We have worked with our Ombudsman colleagues, consumer support services, and advocates and regulators to ensure our data and learnings are shared to enhance energy and water policies in Queensland and Australia.

I want to thank the Advisory Council Chair, Rowena McNally, for her support and leadership and the council members for their input, discussion and guidance that have enabled us to proceed with relevant focus and application on current and future issues.

My sincere thanks to my Ombudsman colleagues and their teams for sharing, learning and working together to ensure all our schemes benefit from our shared knowledge, practices and strong mateship.

To my EWOQ team... thank you. Thank you for always giving your best and taking every opportunity to get the best outcome every time. We continue to grow and learn about ourselves and each other and I am looking forward to the next 12 months when we continue to deliver our much-needed services to all customers and providers in Queensland.



Jane Pires
Ombudsman

Message from the Advisory Council Chair

This past year has brought continued challenges for both customers and scheme participants with high energy supply costs and pressures from the increasing cost of living being felt across Queensland.

Throughout 2022-23, EWOQ continued to deliver high-quality dispute resolution services for customers and scheme participants, stepping up to operate across expanding jurisdictions in a changing environment.

It was a busy year for EWOQ with a 16% increase in cases closed in the last 12 months; however, numbers are still down from pre-Coronavirus levels. Gas and water complaints decreased over the year and electricity complaints rose by 19%, with billing remaining the top complaint for customers across all services. EWOQ welcomed 214 embedded network sellers to the scheme following a change in jurisdiction, responding to – and closing – 270 complaints in 2022-23.

This year the Advisory Council re-established business as normal membership and meeting processes to ensure valuable and much-needed input from all members. We met four times throughout the year to discuss emerging trends and issues, and EWOQ's progress.

"We discussed the continued pressures of rising living costs and the impacts of severe weather events on customers and the Queensland energy market throughout the year. It was acknowledged the cost of energy was significantly higher in Queensland than most states, putting additional pressure on vulnerable households".

We observed an increase in customers shopping around for providers, causing strain on smaller retailers.

We were pleased to see energy retailers have become more understanding of their customers and in a positive move for the industry, hardship practices have improved. We highlighted the importance of ensuring EWOQ services were well promoted, and that retailers educated customers and provided clear communications to avoid potential issues when a customer's situation changed. The more information a customer had about their options and available concessions and rebates, the more likely it was that they could self-manage and avoid intervention.

As the year progressed, we were encouraged by ongoing conversations about further jurisdiction opportunities to include providers of clean energy into the ombudsman scheme. We heard about the work with the Australian and New Zealand Energy & Water Ombudsman Network (ANZEWO) to understand future energy consumer issues which may be relevant to the EWOQ scheme and are looking forward to understanding how EWOQ can provide additional value in this market.

We spoke about EWOQ's engagement activities over the course of the year, including submissions on proposed changes by the Australian Energy Regulator (AER) to consumer protections for future energy services, and on the proposed review of the regulatory framework for metering services by the Australian Energy Market Commission. EWOQ prepared joint submissions with the Energy and Water Ombudsman of New South Wales and the Energy and Water Ombudsman of South Australia, championing faster smart meter rollouts, the importance of consumer protections under a new energy customer framework, protections for vulnerable customers, and understanding of the complexity of applying external dispute resolution to future energy services.

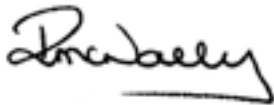
We heard about important improvements EWOQ was making to improve the experience for customers and scheme participants through the customer relationship management (CRM) project. The project will deliver a modern CRM system as the organisation looks to integrate its systems and streamline delivery of services for all Queenslanders. The EWOQ team also shared the refreshed Strategic Plan 2022-26, outlining the vision and

approach to improve outcomes across the four priority areas of customer, people, service and connections.

Our Advisory Council membership had a few changes this year. Two members concluded their terms; Wendy Miller's term as a customer representative concluded in August 2022 and David Ackland's term as an industry member concluded in November 2022. We thank them, and all the Advisory Council members, for their membership and contributions.

I want to especially thank the Ombudsman, Jane Pires, for her leadership of EWOQ over the past 12 months. The Advisory Council has benefitted from the professionalism of the Ombudsman and her team, and we are grateful to the secretariat and all EWOQ employees for their ongoing dedication and hard work for customers and scheme participants across Queensland.

Looking ahead to the coming year, we are excited by the ongoing work towards developing EWOQ's second Innovate Reconciliation Action Plan, which showcases EWOQ's ongoing commitment to engage, strengthen and maintain relationships with Aboriginal and Torres Strait Islander communities and First Nations peoples. This is an important step in building new and stronger relationships with key stakeholders to work towards truth and reconciliation. We are also looking forward to the progression of the CRM project, which is a significant undertaking that will deliver tangible results for EWOQ customers and scheme participants. We are confident both initiatives will assist EWOQ in building new and stronger relationships with key stakeholders and improve service outcomes across Queensland.



Rowena McNally
Chair

Our service

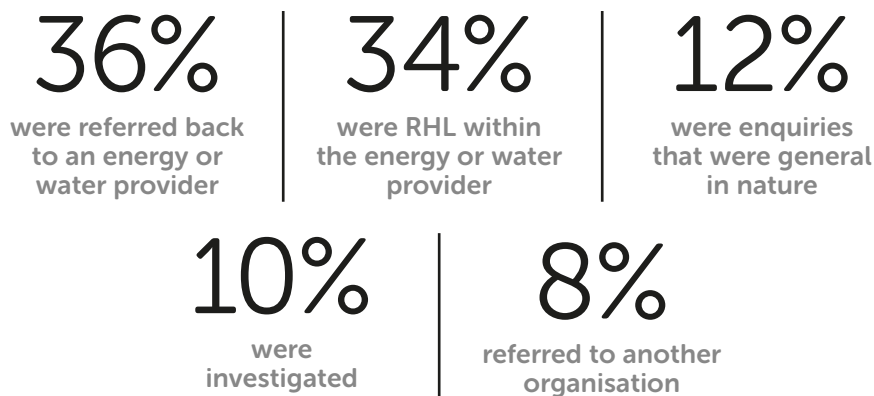


At a glance

When a customer makes contact, there are several options.

- We listen to their issue and classify it as an enquiry.
- We refer the case to a higher level (RHL) with their provider.
- We refer them to another organisation or back to their energy or water provider.
- We investigate the matter.

Of the 7,269 cases closed in 2022–23:



In detail

As a free, fair and independent dispute resolution service, our approach is based on the principles of external dispute resolution.

We seek to establish the facts and issues to help our customers and their provider better understand the problem at hand, and each other's point of view. The outcome of a complaint may be achieved by agreement between the customer and the provider, or through conciliation based on what we deem as a fair and reasonable outcome.

WHAT WE DO

Our service was established to assist customers who use less than 160 megawatt hours of electricity a year or one terajoule of gas a year. In South East Queensland, we can also help residential and small business water customers with complaints when their water consumption is less than 100 kilolitres a year.

We investigate unresolved disputes about:

- account errors and disputes
- connection of supply
- customer service issues
- damages and loss
- disconnections and restrictions
- equipment issues
- extensions to supply
- guaranteed service levels
- marketing and contract issues
- problems with payment
- supply quality and reliability
- vegetation management
- (for water) burst pipes, leaks, blockages and spills.

CASES AND COMPLAINTS

A case is any contact a customer has with us, while complaints are those cases that are billed to a scheme participant and include refer backs, RHLs and investigations.

There was a 16% increase in the total number of cases closed this year.



CASE TYPES

› Enquiry

888 = 12% of cases closed

Sometimes customers contact us with a general enquiry about their energy or water supply. We can provide them with advice and if we are unable to help, we refer them to an organisation who can.

Enquiries increased by 50% this year.

› Refer back

2,584 = 36% of cases closed

Before we can help, customers need to give their provider a chance to fix the problem. If a customer contacts us and they haven't contacted their provider to discuss the issue, we note the case as a refer back.

Refer backs to energy and water providers increased by 27% this year.

› Referral to other organisations

571 = 8% of cases closed

This year, referrals to other organisations decreased by 11%. Most of these cases (70%) were referred to the Office of Fair Trading, including complaints about bulk hot water, bottled gas and solar installation. Referrals to the Australian Energy Regulator accounted for 14% of referrals.

For disputes outside our jurisdiction, we have Memoranda of Understanding (MoU) with the following organisations to ensure timely exchange of information and referral of cases, where relevant:

- Australian Competition and Consumer Commission
- Australian Energy Regulator
- Department of Energy and Public Works
- Department of Regional Development, Manufacturing and Water
- Office of Fair Trading
- Queensland Competition Authority
- Queensland Ombudsman.

Issues we refer to these organisations include:

- the fixing of prices or tariffs
- a customer contribution to the cost of capital works
- products such as air conditioners, hot water systems, solar panels and home electrician services offered by electricity retailers
- on-selling of water and gas to tenants in caravan parks, retirement villages and other multi-tenanted dwellings (embedded networks)
- bottled LPG (liquefied petroleum gas)
- electricity consumption of more than 160 megawatt hours a year
- gas consumption of more than one terajoule a year
- water consumption of more than 100 kilolitres a year for small business
- metered standpipes, raw water supplies, trade waste, stormwater harvesting or stand-alone recycled water.

› Refer to higher level (RHL)

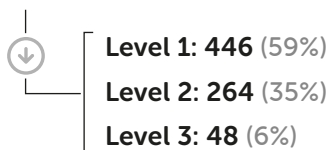
2,468 = 34% of cases closed

This process escalates a complaint to a higher level within the energy or water provider. Based on the complaint, an early resolution team member determines whether the matter can be resolved through a RHL.

We prepare a RHL notice for the provider with a summary of the customer's issue. The provider is required to contact the customer within 5 business days after receiving the notice. If contact is not made, or the issue remains unresolved, customers can request we launch an investigation.

› Investigations

758 = 10% of cases closed



At the start of an investigation we prepare a notice of investigation detailing the customer's complaint, which is sent to the customer's provider. The provider is then required to respond within 10 business days. The investigation officer liaises with the customer and provider to achieve a fair and reasonable resolution.

If the investigation determines the provider's actions are appropriate, the complaint is closed and both parties

advised of the decision and our reasons. If an error is found, we will try to negotiate a suitable outcome.

Examples include:

- a payment plan for an overdue account
- reconnection of energy supply, or compensation for damage to equipment.

This year, we closed 758 investigations (down from 874 in 2021-22). Investigation levels are based on the time spent on the complaint.

Level 3 investigations are the most complex type of complaint we manage and can take several weeks to resolve. In 2022-23, each Level 3 investigation took an average of 9.4 hours to resolve, with the longest being 26.6 hours.

› Final order

If we cannot achieve informal resolution of the complaint, the matter may be finalised in several ways.

Firstly, a decision can be made under section 22 of the Act to not investigate or to discontinue the investigation. There were 12 cases finalised this way in 2022-23.

Secondly, if a matter cannot be resolved by negotiation or conciliation, the Ombudsman may decide to make a final order requiring an energy or water provider to take certain action. No final orders were issued this year.

Among other things, the Ombudsman can order energy and water providers to:

- pay compensation
- provide a non-monetary solution to remedy the dispute
- amend a stated charge under the Act
- cancel a negotiated contract
- perform corrective work.

› Notice of withdrawal

A customer can withdraw a case during its investigation. There was one notice of withdrawal during 2022-23.

TIME TAKEN TO RESOLVE COMPLAINTS

This year, we met our service standard targets of closing 80% of cases in 28 days, 90% within 60 days and 95% within 90 days.

We closed 82% (5,987 cases) in less than 28 days, 97% in less than 60 days (7,052 cases) and 99% in less than 90 days (7,232 cases).

Time taken to close cases

	Target	2022-23	
Less than 28 days	80%	5,987	82%
Less than 60 days	90%	7,052	97%
Less than 90 days	95%	7,232	99%
More than 90 days	< 5%	37	1%

QUALITY ASSURANCE

We conduct regular quality assurance assessments to ensure our data accuracy and case management practices are effective, efficient and compliant. More than 350 cases were randomly selected across multiple complaint types and investigation levels for review throughout 2022–23.

144 calls were reviewed to monitor the quality of our 'first point of contact' process and accuracy of case classification.

17% of reviews were identified from customer satisfaction survey analysis carried out as part of the quality assurance cycle.

70 customer journeys were reviewed where written feedback was provided, as part of the 'Close the loop' process. 30 customers were contactable and provided further insights.

41 compliments were received about individual officers, and these cases were considered to inform and foster positive quality insights.

Improvements

We made improvements across a range of services using insights gained through our monthly reporting.

- 22 recommendations were actioned.
- 6 dispute resolution processes were amended.
- 2 procedures were reviewed.

Data accuracy and exceptions were defined, and the data was captured to provide insights and support continual improvement. The data provided improved trend analysis and training needs awareness as evidenced by:

- one officer reducing errors consistently over three months by up to 50%
- the development of benchmarking for the 2023-24 quality assurance program.

In December 2022 a new Quality Management Framework 2023-25 was developed including deliverables that focus on:

- improved individual performance reporting
- coaching approach uplift
- contemporary quality assurance framework
- increase quality assurance reporting capabilities
- quality assurance focus across all EWOQ business units.



Key data

TOTAL CASES
7,269



16%
increase
from last year



86%
electricity



6%
water



4%
gas

TOTAL COMPLAINTS
5,810

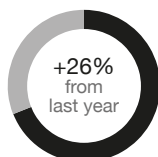


16%
increase
from last year

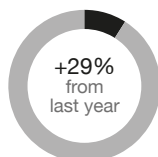
Case: any contact a customer has with us, including enquiry, refer back to supplier, refer to higher level, investigation, or referral to another organisation.

Complaint: case types that are billed to a scheme participant (refer back to supplier or refer to higher level and investigations).

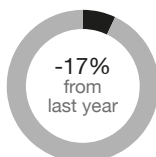
Top 5 issues



69%
billing



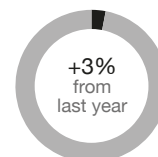
9%
customer service



7%
provision



7%
credit



3%
supply

Based on complaints (refer backs, refer to higher levels and investigations).

MONETARY OUTCOMES

We negotiated a total of \$909,309 worth of outcomes for customers.

Top 5 monetary outcomes

		Number	Amount
1	Billing adjustment	423	\$363,875
2	Goodwill gesture	808	\$220,922
3	Refund processed	138	\$176,461
4	Debt waiver	95	\$55,582
5	Fee waived	53	\$45,465



Learn more

For the data

See Appendix 2

- Closed case types
- Cases referred to other organisations
- Performance targets – time taken to close cases

For more information

Visit ewoq.com.au and search 'complaints'

Related reading

Our customers – see page 20

Our complaints – see page 42



CUSTOMER STORY

POWER AT A PREVIOUS PREMISES COSTS BUSINESS OWNER ALMOST \$30,000

A customer realised he was still paying for power at a previous business address 5 years later.

When Sergio* moved out of his business premises in August 2017 he agreed to leave the power on for the incoming tenant. With his billing set up as a direct debit, it wasn't until mid-2022 that he realised he was still paying for power at his previous address.

Sergio contacted us after trying to resolve the issue with his energy provider.

HERE'S HOW WE HELPED

We investigated the issue to find out:

- if the customer had notified their retailer that they were moving out
- what happened with the new tenant's account that led to Sergio's account to remain open
- if Sergio could be refunded for any payments made in error.

Through our investigation, we found the incoming tenant didn't establish their account until 3 months after Sergio had moved out. When the new tenant's account was set up, it was established under an incorrect National Metering Identifier (NMI). This was an error on the energy provider's part and caused Sergio's account to remain active.

The energy provider finalised Sergio's account from October 2017 and reimbursed any payments made after this date.

Sergio was happy to receive almost \$30,000 into his account and was thankful for our assistance.

*Not his real name.

Embedded networks



At a glance

In 2021–22, our jurisdiction expanded to include embedded networks, giving residential electricity customers who are supplied power via a privately owned electricity network access to a free, fair and independent dispute resolution service. We also welcomed exempt sellers as scheme participants. In 2022–23, we continued to adapt our service to meet the needs of these customers.



In detail

During 2022–23 we developed the following initiatives to onboard exempt sellers:

- Streamlined our application form and onboarding process to capture multiple sites and network-only exemptions.
- Introduced regular meetings to welcome our new exempt sellers and discussed our investigation process.
- Expanded our embedded network collateral with the *Welcome Booklet* and complaint handling guidelines now available online.

We actively worked with:

- Department of Communities, Housing and Digital Economy on jurisdictional matters relating to the *Manufactured Homes (Residential Parks) Act 2003*.
- Office of the Commissioner for Body Corporate and Community Management on shared publication about embedded networks.
- Australian Energy Regulator (AER) to improve our referral process for potential failure to register an exemption or, to engage with EWOQ.

We increased awareness of our jurisdiction by:

- attending the 2023 Strata Community Association (Qld) Conference in Cairns
- attending the Caravan Parks Association of Queensland 2023 Conference on the Gold Coast
- contributing to the *Parkies Post* (The Caravan Industry Association of Queensland's monthly magazine).

WHAT IS AN EMBEDDED NETWORK?

Most people buy their electricity directly from an authorised energy retailer. However, some buy their electricity from a privately owned energy network. These networks are called embedded networks.

Embedded networks are common in retirement villages, apartment blocks and caravan parks. The site owner or operator buys electricity from the grid and on-sells it to the residents.

Most owners or operators of embedded networks are exempt sellers, meaning the Australian Energy Regulator doesn't require them to hold a retailer authorisation to on sell electricity. However, there are also some authorised retailers who 'on-supply' electricity to embedded network customers.

WHO CAN PARTICIPATE IN OUR SCHEME?

Following amendments to the *Energy and Water Ombudsman Regulation 2007* in February 2022, embedded network owners and operators in Queensland are required to join our scheme. This includes those with a class D2, D6, R2, R3, R4, ND2, ND6, NR2, NR3 or NR4 exemption and individual exemptions as described in the Australian Energy Regulator's *(Retail) Exempt Selling Guideline and Network Service Provider Registration Exemption Guideline*.

Exempt sellers with 2,000 or less customers are automatically deemed a scheme participant and do not pay an annual fee. They are onboarded as scheme participants once a case is registered against them or they send us an application form.

Exempt sellers with more than 2,000 customers are required to complete an application form and pay a \$5,000 annual fee.

Authorised retailers who on-supply electricity pay \$5,000 a year for the first authorisation and \$10,000 a year for more than one authorisation.

No case management fees have been charged to embedded network sellers at the writing of this report.



COMPLAINTS WE CAN HELP WITH

For embedded network customers, we can help with complaints about:

- high bills and disputed accounts
- credit issues, including default listings
- access to payment plans, rebates and concessions
- disconnection of supply
- connection issues
- poor customer service



Key data

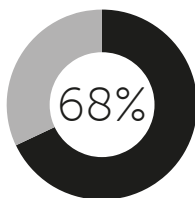
270 embedded network complaints closed

(2022–23)

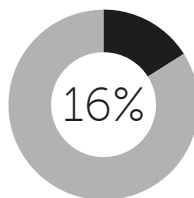
150 authorised retailer complaints

120 exempt seller complaints

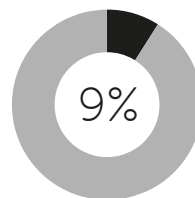
Top issues



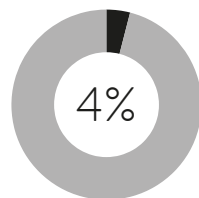
billing



credit

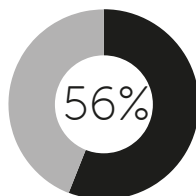


customer service

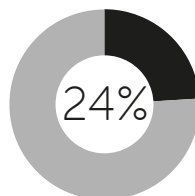


provision

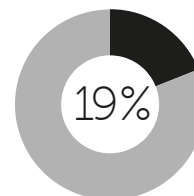
Case types



refer back



investigation



refer to higher level

Number of embedded network scheme participants

214 Exempt sellers onboarded

7 Authorised retailers on-selling to embedded network customers

Systemic issues



At a glance

A systemic issue is a problem that a customer has with an energy or water provider that affects, or can affect, more than one customer. Under the *Energy and Water Ombudsman Act 2006*, we identify any systemic issues arising from complaints to us.

In 2022–23, there were **80 potential systemic issues identified**, a decrease from the previous year. This year, billing was the most common type of systemic issue registered, accounting for 50% of potential systemic issues.



In detail

CAUSES OF SYSTEMIC ISSUES

Systemic issues can arise through a range of factors including human error, failed systems and a lack of policies or procedures.

IDENTIFYING AND MEASURING SYSTEMIC ISSUES

We identify potential systemic issues in several ways.

- Our investigation team monitors complaints and identifies potential systemic issues through our case management system.
- We stay informed about current and emerging systemic issues through advice from the Advisory Council, our relationships with regulators and government organisations, and our peer networks with other ombudsmen offices.
- Scheme participants may make us aware of a systemic issue.

RESOLVING SYSTEMIC ISSUES

In 2022–23, **40 systemic issue notices were issued** to scheme participants and all 40 issues were monitored for a period of time. When a potential systemic issue was identified we:

- advised the scheme participant
- requested information on how they would address it
- asked scheme participants to determine how many customers could be impacted
- updated the relevant regulator when there was a risk a systemic issue could breach or violate a legislative code or licence.

Depending on the concern, our identification of systemic issues may lead a scheme participant to:

- redesign products and services
- change organisational practices and procedures
- retrain staff on product and service delivery
- reassess consumer information (e.g. labelling)
- reassess the performance of after-sales service
- receive an early warning about potential product and service defects.

SYSTEMIC ISSUE OUTCOMES

While there were 80 potential systemic issues recorded, 73 cases were closed in 2022–23. Out of the 73 potential systemic issue cases closed in 2022–23, 29 were monitored and did not result in a systemic issues notice being issued.

Scheme participants identified the following outcomes to address regarding the remaining issues:

- 6 issues led to process improvements
- 3 issues were addressed by staff training
- One required no further investigation
- 34 resulted in no action taken.

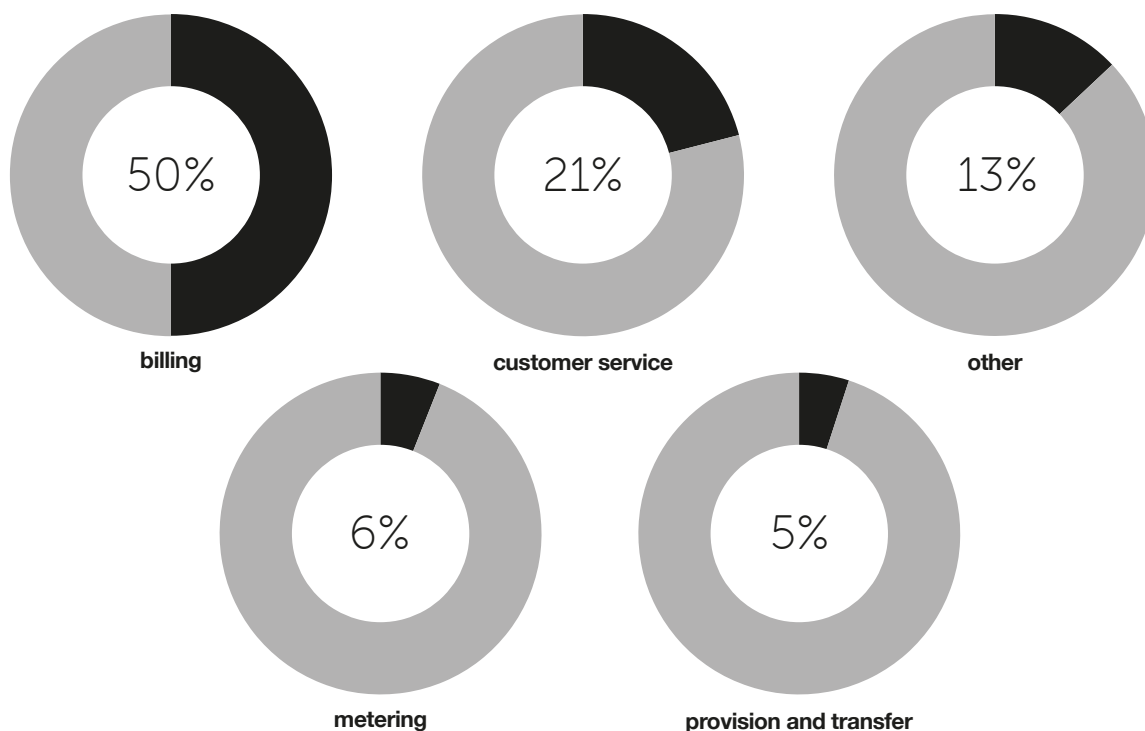


Key data

80 potential systemic issues

40 systemic issue notices sent

Top potential systemic issues



Learn more

Read systemic issue customer stories

Visit ewoq.com.au and search 'customer stories'

For the data

See Appendix 2

For more information

Visit ewoq.com.au and search 'systemic issues'

Related reading

Dispute resolution – see page 10

Governance – see page 32

Our customers



At a glance

Most of our customers are based in South East Queensland, with 86% of complaints originating in the 11 local government areas within this region.

Residential customers account for 98% of our cases with most preferring to submit their complaint by phone (54%). However, complaints received via web chat and the online complaint form on our website continue to grow in popularity.



In detail

TOP 10 CUSTOMER LOCATIONS BY COMPLAINTS²

Brisbane City Council

30% (1,225)

Ipswich City Council

5% (199)

City of Gold Coast

17% (695)

Redland City Council

5% (199)

Moreton Bay Regional Council

12% (476)

Cairns Regional Council

3% (106)

Logan City Council

7% (280)

Fraser Coast Regional Council

2% (100)

Sunshine Coast Regional Council

7% (279)

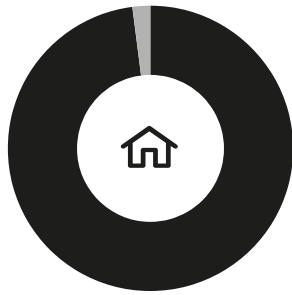
Noosa Shire Council

2% (85)

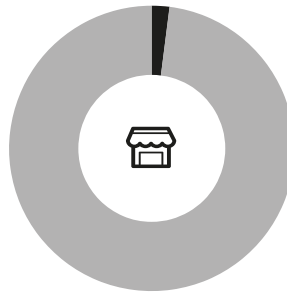
Location figures are based on the incident address and exclude non-residential complaints, and residential complaints where the customer did not disclose a Queensland suburb or postcode or was from interstate or overseas.

² For complaints where an incident address was provided, 86% were from South East Queensland, which includes the local government areas of Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast.

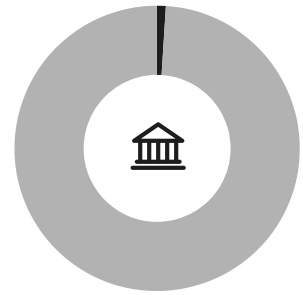
WHO CONTACTED US?



98%
residential

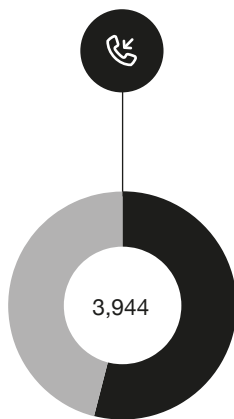


2%
small business

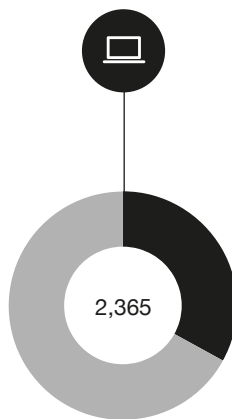


<1%
government

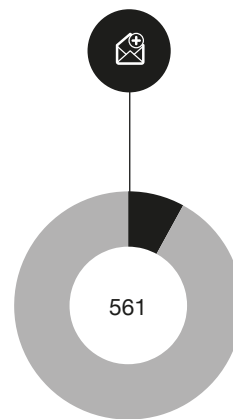
How customers contacted EWOQ in 2022-23



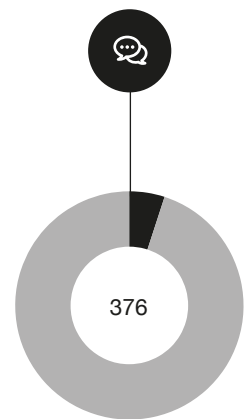
54%
phone



33%
website



8%
email



5%
web chat

There has been a shift in the way customers contact us over the past 5 years. The percentage of customers calling us by phone has steadily decreased while complaints submitted via the website have increased. The share of people contacting us by phone decreased by 19% since 2018-19 while the share of people contacting us online increased by 35%.

23 people (<1%) contacted us via other methods which may include in person, letter and social media.



Learn more

For location map

Visit ewoq.com.au and search '2022-23 locations' to view the number of complaints across Queensland's local government areas.

For the data

See Appendix 2

- Who contacted us – customer profile
- 5-year contact method

Related reading

Our cases – page 11

Customer satisfaction



At a glance

During 2022–23, we surveyed customers to gather feedback about their experience using our service.

The surveys were sent to customers who indicated they would participate in our customer satisfaction survey, and whose complaint fell into one of the following categories:

- RHL within their electricity, gas, or water provider
- investigation by EWOQ
- refer back to their electricity, gas, or water supplier.

The surveys help us improve our service for customers, including how we handle complaints, and our skills in talking with customers about how we can help provide a resolution.

The surveys are grounded in the Australian Government's benchmarks for industry-based customer dispute resolution, which focus on the 6 key attributes of effective dispute resolution services: accessibility, independence, fairness, accountability, efficiency and effectiveness.

Deep dive surveying commenced between April and June 2023 for RHL and investigation cases based on previous survey sentiment around customer pain points.

A significant increase in survey participation has assisted to provide insights on process and improvements to customer experience.



Key data

TOP WAYS CUSTOMERS LEARNED ABOUT US

33%

online search
or social media

8%

electricity, gas
or water provider

83%

of surveyed customers
said they would
recommend EWOQ
to others

92% of customers were satisfied or very satisfied with how courteous, friendly and helpful our team members were
–the same as last year.

91% of customers were satisfied or very satisfied with the ease of finding an ombudsman to complain about an electricity, gas or water retailer
–the same as last year.

78% of customers were satisfied or very satisfied with the time we took to investigate and resolve their complaint
–an increase from 74% last year.

78% of customers were satisfied or very satisfied with their overall experience
–a decrease from 82% last year.

"The team from the office of the Ombudsman made me feel that my complaint with the electricity supplier was important. I was contacted several times for an update. I believe if I did not raise the complaint I would still be waiting and ignored by the electricity supplier. Top team thank you".



In detail

TRENDS AND KEY FINDINGS

According to the survey results, customer satisfaction levels vary between complaint categories, with the following key measures standing out.

Key measure (very satisfied)	Refer back	RHL	Investigation
The effort made by EWOQ team member to listen and fully understand your side of the complaint	81%	95%	80%
The knowledge, skills and expertise of EWOQ team member involved in your complaint	80%	95%	81%
The final outcome of your complaint	83%	69%	69%

RHL customers who responded to the survey indicated they were more satisfied compared to investigation customers who responded.

Customer experience improvements

Over the past 12 months, we have undertaken several initiatives to enhance customer experience.

- Team members provided their direct contact number on notices.
- Dispute resolution online templates updated to Easy English to assist customer understanding.
- Automation of Quality Assurance program included referral and refer back complaints.
- Quality framework updated to include a total quality management focus.
- Customer surveys updated to Easy English to assist customer understanding and participation in our Voice of Customer program.
- Close the loop process improved with clear reporting to capture trends and insights on customer complaints.
- Survey results published on our website to showcase our commitment to valuing customer and stakeholder feedback.
- Annual Scheme Participant survey undertaken.
- Deep dive customer surveys developed, and surveying undertaken – to provide evidence-based insights and identify fresh solutions to customer challenges (April to June 2023).
- RHL customers received email messaging post closure of case that they could return to EWOQ if complaint remained unresolved. This initiative is currently being trialled.



Learn more

For more information

Visit ewoq.com.au and search 'customer survey' or 'customer charter'

Related reading

Dispute resolution – page 10


Our connections – page 28

Our strategic plan

The strategic plan informs our business plan, which details the activities we need to undertake to achieve our strategic objectives. Each year we allocate resources and make decisions to support the outcomes outlined in the strategy.

Vision → **Objectives** → **Strategic initiatives** → **Indicators of success**

Our Strategic Plan 2022–26 outlines our vision over 4 years:

 VISION To make a positive difference to Queenslanders in a changing energy and water environment.		
PILLARS	OBJECTIVES	INDICATORS OF SUCCESS
Customer	• We deliver fair and reasonable outcomes for consumers and members.	• Achieve agreed targets in customer and member surveys.
	• We listen to understand and respect our customers to build and maintain their trust.	• Achieve agreed dispute resolution targets.
	• Our teams have the skills to resolve wide-ranging problems for our internal and external customers.	• Continuously improve quality and customer experience.
People	• We attract, develop and retain committed professionals who are motivated by our values.	• Increase engagement result of <i>Working for Queensland</i> survey.
	• We have an empowered, high-performing and resilient team	• Retain <i>My workgroup</i> factor result in the top quartile of <i>Working for Queensland</i> comparison data.
	• We build the capabilities of our people now and for the future.	• Required capabilities are identified and professional development completed.
Service	• We evolve with our changing environment.	• Being prepared for legislative changes and an expanded jurisdiction.
	• We embrace change and adapt to emerging technologies.	• Invest in our systems and processes to ensure we remain fit for purpose.
	• Our business is accountable, efficient and effective.	• Deliver our services effectively within agreed targets.
Connections	• Everyone who needs our help knows who we are and how to contact us.	• Share our insights and experiences to collaboratively improve the sector for all.
	• We inform providers and consumers on how we can help with energy and water issues.	• Provide information to help our stakeholders understand and help resolve the issues their customers are experiencing.
	• We collaborate with organisations who support energy and water consumers.	• Meet with communities across Queensland via in-person and virtual methods.
	• We connect with and influence our stakeholders to improve outcomes for the sector.	• Increase awareness of our service through a variety of channels.



We will deliver our objectives through 8 strategic initiatives:

- building future capabilities
- contributing to reconciliation with First Nations people
- driving efficiencies and effectiveness
- embedding our better normal picture
- enhancing member management
- enriching customer experience
- raising awareness of our service
- reviewing our customer relationship management solution.



We will embrace opportunities by:

- adapting to the needs of our ever-changing world, including issues impacting our community
- future focus on alternative energy options
- expanding our jurisdiction.

Our achievements

We have made significant progress toward achieving our strategic initiatives during 2022–23.

KEY STRATEGIC INITIATIVE	KEY ACHIEVEMENTS
Enriching customer experience	<ul style="list-style-type: none"> Reviewed and updated the website to improve accessibility for all stakeholders. Created Easy English brochures to ensure all customers had access to EWOQ information. Developed new Quality Assurance Framework. Developed customer surveys to embed Customer First methodology into BAU and strategic priorities.
Building future capabilities	<ul style="list-style-type: none"> Built leadership mentoring program. Developed change and project management. Improved digital capabilities. Increased our cultural awareness by commencing our second Innovate RAP. Investigated employment pathways to EWOQ including internships, placements, traineeships and graduate programs. Implemented new onboarding induction program.
Contributing to reconciliation with First Nations people	<ul style="list-style-type: none"> Commenced second Innovate Reconciliation Action Plan (RAP) to strengthen and advance our reconciliation journey. Invested in training to develop employees' personal Acknowledgements of Country.
Driving efficiencies and effectiveness	<ul style="list-style-type: none"> Streamlined service delivery by implementing improvements to our Assessment, Investigation and Resolution processes. Introduced automation to enhance quality assurance processes. Implemented new risk management system. Developed Project Management and Integrity Frameworks. Implemented online payment facilitation services BPAY and BPOINT. Further secured ICT environment through implementation of Windows 11 and migrating to new Microsoft environment.
Enhancing member management	<ul style="list-style-type: none"> Enhanced reporting and dashboard insights for scheme participants. Distributed scheme participant surveys focused on improving service delivery.
Embedding our Better Normal Picture	<ul style="list-style-type: none"> Enhanced future ways of working and engaging by introducing activities including sessions on building trust, inclusive leadership, psychological safety, and diversity and inclusion.
Raising awareness of our service	<ul style="list-style-type: none"> Delivered awareness raising strategy including social media campaigns, hosting webinars and providing editorial content for niche publications. Connected with community organisations via information sessions, face-to-face visits and distributing mail outs to community and neighbourhood centres. Attended interagency meetings to ensure EWOQ had a seat at the decision-making table.
Reviewing our customer relationship management solution	<ul style="list-style-type: none"> Commenced planning and investigating alternative solutions for case management and stakeholder relations.

Measures of success

We have had a strong year in 2022–23, achieving most of our measures of success.

KEY OBJECTIVE	MEASURE	TARGET	RESULT
Our Customer	Calls answered within 20 seconds	> 80%	79%
	Customer web/email contacts responded to within 3 business days	> 80%	78%
	Customer complaints against EWOQ	< 10	6
	Customer satisfaction with EWOQ service	> 85%	78%
	Scheme participant satisfaction - annual measure	> 85%	77%
Our People	Training and development program (hours/FTE)	20	34
	My workgroup factor (WfQ)	> 75%	81%
	Annual WfQ employee engagement	> 65%	69%
Our Service	Media enquiries responded to within timeframes	100%	100%
	Invoices issued on time	100%	100%
	Policy submissions submitted on time	100%	100%
	Reports produced on time	100%	100%
	Potential Systemic Issues not reviewed in 7 days	< 5	0
	Cases closed in less than 28 days	> 80%	82%
	Cases closed in less than 60 days	> 90%	97%
	Cases closed over 90 days	< 1%	1%
Our Connections	Publish quarterly newsletter	4	4
	Increase website page views	> 10%	40%
	Increase social media reach (impressions)	> 10%	242%
	Increase social media followers	> 10%	20%
	Policy submissions made	> 6	10
	ANZOA interest group meetings attended*	> 20	20
	Number of community outreach activities	> 20	93

*ANZOA Australian and New Zealand Ombudsman Association

Our connections



At a glance

In 2022–23, we delivered a variety of awareness-raising initiatives and community outreach activities to promote our services to people in Queensland who may need our help. We grew our online connections through targeted social media campaigns that saw us substantially increase our reach and number of followers. Timely and informative content was also published on our website.

Our reconciliation journey continued as we worked closely with Reconciliation Australia to reinforce our approach and further develop our first Innovate Reconciliation Action Plan (RAP).

We aimed to build new and stronger relationships with key stakeholders, and to strengthen and advance our reconciliation journey by continuing to promote a culture of respect for Aboriginal and Torres Strait Islander peoples both within our organisation and the communities we help across Queensland.

Our connections with key peer networks offered us opportunities to collaborate and drive continual improvement of our services.



In detail

RAISING AWARENESS

Over the past 12 months we referred to complaint data and past outreach insights to facilitate more than 80 awareness raising initiatives aimed at:

- reaching communities and groups who needed our help and were not currently accessing our services
- building our knowledge, awareness and understanding of community issues to inform our future outreach plan
- creating opportunities for connection, collaboration and contact between community stakeholders, consumers and scheme participants.

We also connected with organisations to:

- host information sessions for community workers
- visit community and neighbourhood centres
- network at interagency meetings.

Consumers were able to engage with us during financial literacy sessions, community expos, Anti-Poverty and Seniors Week events and at targeted remote outreach locations.

We continued to forge relationships with key stakeholders in the embedded network space by attending the Strata Community Association (SCA) and the Caravan Parks Association of Queensland (CPAQ) conferences.

Stories about us featured in *ABC Online*, *Noosa Today*, *Parkie's Post* and *Council Leader*, a quarterly magazine published by the Local Government Association of Queensland.

Continuous pathways

Our case closure data was regularly analysed. This helped determine new and continuing pathways to communities in need of our service. The data also informed our Community Outreach and Engagement Plan.

Customer and community insights were reported for EWOQ outreach. The information is shared with frontline officers to provide understanding and to foster stronger connections.

Outreach initiatives undergo continuous evaluation. We surveyed organisations and event attendees, including EWOQ employees, to measure the value and success of all events and to identify improvement opportunities. In 2022–23:

- 93.9% attendees of outreach events surveyed reported the information they received was helpful
- 77.1% responses from attendees rated events at 5 out of 5 while 4.5% rated events at a 3 or below.

By monitoring the success of these outreach programs, we ensured communities were best informed and could feel confident when seeking support from EWOQ.

Supporting regional Queensland

During 2022–23, team members travelled to the Gold Coast, Maryborough, Bundaberg, Gympie, Nundah, Logan, Capalaba, Bardon, Cloncurry, Julia Creek and Charters Towers. The aim of the visits was to provide information to customers about how we could help them, and what their rights and responsibilities were when making a complaint.

Connecting online

Online awareness and engagement via our website and social media channels were a growing focus this year.

We published 398 posts throughout the year, reaching more than 1.6 million people and ran several online campaigns focused on raising awareness across Queensland on key energy and water issues. Topics included how to reduce energy and water costs, bill literacy, rebates and concessions, and promoting our services. This saw us increase the total number of followers by 20%, while our social media reach (impressions) grew by 242%.

We also added value through our online content, publishing timely and informative articles about common energy and water issues, and letting Queenslanders know how we could help.

First Nations outreach

One of the priorities of our outreach program is to help Aboriginal and Torres Strait Islander people become confident and informed consumers, and ensure they are aware of their right to assistance with issues relating to their energy services, and water services for customers in South East Queensland.

During 2022–23, we continued to grow our connections with Aboriginal and Torres Strait Islander support networks. We visited community leaders in Kuranda, Atherton Tablelands, Thursday Island, Mount Isa and Bundaberg to discuss energy issues unique to their communities. We participated in the Winds of Zenadth cultural festival on Thursday Island during National Reconciliation Week with an information booth that allowed our team to engage with families, community organisations and government agencies from across the Northern Peninsula Area (NPA) region.

OUR RECONCILIATION ACTION PLAN

As an independent dispute resolution service, we're passionate about creating equal opportunities for all, and a culture of respect and understanding for Aboriginal and Torres Strait Islander people. We believe it is our responsibility to support the national reconciliation movement. Together with Aboriginal and Torres Strait Islander organisations, we aim to make practical contributions towards positive change for First Nations people.

Our reconciliation journey continues to foster professional and community partnerships using our sphere of influence in the wider community to engage, encourage and promote partnerships with Aboriginal and Torres Strait Islander communities and organisations.

Our reconciliation journey

Our relationships with Aboriginal and Torres Strait Islander people, organisations and communities are important to EWOQ's success. A key deliverable of our RAP was to

include an Acknowledgment of Country or protocols at the commencement of important meetings.

In February 2023, we engaged the services of Acknowledge This to provide training to 16 team members. The training was designed to inform and inspire the writing of a personal Acknowledgement of Country that comes from the heart and with authenticity. Since the training, team members have actively shared their Acknowledgement of Country in EWOQ-wide meetings. As a result, employees who did not initially take part in the training have expressed interest in doing so.

EWOQ meeting agendas were also updated to include a standing item to Acknowledge Country.

Information was shared to grow our knowledge about Aboriginal and Torres Strait Islander languages and dialects. The weekly Ombudsman Message to employees includes a challenge to employees of 'Saying G'day' in a language other than English when they greet someone.

We continued to seek and source new procurement opportunities for First Nations-owned businesses and engaged First Nations' suppliers to achieve a key deliverable of the RAP when we purchased NAIDOC shirts for the team to wear at awareness-raising events.

In January 2023, we started our second Innovate RAP to continue to strengthen and grow our First Nations' network and partnerships while providing a respectful, considerate and courteous service. Initiatives include:

- securing sponsorship opportunities with First Nations organisations
- developing culturally appropriate resources and tools.

Continuing the journey

On completing our 12-month reflection period in January 2023, our RAP working group continued to meet regularly to discuss and develop strengthened deliverables for our second Innovate Reconciliation Plan by continuing to embed our reconciliation practices across the business.

We did this by marking key days of significance and encouraging team members to join in Closing the Gap, National Sorry Day, National Apology Day, NAIDOC Week and National Reconciliation Week/Mabo Day celebrations.

For National Reconciliation Week 2023, the Ombudsman and other team members participated in the Winds of Zenadth cultural festival on Thursday Island, immersing themselves in culture, customs, traditions, song, dance and art. Employees across the State also respectfully acknowledged this year's National Reconciliation Week message: Be a Voice for Generations, by listening to the web link of choirs singing From Little Things Big Things Grow, the story of Indigenous and non-Indigenous activists who fought together for justice and equal rights for Aboriginal and Torres Strait Islander people.

Our connections

We continue to maintain strong productive working relationships with peak and representative Aboriginal and

OUR CONNECTIONS

Torres Strait Islander organisations throughout Queensland, including the Indigenous Consumer Assistance Network Ltd.

We are forging new partnerships with the Torres Strait Regional Authority, Central Queensland Indigenous Development organisation and the Darumbul Community

Youth Service Incorporated with the aim of building strong relationships that will enable EWOQ to collaboratively develop and implement initiatives that will benefit First Nations' communities across the State that are experiencing challenges with their energy and water.



Key data

How many First Nations consumers contacted us?

268 cases closed for customers identifying as Aboriginal and/or Torres Strait Islander. This represents 4.9% of cases where the customer responded to the First Nations question.

Cases closed

268

Complaints

229



By comparison, for complaints where the customer did not identify as Aboriginal or Torres Strait Islander, 72% were about billing and 6% about credit in 2022–23.

Billing = high or disputed bills, metering faults, billing errors, rebates and concessions.
Credit = payment difficulties, hardship and disconnections.

OUR CONTRIBUTION TO PUBLIC POLICY

We contribute to relevant policy and legislative reviews undertaken by government, regulators, not-for-profit organisations and other bodies. We draw on our insights and experiences with customers and providers to make submissions on a variety of issues relevant to energy and water consumers.

Significant responses have been provided to the Australian Energy Market Commission on their review of metering services, and relevant rule changes concerning consumer energy resources and protecting customers affected by family violence. Other key responses to the Australian Energy Regulator and Energy Security Board included regulation of future energy services and on proposed changes to the Queensland Government's Information Privacy and Right to Information Framework.

We continue to provide effective support for appropriate reforms to ensure consumer protection frameworks evolve with the transforming energy landscape.

PEER NETWORKS

As a member of the Australian and New Zealand Ombudsman Association (ANZOA) and the Australian and New Zealand Energy and Water Ombudsman Network (ANZEWON) we maintained strong links with the Australian dispute resolution community. We were also actively involved in cross-sector collaboration through the Thriving Communities Partnership.

ANZOA

ANZOA is committed to high standards of independence, impartiality and effectiveness, and its members observe the 6 benchmarks for industry-based customer dispute resolution: accessibility, independence, fairness, accountability, efficiency and effectiveness.

Our Ombudsman, Jane Pires, is the executive sponsor of the corporate interest group, which is facilitated by Eleanor Bray, our General Manager – Strategy, Operations and Governance.

Jane also held the role of executive sponsor of the public relations and communications interest group up to March 2023.

ANZEWON

Australian and New Zealand Energy and Water Ombudsman Network (ANZEWON) is a network of energy and water ombudsmen and utilities complaints commissioners from across Australia and New Zealand. They work together to explore and address industry and policy developments affecting Australian and New Zealand consumers.

The network supports collaboration and learning to avoid duplication of effort that ensures members can progress projects with greater efficiency and effectiveness.

The Ombudsman attended 4 ANZEWON meetings throughout the year.

Thriving Communities Partnership

The Thriving Communities Partnership is a cross-sector collaboration with the goal that everybody has fair access to the modern essential services they need to thrive in contemporary Australia, including utilities, financial services, telecommunications and transport.

The Local Government Thriving Communities Reform

The Local Government Thriving Communities Reform is underway in the Atherton Tablelands. Our Community Outreach Officer, Karina Hocke, is forging a partnership with the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities, and the Arts to engage at grass roots level with the interim local decision-making bodies in the Atherton Tablelands, Cassowary Coast and Cape York regions.

OUR SCHEME PARTICIPANTS

Last year we welcomed the largest number of new scheme participants in more than 10 years, when embedded network owners and operators became eligible to join from 28 February 2022.

We are funded by scheme participants through participation fees and user-pays fees. Scheme participants pay an annual participation fee in July (or part fee if they become a scheme participant during the financial year).

At 30 June 2023, we had 55 authorised retailer and distributor scheme participants.

From 28 February 2022, exempt sellers with 2,000 or less customers were automatically deemed an EWOQ scheme participant. These scheme participants were onboarded once there was a complaint against them or they completed an application form. At the end of 2022–23 we had 214 exempt sellers as scheme participants.

Scheme participant forums

Energy and water scheme participants attended forums in March in both Melbourne and Brisbane. The information presented at the events focused on providing updates on complaint data and trends, the early resolution process and the future of dispute resolution. Voice of Customer survey result trends were discussed and process improvements identified and implemented.

Our awareness raising and outreach was also discussed to support our commitment to our RAP and outreach plan. Digital outreach and social media advertising highlights and trends were also discussed, which

demonstrated the value of this initiative in raising awareness and promoting the scheme.

Scheme participant feedback

In March 2023, we conducted our annual scheme participant satisfaction survey. Questions were divided into 4 sections:

- dispute resolution benchmarks
- interaction with us
- dispute resolution processes
- satisfaction with our scheme.

The first section – dispute resolution benchmarks – was based on the 6 benchmarks for industry-based customer dispute resolution. In 2022–23, the dispute resolution benchmark satisfaction scores – rating our accessibility, fairness, accountability, efficiency, effectiveness, and independence – ranged between 76% and 84%.

Satisfaction with our dispute resolution processes ranged between 74% and 79%. Overall satisfaction with our scheme was 77% (consistent with 2022). There was a slight 2% decrease in satisfaction with awareness and promotion (77%) and a 4% decrease in satisfaction with scheme accessibility (86%).

These insights were used to improve our processes and services that allow us to build stronger relationships with our scheme participants across both the energy and water industries.

Promoting external dispute resolution

This year, we collaborated with the Energy and Water Ombudsman (EWO) schemes for New South Wales, Victoria and South Australia to promote the expectations of scheme participants promoting external dispute resolution (EDR) to their customers.

EDR gives customers a free, fair and independent option for their complaint. Ensuring customers know about and can access EDR is vital, particularly as business activity returns to normal and debt collections and disconnections resume.

We also presented a webinar with the Queensland Council of Social Service (QCOSS) on water bill hardship and joined a meeting with one of QCOSS' stakeholder groups to discuss our embedded network service. We presented a webinar with other EWO schemes on the promotion of external dispute resolution services and provided tips on best practice complaints management to support their customers.



Learn more

For more information

Visit ewoq.com.au and search 'members' or 'submissions'.

Related reading

Our customers – page 20

Appendix 5 – Current scheme participants – pages 90

Our governance



At a glance

Our governance framework outlines how we manage our business, minimise our risks and meet our legislative obligations. It enables effective decision making and strengthens our stakeholders' confidence in our ability to do our job.

Our systems are based on strong ethical foundations and a commitment to fairness, accountability and transparency. Risk management is a key governance principle and forms an integral part of our everyday activities. By employing and implementing risk management principles, we protect ourselves from threats and challenges to our continual operation whether that be financial losses, reputational damage or harm to our employees.

To ensure we commit to good governance, the following groups have oversight into our activities:







- Advisory Council
- Audit and Risk Management Committee
- Executive Management Group
- Information Steering Committee
- Workplace Health and Safety Committee.



In detail

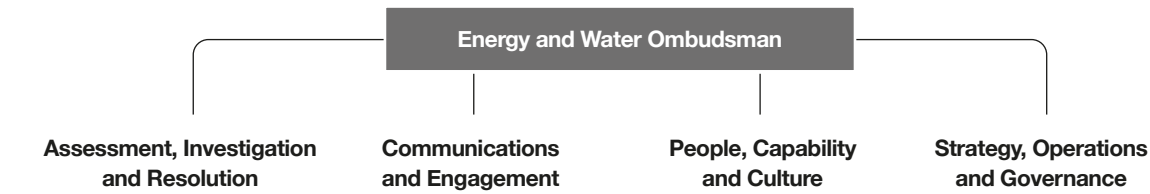
GOVERNANCE FRAMEWORK

Our governance framework acts as our essential supporting structure that underpins the strategies, policies, procedures, processes and resources we are held accountable to, and that provide ongoing confidence in the integrity of our services. These elements have been mapped against 6 governance principles to ensure our practices are rigorous and robust.

	LEADERSHIP	Shared understanding of purpose and priorities through effective planning, collaboration, communication and resource allocation.
	ACCOUNTABILITY	Clear accountabilities, understanding our roles and responsibilities to meet corporate expectations and legislative requirements.
	PERFORMANCE	Monitoring and reporting on our performance to meet expectations.
	RISK MANAGEMENT	Regularly assessing and responding to risks, challenges and opportunities.
	IMPROVEMENT	Actively enhancing and improving our performance across all aspects of our business.
	SERVICE DELIVERY	Customer and scheme participant-focused service delivery, stakeholder engagement and collaboration.

OUR TEAMS

We have 4 core teams under the leadership of the Ombudsman. They work together to meet our responsibilities, ensuring we remain effective and adaptable in the constantly evolving energy landscape.



EXECUTIVE MANAGEMENT GROUP

In 2022–23, our Executive Management Group members were:

Jane Pires Energy and Water Ombudsman

As Energy and Water Ombudsman, Jane is committed to providing all Queenslanders with access to a free, fair and independent dispute resolution service, contributing to improved service delivery in the energy and water sectors, and fostering a culture of excellence within the team.

Jane was appointed Energy and Water Ombudsman in December 2016 and has more than 30 years’ experience in customer service and complaint management, including extensive senior executive experience in dispute resolution, mediation and conciliation.

Jane chairs the Standards Australia QR-015 Complaints Handling Committee responsible for developing the

Australian Standard AS 10002:2022 Guidelines for complaint management in organizations, published in March 2022.

She is also the Australian representative on the committee for international standard ISO 10002:2018 Quality management—Customer satisfaction—Guidelines for complaints handling in organizations.

Jane chairs the Queensland chapter of the Thriving Communities Partnership and served on the board of the Society of Consumer Affairs Professionals Australia (SOCAP) for 10 years, including 3 years as president and 5 years as vice president.

John Jones General Manager – Assessment, Investigation and Resolution

John led our complaint investigation and dispute resolution functions as the General Manager – Assessment, Investigation and Resolution until April 2023.

Nick Pirie Acting General Manager – Assessment, Investigation and Resolution June 2023

Nick was appointed to the role in April 2023. His team provides information and dispute resolution services, and raises community awareness of the EWOQ scheme to industry.

Eleanor Bray General Manager – Strategy, Operations and Governance

Eleanor leads the Strategy, Operations and Governance team to provide corporate services including finance, risk and compliance, information communication technology, policy and research, and performance reporting.

Leonie Jones Manager – People, Capability and Culture

Leonie leads the People, Capability and Culture team to manage and implement a range of strategic human resources, organisational culture and development initiatives that support our strategic objectives.

Sonia Cahill Manager – Communications and Engagement April 2023

Sonia led the Communications and Engagement team until April 2023 and was responsible for raising awareness of the EWOQ scheme through a range of communication initiatives and engagement activities.

ADVISORY COUNCIL TO THE ENERGY AND WATER OMBUDSMAN

The Advisory Council to the Energy and Water Ombudsman Queensland provides expert advice to the Energy and Water Ombudsman and the Ministers responsible for energy and water about the effective and efficient conduct and operation of the our scheme.

The Advisory Council:

- monitors the Energy and Water Ombudsman's independence
- advises the Ombudsman on policy, procedural and operational issues relating to the *Energy and Water Ombudsman Act 2006*
- advises Ministers responsible for energy and water on the funding of the Ombudsman's functions at the end of the financial year
- advises Ministers on the Ombudsman's independence and functions of the office during the financial year.

Chair Rowena McNally

Rowena has extensive experience in the energy, water, hospital and health, aged care and disability sectors. In her various board and other roles, Rowena has worked extensively across Queensland, particularly in the State's regional areas.

She has served on the boards of Ergon Energy (Qld), Power and Water Corporation (NT), Indigenous Essential Services Pty Ltd, Gladstone Area Water Board and Burnett Water Services. She previously chaired the Mount Isa Water Board and the Ministerial Advisory Council (SEQ Flood Mitigation).

Rowena is a Fellow of the Australian Institute of Company Directors, a Fellow of the Australian Institute of Management, and a Fellow of the Resolution Institute.

Advisory Council membership

The Advisory Council meets quarterly and comprises an independent chair and at least 6 other members. Members are appointed by the Ministers on the Chair's recommendation and after consultation with scheme participants, consumer groups and community organisations.

There must be an equal number of members representing industry and consumer interests. Under the *Energy and Water Ombudsman Act 2006 Act*, at least 2 of the industry members must represent the interests of energy retailers, at least one must represent the interests of energy distributors, and at least one must represent the interests of the water entities.

MEMBERS AS AT 30 JUNE 2023

Independent Chair

- Rowena McNally

Industry representatives

- Anthony Hamill, Ergon Energy
- Chris Owen, City of Gold Coast Water & Waste
- Iain Graham, Red Energy

Consumer representatives

- Damian Finitis, National Indigenous Australians Agency
- Ian Jarratt, Queensland Consumers' Association
- Maree Adshead, Consumer small business representative
- Robyn Robinson, Council of the Ageing Queensland

Member resignations

- David Ackland, Energy Australia
- Wendy Miller, Queensland Council of Social Service

Roles and responsibilities of council members

The EWOQ Advisory Council Handbook details the roles and responsibilities of council members, while the Advisory Council Code of Conduct helps members discharge their responsibilities under the *Public Sector Ethics Act 1994*.

Members are entitled to meeting fees approved by the Governor-in-Council, and reimbursement of reasonable costs incurred for attending council meetings, based on the *Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards*.

CODE OF CONDUCT AND ETHICS

We are required to make ethical decisions, be accountable for our actions, and demonstrate integrity. We are committed to fostering a positive organisational culture that values and promotes ethical leadership and decision making.

All employees are required to observe the Queensland Public Service Code of Conduct. The principles and values in the code are incorporated into our policies and procedures as well as individual performance plans.

We are committed to fraud and corruption prevention and have a policy and plan in place. Mandated training in fraud control and corruption prevention was completed by all team members during 2022–23, along with a tailored online program on bullying and harassment.

INTEGRITY FRAMEWORK

Strong culture, accountability and trust are important pillars of any organisation and a core focus for us. Our new Integrity Framework articulates our commitment to the highest standards of integrity and conduct at every level.

HUMAN RIGHTS

Queensland's *Human Rights Act 2019* recognises 23 categories of human rights and acknowledges the responsibility of public sector employees to respect, protect and promote the human rights of all individuals.

The Act requires Queensland's public agencies, including EWOQ, to act or make decisions that are compatible with these rights.

Section 97 of this Act also requires that we publish details of any:

- human rights actions taken during the reporting period
- a review of policies, programs, procedures, practices or services undertaken in relation to our compatibility with human rights
- human rights complaints received, including:
 - » the number of complaints received
 - » the outcome of the complaints
 - » any other information prescribed by regulation relating to complaints.

All reviews of our policies, procedures and plans must assess whether the documents promote and are compatible with human rights.

We received no human rights complaints between 1 July 2022 and 30 June 2023.

RISK MANAGEMENT AND ACCOUNTABILITY

Risk management is an integral part of strategic and business planning, and the everyday activities of EWOQ.

In accordance with section 23 of the Financial and Performance Management Standard 2019, we are committed to implementing risk management strategies that ensure efficiency and effectiveness in meeting our objectives, while providing a safe and healthy workplace for our team.

Audit and Risk Management Committee

Members of the Audit and Risk Management Committee are appointed by the Ombudsman. The committee provides independent comment, advice and counsel to assist the Ombudsman's oversight of:

- the integrity of our financial statements and internal controls
- compliance with legislative and regulatory requirements

- the process relating to internal risk management and control systems
- the performance of the internal audit function.

The external members of the committee for the 2022–23 period are Queensland public sector employees and, consistent with the Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards do not receive additional remuneration in relation to this committee. These members were appointed from 4 February 2021 for a period of 3 years.

The committee observes the terms of its Audit and Risk Management Committee Charter and has due regard to Queensland Treasury's *Audit Committee Guidelines: Improving Accountability and Performance*.

During 2022–23, the committee met on 4 occasions and invited both external and internal audit representatives to regularly attend meetings.

Internal audit

Our internal audit function is undertaken by the Queensland Government's Corporate Administration Agency (CAA) and managed through a service level agreement.

The internal audit workplan is directed through a strategic and annual plan developed in consultation with the Audit and Risk Management Committee and approved by the Ombudsman. The workplan adheres to professional standards and the Queensland Treasury's *Audit Committee guidelines: Improving Accountability and Performance*.

Internal audit activities can include:

- financial, compliance and operational reviews
- information system and data integrity reviews
- special review assignments as requested by management.

This team reports to the Audit and Risk Management Committee and operates independently of our management and our external audit function.

Business continuity management

We have a comprehensive Business Continuity Plan (BCP), which was not activated during 2022–23.

CAA maintains a business continuity plan that provides for the recovery and/or continuity of our information technology, human resources and finance functions.

We continued flexible working practices this year as part of our commitment to continually improve employee satisfaction as well as ensuring we function agilely. The health and safety of our team was closely monitored and supported through hygiene and physical distancing practices.

Our team can successfully conduct our entire operations remotely at short notice, if and as required.

The BCP is tested through desktop scenarios on a regular basis.

Information technology and systems management

The Information Steering Committee is responsible for issues associated with information technology, information management and information security projects, and to ensure the efficient, effective and equitable use of current and future information communication technology resources.

Information systems and record keeping

As a public service office, we are required by legislation and government standards to keep and maintain proper records of our activities.

We are committed to meeting our governance responsibilities under the relevant Acts, applicable legislation, Queensland Government Information Standards, Queensland State Archives Standards and best practice methods outlined in applicable International Standards.

We have an Electronic Document Records Management System (EDRMS) and have appointed an Information Management Officer to oversee governance. The security of the EDRMS is managed in accordance with our information security management system.

Information and Security Management System

Our approach to managing the security of our data and information systems is guided by a set of tools made available by the Queensland Government Enterprise Architecture.

These tools include policies, frameworks, standards, and guidelines that we must follow according to the Financial and Performance Management Standard 2019, Subordinate Legislation 2019 No.182, made under the *Financial Accountability Act 2009*.

Our operational information and security management system was fully operational in 2022–23 and as required under Queensland Government legislation, we applied the Information security policy (IS18:2018) and its suite of standards (i.e. ISO 27000) to ensure security of information and protection of information.

We implemented the following initiatives to keep information safe, protect sensitive data, maintain privacy, and prevent unauthorised access or misuse.

- Educated employees about information security best practices.
- Used firewalls, intrusion detection systems and secure network configurations to protect against unauthorised access and network attacks.
- Kept systems and software up to date with the latest security patches and updates.
- Developed processes for the secure disposal of sensitive information, including physical documents and electronic media.

- Ensured data was properly wiped or destroyed to prevent unauthorised retrieval.
- Conducted periodic security audits (i.e. penetration testing) and assessments to identify vulnerabilities, gaps and areas for improvement.

Information security attestation

During the mandatory annual information security reporting process, the Energy and Water Ombudsman attested to the appropriateness of our information security risk management to the Queensland Government Chief Information Security Officer, noting that appropriate assurance activities have been undertaken to inform this opinion and the organisation's information security risk position.

Workplace health and safety

Our Workplace Health and Safety (WH&S) Committee recognises and evaluates workplace hazards and leads the development and implementation of programs to protect the employees' safety, health and wellbeing. Our committee:

- acts as a forum for health, safety and wellbeing consultative processes
- responds to employee WH&S concerns and challenges
- ensures records are kept of incidents
- leads the direction for managing health, safety and wellbeing issues
- addresses operational matters, where appropriate.

Right to information and protection of personal information

We are committed to providing the community with open and transparent access to information about our services and activities. Consistent with the *Right to Information Act 2009* and *Information Privacy Act 2009*, we proactively release information held by our office unless the Ombudsman, in conjunction with the Executive Management Group, determines that it is contrary to the public interest.

All requests for information received during 2022–23 have been released under the Administrative Access Scheme. We also participated in the Office of the Information Commissioner Queensland Privacy Awareness Week and contributed to the s185 annual report, which documents all right to information and information privacy work undertaken by Queensland Government agencies.

External dispute resolution scheme

Since 2015–16, we have been recognised as an external dispute resolution scheme by the Office of the Australian Information Commission (OAIC) under the *Privacy Act 1988*. We are required to report every quarter on serious or repeated interference with privacy or systemic privacy issues relating to these bodies to the OAIC.

We are also required to provide OAIC with an annual report including a range of data relating to complaints investigated under this jurisdiction.

Mandatory online reporting

We publish the following datasets on the Queensland Government Open Data Portal.

- consultancy spending
- language services expenditure.

An overseas travel expenditure report for the 2022–23 reporting year was not required as there was no overseas travel undertaken by our team.



Learn more

For more information

Visit ewoq.com.au and search 'who we are' to find information on our governance.

Visit data.qld.gov.au and search 'EWOQ' to browse all data sets.

Related reading

Appendix 1 – Advisory Council remuneration – page 73

Message from the Advisory Council Chair – page 8

Our performance – page 24

Our people



At a glance

On 30 June 2023, 43 officers were employed on a full or part-time basis.

We have continued to adapt to changes in the employment landscape post COVID-19. We have realised the benefits of a hybrid workplace and have worked together to refine our approach and to consider and balance the needs of individuals, customers and EWOQ as a whole.

We have also experienced change as several team members have taken external career opportunities, creating the opportunity for renewal and the consideration of future capability requirements.

Our focus on culture, values, and health and wellbeing has continued with a dedicated working group re-established with members across the business

contributing to a health and wellbeing agenda. This is also the case for our Workplace Health and Safety (WH&S) Committee and Reconciliation Action Plan (RAP) group, where volunteers collaborated, contributed their knowledge and learned new skills to progress these areas.

We continued to prioritise continuous improvement and learning with a variety of on-the-job learning opportunities, which led to significant process improvements.

- Introduced survey design using Microsoft Forms.
- Developed automated workflows for transactional HR and IT processes.
- Created online onboarding modules for new team members to access as part of their learning plans.



Key data

41.25

Total Full Time Employees

Diversity groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	29	67.44%
Women in leadership roles*	2	4.65%
Aboriginal People and Torres Strait Islander peoples	<5	
People with disability	<5	
Culturally and Linguistically Diverse – speak a language at home other than English including ATSI/ASSI languages	<5	
Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	29	67.44%
Man	14	32.56%
Non-binary	0	0%

No redundancy, early retirement or retrenchment packages were paid during the period.

*Positions that are senior officer and equivalent or above.



In detail

Flexible working arrangements

We embraced and promoted the Public Service Commission's flex-connect framework with the majority of the team working 3 days in the office and 2 days from home. Our team members accessed a range of flexible work arrangements, including:

- telecommuting
- compressed hours
- flexible start and finish times
- purchased leave
- part-time arrangements.

Our employees told us they continued to benefit from flexible work arrangements, and we have seen the broader benefit to EWOQ. Employees reported that having a healthy balance of time in the office and at home ensured continued interaction and collaboration. Employees also commented that working from home meant less distractions and more work completed. We achieved this balance without impacting stakeholders or customers, which was a credit to our team.

A focus going forward will be ensuring our cross-team collaboration and having an understanding of the contributions made across the organisation.

Leadership and management development

Throughout the year, our leadership team participated in training and individual coaching to develop their skills and knowledge around inclusive leadership. This was part of our broader agenda around psychological safety and inclusion.

The leadership team also continued to collaborate closely on strategies to embed our values and culture with monthly discussions on the topic and leadership of discussions within their own teams. Individual development needs for our leaders were identified through our performance management process and those needs met through a mix of informal and formal learning strategies.

Employee relations

The EWOQ Consultative Committee, co-chaired with Together Union, continued to facilitate consultation around:

- workload management
- organisational change and restructuring
- training
- work-life balance.

Learning and development

We are committed to developing our people to ensure our services are delivered efficiently and effectively.

All team members are encouraged to develop their skills and knowledge through on-the-job training and self-directed learning.

During 2022–23, we provided technical, compliance, role-specific and professional development activities on a range of topics, including:

- inclusive leadership coaching, contemporary dispute resolution, and wellbeing as a complaint handler probity
- Acknowledgement of Country
- psychological safety.

Performance Management Framework

Our Performance Management Framework provides our employees with the opportunity to:

- understand expectations
- focus on continuous improvement
- receive feedback
- identify current and future development needs.

By using this framework, we will develop personal leadership, vision, innovation, goals and achievements that support our strategic and business plans and ultimately deliver the best possible outcomes for our customers, community and stakeholders. Across the year we reviewed our monthly one-on-one form to ensure further alignment with our values and culture and we began using a dedicated online platform to enhance the process.

Workforce diversity

We are committed to diversity of thought, experience, perspective and gender. Throughout 2022–23 we focused on unconscious bias, with the topic included in the EWOQ conference in October 2022. This commitment will continue into next year along with the work we are doing around psychological safety and inclusion. We will also deliver our Diversity and Inclusion Plan, which was delayed due to reprioritisation of projects, and an increase in business as usual activities.

In 2022–23, we improved our diversity and inclusion capability by:

- providing team members with access to an Employee Assistance Program with specialist support for minority groups
- reflecting on and embedding actions from our second Reconciliation Action Plan, the Innovate RAP
- strengthening and growing our networks and partnerships within the communities we served

OUR PEOPLE

- attending an International Pride Month speaker series event
- writing of individual Acknowledgement of Country statements
- reviewing of our human rights, discrimination and inclusion and diversity support material on our intranet.

Discrimination results indicated a strong culture of non-discriminatory behaviour.

Workplace health and safety

The mental and physical wellbeing of our team continued to be of the utmost importance for us and the working from home arrangements allowed a greater work-life balance for our team. Our WH&S Committee met every 3 months and focused on:

- our wellness program and the themes of mental health, health and wellbeing, family and financial fitness. We ensured employees had access to flu vaccinations, nutritional information, mental health and wellbeing seminars, domestic and family violence programs, and corporate memberships for health insurance and fitness centres
- promoting the BeUpstanding program by encouraging movement across the working day given that we know a sedentary lifestyle can increase health risks
- remote worker safety with the exploration of apps and a process to ensure check-ins and location finding for those undertaking travel.

The committee also reviewed WH&S policies and procedures to support legislative compliance.

Employee achievement and recognition program

During 2022–23, our EWOQ All Stars Employee Achievement and Recognition Program continued with several nominations in all categories.

An initiative of the Celebration of Success Working Group, the awards were updated to cover the following categories and timeframes.

- **All Star Award** – a bi-annual award recognising a team member for their overall contribution, ongoing commitment and demonstration of our values.
- **Bright Star Award** – a quarterly award for innovation, leadership, enthusiasm and problem solving.
- **Constellation Award** – a quarterly award recognising a high performing team.

There are also two informal awards.

- **Shining Star Award** – for going above and beyond.
- **Rock Star Award** – which celebrates team members making a difference, paying it forward or simply making the team laugh.

Electricity complaints ⚡



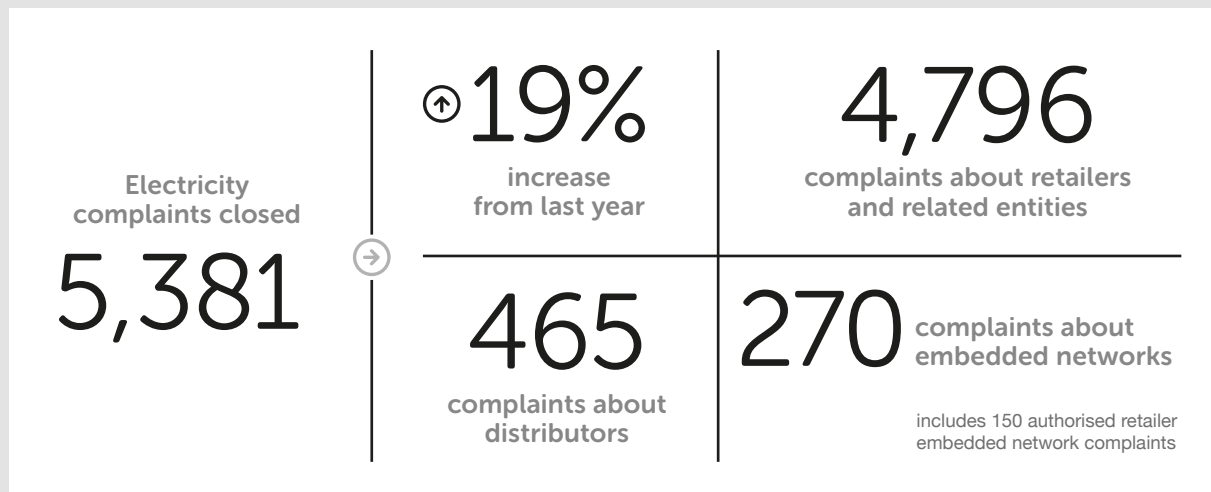
At a glance

We closed 5,381 complaints about electricity during 2022–23, 867 more than the previous year. Refer backs and refer to higher level were the most common types of electricity complaints (44% of complaints each), followed by investigations (13%).

Billing was the most common primary issue with 70% of complaints closed. Customer service complaints (9% of complaints) have replaced complaints about

provision as the second highest primary issue. Complaints about provision and credit were the equal third highest primary issue in 2022–23 (7% each).

For investigations, credit remained the second most common primary issue, with 10% of investigations being about credit, a decrease from the previous year's 14%. Billing investigations increased from 60% of investigations last year to 74% in 2022–23.



Key data

Closed electricity complaints by case type

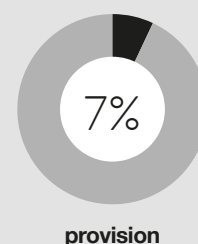
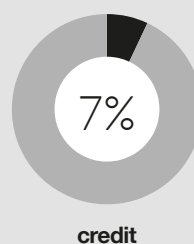
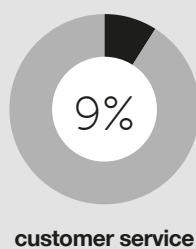
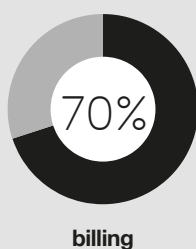
44%
refer to higher level

44%
refer back

13%
investigation

Please note, figures do not add to 100% due to rounding.

Electricity complaints by primary issue



CLOSED ELECTRICITY COMPLAINTS

Table 1: Closed electricity complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	1,469	1,791	515	3,775
Customer service	238	219	35	492
Credit	204	97	66	367
Provision	191	137	38	366
Supply	133	17	22	172
Transfer	39	39	5	83
Land	31	18	9	58
Marketing	12	23	3	38
Other	30	0	0	30
Total	2,347	2,341	693	5,381

INVESTIGATIONS

An **investigation** is a complaint we examine to facilitate an outcome we believe is fair and reasonable for both the customer and provider. Investigations can be Level 1, 2 or 3 depending on the time it takes to resolve the issue.

Table 2: Electricity investigations by primary and secondary issues

Primary issue	Secondary issue	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	High	280	331	223	143	173
	Estimation	104	153	91	70	76
	Delay	30	27	20	31	68
	Error	81	139	78	64	42
	Tariff	31	64	46	30	37
	Meter	47	29	43	33	29
	Rebate/concession	30	38	30	11	24
	Opening /closing account	43	41	31	27	18
	Backbill	34	42	21	22	16
	Fees and charges	17	23	14	6	11
	Incorrect account details	8	4	4	8	7
	Refund	3	14	30	11	6
	Format	1	0	2	1	1
	Period	12	5	7	0	1
	Re-bill	3	5	2	0	1
	Other	10	40	25	4	5
Total		734	955	667	461	515

Continued on next page.

OUR COMPLAINTS

Primary issue	Secondary issue	2018-19	2019-20	2020-21	2021-22	2022-23
Credit	Collection	190	162	98	51	34
	Disconnection/ restriction	130	143	9	28	20
	Payment difficulties	37	64	21	14	7
	Hardship	11	10	6	8	3
	Privacy	5	3	4	4	2
Total		373	382	138	105	66
Provision	Existing connection	109	112	84	61	27
	Disconnection/ restriction	18	25	5	11	6
	New connection	17	34	15	13	5
Total		144	171	104	85	38
Customer service	Failure to consult or inform	12	11	10	6	12
	Poor service	33	39	29	12	9
	Incorrect advice or information	22	28	30	14	7
	Failure to respond	12	5	10	6	5
	Privacy	2	2	2	1	2
	Poor/unprofessional attitude	3	2	1	1	0
	Refund	9	6	3	0	0
Total		93	93	85	40	35
Supply	Off supply (unplanned)	8	28	21	24	11
	Variation	5	7	6	8	4
	Quality	1	2	6	0	4
	Off supply (planned)	8	5	7	7	3
Total		22	42	40	39	22
Land	Property damage/restoration	5	6	4	5	4
	Vegetation management	2	2	2	1	3
	Network assets	5	7	6	9	2
	Easement	0	0	0	1	0
	Street lighting	0	0	0	1	0
	Other	1	0	1	0	0
Total		13	15	13	17	9
Transfer	Without consent	37	17	8	5	2
	Delay	12	18	5	2	1
	Billing	5	2	0	2	1
	In error	8	6	4	1	0
	Objection/rejected by retailer	3	2	3	1	0
	Site ownership	5	4	2	1	0
	Error	0	1	4	0	0
	Cooling off rights	8	2	1	0	1
Total		78	52	27	12	5

Continued on next page.

Primary issue	Secondary issue	2018-19	2019-20	2020-21	2021-22	2022-23
Marketing	Contract	1	1	2	2	2
	Misleading	2	7	1	2	1
	Pressure/coercion	1	0	0	2	0
	Information	2	1	0	1	0
	Non-account holder	1	0	0	0	0
	Door to door	0	0	0	0	0
	Other	2	0	0	0	0
Total		9	9	3	7	3
Grand total		1,466	1,719	1,077	766	693

ELECTRICITY RETAILER AND DISTRIBUTOR PERFORMANCE

Table 3: Electricity retailer and distributor performance

Provider ¹	Electricity customer numbers ²	Complaints closed per 10,000 customers	Complaints closed 2022-23	Complaints closed 2021-22	% Variance
First tier retailer³					
Origin Energy Electricity Limited	500,001 - 1,000,000	18	1157	990	17%
Ergon Energy Queensland Pty Ltd	500,001 - 1,000,000	7	491	477	3%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 - 500,000	18	767	663	16%
Second tier retailer					
Alinta Energy Retail Sales Pty Ltd	100,001 - 500,000	46	1,014	827	23%
EnergyAustralia Pty Ltd	100,001 - 500,000	32	346	237	46%
Red Energy Pty Ltd	10,001 - 100,000	23	123	104	18%
Locality Planning Energy Pty Ltd	10,001 - 100,000	37	79	48	65%
Hanwha Energy Retail Australia Pty Ltd (T/A Nectr)	10,001 - 100,000	39	69	17	306%
Metered Energy Holdings Pty Ltd	10,001 - 100,000	36	55	19	189%
Powershop Australia Pty Ltd	10,001 - 100,000	17	20	17	18%
Simply Energy	10,001 - 100,000	83	96	98	-2%
Sumo Power Pty Ltd	10,001 - 100,000	94	99	58	71%
Dodo Power & Gas Pty Ltd	3,001 - 10,000	118	116	97	20%
OVO Energy Pty Ltd	3,001 - 10,000	62	26	1	2500%
1st Energy Pty Ltd	< 3,001	95	26	25	4%
ReAmped Energy Pty Ltd	< 3,001	580	63	89	-29%
CovaU Pty Ltd	< 3,001	315	26	25	4%

Continued on next page.

OUR COMPLAINTS

Second tier retailer					
Discover Energy Pty Ltd	< 3,001	1,814	41	9	356%
Online Power and Gas Pty Ltd T/A Future X Power	< 3,001	2,955	26	6	333%
Distributor					
Energex Limited	> 1,000,000	2	265	293	-10%
Ergon Energy Corporation Limited	500,001 - 1,000,000	3	200	188	6%

¹ Only providers with 20 or more complaints in 2022–23 have been included in this table. To view electricity retailer and distributor complaints by primary issue, turn to Appendix 3.

² Customer numbers sourced from AER retail energy market performance update for Quarter 2, 2022–23 (retailers) and AER Regulatory Information Notice (RIN) responses 2021–22 (distributors).

³ First tier retailers are defined by the AER as those who hold more than a 10% market share in Queensland.



Learn more

For the data

Turn to Appendix 3 (page 77) for:

- closed electricity retailer complaints by primary issue
- closed electricity distributor complaints by primary issue

Related reading

Appendix 5: scheme participants – see page 90

Gas complaints 🔥



At a glance

We closed 186 gas complaints in 2022–23, including 10 investigations. Refer backs were the most common gas complaint type (58% of complaints), while billing was the most common primary issue (56% of complaints closed).

Gas
complaints closed

186



13%

decrease
from last year

Closed gas complaints by case type

58%
refer back

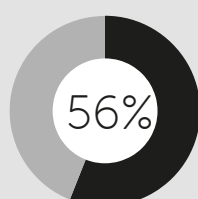
37%
refer to
higher level

5%
investigation

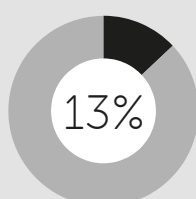


Key data

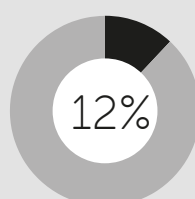
Gas complaints by primary issue



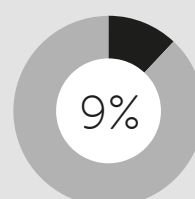
billing



customer service



provision



credit

Table 4: Closed gas complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	47	51	7	105
Customer service	17	7	0	24
Provision	19	3	1	23
Credit	11	3	2	16
Land	4	3	0	7
Supply	6	0	0	6
Transfer	2	2	0	4
Marketing	1	0	0	1
Total	107	69	10	186



Learn more

For the data

Turn to Appendix 3 (page 77) for:

- Closed gas retailer complaints by primary issue
- Closed gas distributor complaints by primary issue

Related reading

- Appendix 5: scheme participants – see page 90

Water complaints



At a glance

There was an 18% decrease in water complaints overall in 2022–23, consisting of a 34% decrease in investigations, a 16% decrease in refer backs, and a 3% decrease in refer to higher level. Billing issues comprised 62% of complaints.

Water
complaints closed

243



18%

decrease
from last year

Closed water complaints by case type

53%
refer back

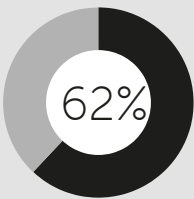
24%
refer to
higher level

23%
investigation

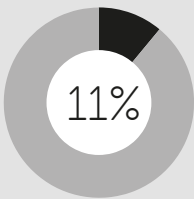


Key data

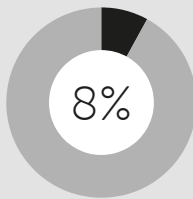
Water complaints by primary issue



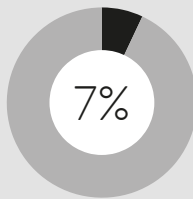
billing



customer service



supply



provision

Table 5: Closed water complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	76	33	41	150
Customer service	15	9	2	26
Supply	9	6	4	19
Provision	12	3	3	18
Land	5	6	4	15
Credit	1	1	1	3
Other	12	0	0	12
Total	130	58	55	243



Learn more

For the data

Turn to Appendix 3 (page 77) for:

- Closed water retailer complaints by primary issue
- Closed water distributor complaints by primary issue

Related reading

- Appendix 5: scheme participants – see page 90

Financial summary

The Office of the Energy and Water Ombudsman has a strong focus on financial management, which allows for a greater ability to plan and deliver our objectives.

FUNDING AND REVENUE

We are predominantly funded by scheme participants – the energy and water retailers and distributors operating in Queensland – that are required to pay an annual participation fee and user-pays fees.

Our income for 2022–23 was \$7.94 million and included:

- \$7.402 million user-pays fees
- \$0.36 million participation fees
- \$0.15 million other revenue, including bank interest and sale of assets.

USER-PAYS FEE BREAKDOWN FOR 2022-23

- Investigation level 1: 14.65%
- Investigation level 2: 17.82%
- Investigation level 3: 5.23%
- Refer to higher level: 40.53%
- Refer back: 21.77%

EXPENSES

Our expenses in 2022–23 were \$7.94 million. Employee expenses accounted for 70% of this, with supplies and services accounting for a further 27%. Depreciation, audit fees, and costs associated with our Advisory Council made up the balance of our total expenditure.

ASSETS

As at 30 June 2023, the Office's assets totalled \$3.4 million, which was comprised of:

- cash and cash equivalents
- receivables
- prepayments
- plant and equipment
- intangible assets.

LIABILITIES

As at 30 June 2023, our liabilities totalled \$2.8 million, which included:

- \$1.1 million in unearned revenue
- \$1.2 million in accounts payable
- \$0.45 million in employee entitlements.

Financial statements

Office of the Energy and Water Ombudsman (trading as Energy and Water Ombudsman Queensland) for the financial year ended 30 June 2023

STATEMENT OF INCOME AND ACCUMULATED SURPLUSES.....	52
BALANCE SHEET	53
STATEMENT OF CASH FLOWS	54
NOTES TO THE FINANCIAL STATEMENTS.....	55
MANAGEMENT CERTIFICATE	69
INDEPENDENT AUDITOR'S REPORT	70

Office of the Energy and Water Ombudsman

Financial Statements

For the Year Ended 30 June 2023

Financial Statements

Statement of Income and Accumulated Surpluses

Balance Sheet

Statement of Cash Flows

Note 1 Basis of Financial Statement Preparation

Our Financial Performance

Note 2 Scheme Fees

Note 3 Other Revenue

Note 4 Employee Expenses

Note 5 Supplies and Services

Note 6 Other Expenses

Our Financial Position

Note 7 Cash and Cash Equivalents

Note 8 Receivables

Note 9 Plant and Equipment and Depreciation Expense

Note 10 Intangibles and amortisation expense

Note 11 Payables

Note 12 Accrued Employee Benefits

Note 13 Unearned Revenue

Other Disclosures

Note 14 Key Management Personnel (KMP) Disclosures

Note 15 Related Party Transactions

Note 16 Contingencies

Note 17 Events occurring after balance date

Certification

Management Certificate

Office of the Energy and Water Ombudsman
Statement of Income and Accumulated Surpluses
As at 30 June 2023

	Notes	2023 \$'000	2022 \$'000
Income from continuing operations			
Scheme fees	2.	7,784	7,984
Other revenue	3.	156	46
Total income from continuing operations		7,940	8,030
Expenses from continuing operations			
Employee expenses	4.	5,579	5,713
Supplies and services	5.	2,119	2,149
Depreciation	9.	21	18
Amortisation		136	119
Other expenses	6.	77	30
Total expenses from continuing operations		7,932	8,029
Operating result surplus for the year		8	1
Plus accumulated surpluses at the beginning of the financial year		606	605
Accumulated surpluses at the end of the financial year		614	606

The accompanying notes form part of these statements.

Office of the Energy and Water Ombudsman
Balance Sheet
As at 30 June 2023

	Notes	2023 \$'000	2022 \$'000
Current assets			
Cash and cash equivalents	7.	3,055	3,168
Receivables	8.	189	775
Prepayments		150	254
Total current assets		3,394	4,197
Non-current assets			
Plant and equipment	9.	19	40
Intangible assets	10.	59	195
Total non-current assets		78	235
Total assets		3,472	4,432
Current liabilities			
Payables	11.	1,204	1,575
Accrued employee benefits	12.	451	552
Unearned revenue	13.	1,124	1,620
Total current liabilities		2,779	3,747
Total liabilities		2,779	3,747
Net assets		693	685
Equity			
Contributed equity		79	79
Accumulated surplus		614	606
Total equity		693	685

The accompanying notes form part of these statements.

Office of the Energy and Water Ombudsman
Statement of Cash Flows
For the year ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Scheme fees		7,874	7,174
Interest receipts		108	21
GST input tax credits from ATO		255	251
GST collected from members/customers		9	6
Other		48	25
Outflows:			
Employee expenses		(5,680)	(5,697)
Supplies and services		(2,386)	(1,960)
GST remitted to ATO		(9)	(6)
GST paid to suppliers		(255)	(251)
Other		(77)	(29)
Net cash used in operating activities		(113)	(466)
CASH FLOWS FROM INVESTING ACTIVITIES			
Outflows:			
Payment for plant and equipment		-	(5)
Net cash used in investing activities		-	(5)
Net decrease in cash and cash equivalents		(113)	(471)
Cash and cash equivalents – beginning of financial year	7.	3,168	3,639
Cash and cash equivalents – end of financial year	7.	3,055	3,168

The accompanying notes form part of these statements.

Office of the Energy and Water Ombudsman

Notes to the Financial Statements

For the Year Ended 30 June 2023

Note 1 – Basis of financial statement preparation

General Information

These financial statements cover the Office of the Energy and Water Ombudsman trading as Energy and Water Ombudsman Queensland (EWOQ). EWOQ does not control other entities, the financial statements are for EWOQ as an individual entity.

EWOQ is an independent dispute resolution service for Queensland's energy consumers, and water customers in South East Queensland. The Office of the Energy and Water Ombudsman was established under the *Energy and Water Ombudsman Act 2006*. The principal place of business of EWOQ is 53 Albert Street Brisbane QLD 4000.

Authorisation of financial statements for issue

The financial statements are authorised for issue by the Energy and Water Ombudsman and the General Manager Strategy, Operations and Governance at the date of signing the Management Certificate.

Compliance with prescribed requirements

The financial statements have been prepared in compliance with the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*.

These general purpose financial statements are prepared in accordance with the disclosure requirements of Australian Accounting Standards – Simplified Disclosures. The financial statements comply with the recognition and measurement required of all Australian Accounting Standards and Interpretations applicable to not-for-profit entities, and the presentation requirements in those standards as modified by AASB 1060.

Underlying measurement basis

The financial statements are prepared on an accrual basis, with the exception of the statement of cash flows which is prepared on a cash basis.

The historical cost convention is used as the measurement basis unless otherwise stated.

Presentation matters

Currency and rounding – Amounts included in the financial statements are in Australian dollars. Amounts are rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives – Comparative information reflects the audited 2021-22 financial statements.

Current/non-current classification – Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or EWOQ does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

**Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023**

Note 1 – Basis of financial statement preparation (continued)

Taxation

The Office of the Energy and Water Ombudsman is exempted from income tax under the *Income Tax Assessment Act 1936* and is exempted from the other forms of Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST).

Receivables and payables in the balance sheet are shown inclusive of GST. GST credits receivable from, and GST payable to, the ATO at reporting date are separately recognised in receivable within Note 8.

Key accounting estimates and judgments

The most significant estimates and assumptions made in the preparation of the financial statements relate to the amortisation applied to intangible assets. Details set out in Note 10. The estimation of useful life has the potential to impact on the carrying amount of such assets in the next reporting period.

New and revised accounting standards

First time mandatory application of Australian Accounting Standards and Interpretations

No Australian Accounting Standards applied for the first time had any impact on the 2022-23 financial statements.

Early adoption of Accounting Standards and Interpretations

No accounting pronouncements were early adopted in the 2022-23 financial year.

Voluntary changes in accounting policy

No voluntary changes in accounting policies occurred during the 2022-23 financial year.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 2 – Scheme fees

	2023	2022
	\$'000	\$'000
User-pays fees	7,425	7,639
Annual participation fees	359	345
Total	7,784	7,984

Accounting policy

EWOQ is fully funded through a combination of annual participation and quarterly user-pays fees.

EWOQ invoices in advance for annual participation fees to industry scheme participants. User-pays fees are invoiced quarterly in advance based on estimated usage and then reconciled back to actuals twice a year. User-pays and annual participation fees are recognised as revenue monthly as prescribed services are performed. Payments received in advance are initially recorded as unearned revenue in Note 13.

Note 3 – Other revenue

	2023	2022
	\$'000	\$'000
Interest	108	21
Other revenue	48	25
Total	156	46

Accounting policy

EWOQ receives bank interest and is legislated to charge scheme participants interest on unpaid fees. Interest income is recognised in the statement of income and accumulated surpluses as it accrues using the effective interest rate method.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 4 – Employee expenses

	2023	2022
	\$'000	\$'000
Employee benefits		
Wages and salaries	4,094	4,285
Employer superannuation contributions	575	563
Annual leave expenses	353	446
Long service leave levy	101	101
Employee related expenses		
Payroll tax	224	223
Workers' compensation premium	21	25
Other employee related expenses	211	70
Total	5,579	5,713
	2023	2022
Number of employees	41	41

The number of employees as at 30 June, including both full-time employees and part-time employees, is measured on a full-time equivalent basis.

Accounting Policy and disclosures

Short term employee benefits

Liabilities for wages and salaries, including non-monetary benefits and annual leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service and are measured at the amounts expected to be paid when the liabilities are settled. The liabilities are presented as current employee benefit obligations in the balance sheet.

Employer superannuation contributions

Superannuation benefits are provided through either defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust), in accordance with employees' conditions of employment and employee instructions as to superannuation plans (where applicable).

Defined contribution plans – Employer contributions are based on rates specified under conditions of employment. EWOQ's contributions are expensed when they become payable at each fortnightly pay period.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 4 – Employee expenses (continued)

Defined benefit plan – the liability for the Queensland Government's defined benefits obligations is held on a whole-of-government basis. Employer contributions to the defined benefit plan is based on rates determined on the advice of the State Actuary. EWOQ's contributions are expensed when they become payable at each fortnightly pay period. EWOQ's obligations to the defined benefit plan is limited to those contributions paid.

Other employee benefits – sick leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Termination benefits

Termination benefits expense represent cash payments made to employees who accepted voluntary redundancies during the year.

Note 5 – Supplies and services

	2023	2022
	\$'000	\$'000
Information technology	757	763
Property lease and rental	468	549
Corporate service charges	433	477
Consultants and contractors	202	146
Travel	98	52
Promotion and entertainment	84	58
Printing, stationery and office supplies	30	39
Sundries	29	33
Communications	18	32
Total	2,119	2,149

Accounting policy

Supplies and Services items are recorded in the period in which the expense is incurred.

The Department of Energy and Public Works (DEPW) provides EWOQ with access to office accommodation under government wide frameworks. These arrangements are categorised as procurement of services rather than leases because DEPW has substantive substitution rights over the assets.

EWOQ outsources corporate support services to the Corporate Administration Agency (CAA).

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 6 – Other expenses

	2023	2022
	\$'000	\$'000
External audit fees*	27	27
Advisory Council fees	3	2
Other	47	-
Total	77	29

Disclosure

* Total audit fees paid to the Queensland Audit Office relating to the 2022-23 financial statements are estimated to be \$27,067 (2022: \$26,500). There are no non-audit services included in this amount.

Note 7 – Cash and cash equivalents

	2023	2022
	\$'000	\$'000
Cash at bank	3,055	3,168
Total	3,055	3,168

Accounting policy

Cash and cash equivalents include all cash and cheques receipted at 30 June as well as deposits held at call with financial institutions.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 8 – Receivables

	2023	2022
	\$'000	\$'000
Trade debtors	86	688
GST input tax credits receivable	25	49
Long service leave reimbursements	68	35
Interest receivable	10	3
Total	189	775

Accounting policy

Trade debtors are recognised at the amounts due at the time of invoicing on a quarterly basis to scheme participants or when invoices are issued based on scheme participant's additional use of EWOQ's services above amounts paid in advance. Settlement terms are within 14 days from receipt date for scheme participants, within 30 days from invoice date for others.

The collectability of receivables is assessed periodically with provision being made for expected credit losses. The loss allowance is estimated based on the probability and timing of potential defaults and takes into account forecasts of future economic conditions as well as past events. No provision for impairment was necessary at year end.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 9 – Plant and equipment and depreciation expense

	2023	2022
	\$'000	\$'000
Plant and Equipment – at cost		
Gross	69	75
Less Accumulated depreciation	(50)	(35)
Total	19	40
	<hr/>	<hr/>
Plant and Equipment Reconciliation		
Carrying amount as at 1 July	40	53
Acquisitions	-	5
Depreciation	(21)	(18)
Carrying amount as at 30 June	19	40
	<hr/>	<hr/>

Accounting policy

Asset acquisition

Actual cost is used for the initial recording of all non-current physical asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use, including architects' fees and engineering design fees. However, any training costs are expensed as incurred.

Where assets are received free of charge from another Queensland public sector entity (usually via an involuntary transfer), the acquisition cost is recognised as the gross carrying amount in the books of the transferor immediately prior to the transfer together with any accumulated depreciated.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland government agency, recognised at their fair value at date of acquisition in accordance with AASB 116 *Property, Plant and Equipment*.

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

Recognition of Plant and Equipment

Items of plant and equipment with a cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition:

Plant and equipment \$5,000

Items of lesser value are expensed in the year of acquisition. Expenditure is only capitalised if it increases the service potential or useful life of an existing asset. Maintenance expenditure that merely restores original potential (arising from ordinary wear and tear etc.) is expensed.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 9 – Plant and equipment and depreciation expense (continued)

Measurement of plant and equipment at cost

Plant and equipment is measured at cost in accordance with the Non-Current Asset Policies.

Impairment

All non-current physical assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, EWOQ determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Depreciation

Plant and equipment are depreciated on a straight-line basis over its estimated useful life to EWOQ. Reassessments of useful lives are undertaken annually by EWOQ. Any consequential adjustments to remaining life estimates are implemented prospectively.

The following depreciation rates were used:

Plant and equipment 12.5–20%

Any expenditure that increases the original assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to EWOQ.

Note 10 – Intangible assets and amortisation expense

	2023	2022
	\$'000	\$'000
Computer software internally generated		
At cost	375	375
Accumulated amortisation	(316)	(180)
Total	59	195
	<hr/>	<hr/>
	Computer Software	
	2023	
	\$'000	
Carrying amount at 1 July 2022	195	
Amortisation	(136)	
Carrying amount at 30 June 2023	59	
	<hr/>	

Accounting policy

Intangible assets equal to or greater than \$100,000 will be recognised. These assets have been capitalised based on actual costs incurred to purchase, develop and install and amortised on a straight-line basis over the intangible's useful life of between 3-5 years.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 11 – Payables

	2023	2022
	\$'000	\$'000
User-pays fees – refunds	983	1,331
Accrued expense	221	244
Total	1,204	1,575

Accounting policy

User-pays fees – refunds are where revenue received in advance from a scheme participant exceeds the actual service provided in respect of that scheme participant, the difference is recognised as a payable to the scheme participant at year end.

Accrued expenses represent goods and services received prior to balance date whether invoiced or not. Accrued expenses are settled in accordance with supplier payment terms.

Note 12 – Accrued employee benefits

	2023	2022
	\$'000	\$'000
Current		
Annual leave	422	521
Long service leave levy payable	29	31
Total	451	552

Accounting Policy – Refer to Note 4

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 13 – Unearned revenue

	2023	2022
	\$'000	\$'000
Current		
Unearned revenue – user-pays fees	1,124	1,620
Total	1,124	1,620

Accounting Policy – refer to Note 2

Cash received from scheme participants in respect of services to be provided is recognised as unearned revenue.

Disclosure

Our legislation requires invoices for user-pays fees are to be raised in advance and payment of these invoices is due 14 days from receipt. Timing of actual payment of these invoices by scheme participants varies.

Note 14 – Key management personnel (KMP) disclosures

Details of key management personnel

The following details for key management personnel include those EWOQ positions that had authority and responsibility for planning, directing and controlling the activities of EWOQ during 2022-23 and 2021-22. Further information about these positions can be found in the body of EWOQ's Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Energy and Water Ombudsman	The strategic leadership, efficient and effective management of EWOQ, including its operational and financial performance.
General Manager, Assessment, Investigation and Resolution	Responsible for leading the complaint investigation and dispute resolution functions of EWOQ.
General Manager, Strategy, Operations and Governance	Responsible for the delivery of services including governance, finance, facilities management, reporting and analysis, providing strategic advice on policies and emerging industry issues.
Manager, People, Capability and Culture	Responsible for leading strategic HR solutions and contemporary HR services to meet business and cultural development needs within EWOQ.
Manager, Communications and Engagement (resigned 10 May 2023)	Responsible for strategic communication and engagement solutions for EWOQ.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 14 – Key management personnel (KMP) disclosures (continued)

KMP remuneration policies

With the exception of the Energy and Water Ombudsman, remuneration policy for EWOQ's KMP is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*.

The remuneration and other terms of employment of the Energy and Water Ombudsman are specified in the Governor in Council Appointment.

Remuneration expenses for those key management personnel comprise the following components:

Short term employee expenses which include:

- salaries and allowances earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position; and
- non-monetary benefits – consisting of provision of car parking together with fringe benefits tax applicable to the benefit.

Long term employee expenses – mainly annual leave and long service leave entitlements earned and expensed for the year, or for that part of the year during which the employee occupied the specified position.

Post-employment expenses – mainly superannuation obligations.

Termination benefits – include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 14 – Key management personnel (KMP) disclosures (continued)

The following disclosures focus on the expense incurred by EWOQ during the respective reporting periods that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Income and Accumulated Surpluses.

Remuneration expenses

2022-23

Position	Short term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Expenses \$'000	\$'000	\$'000	\$'000
Energy and Water Ombudsman	241	9	6	29	285
General Manager, Assessment, Investigation and Resolution	196	9	5	24	234
General Manager, Strategy, Operations and Governance	162	9	4	21	196
Manager, People, Capability and Culture	144	-	4	19	167
Manager, Communications and Engagement (to 10 May 2023)	112	-	3	16	131
Total Remuneration	855	27	22	109	1,013

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2023

Note 14 – Key management personnel (KMP) disclosures (continued)

2021-22

Position	Short term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Expenses \$'000	\$'000	\$'000	\$'000
Energy and Water Ombudsman	231	9	6	29	275
General Manager, Assessment, Investigation and Resolution	167	9	4	20	200
General Manager, Strategy, Operations and Governance	171	9	4	20	204
Manager, People, Capability and Culture	147	-	4	17	168
Manager, Communications and Engagement	137	-	3	19	159
Total Remuneration	853	27	21	105	1,006

Performance payments

No KMP remuneration packages provide for performance or bonus payments.

Note 15 – Related party transactions

Transactions with people/entities related to KMP

EWOQ has no related party transactions to disclose this financial year.

Note 16 – Contingencies

There were no other known contingent assets or liabilities at 30 June 2023.

Note 17 – Events Occurring after Balance Date

No event has occurred after balance date that has a material effect on these financial statements.

MANAGEMENT CERTIFICATE OF THE OFFICE OF THE ENERGY AND WATER OMBUDSMAN

These general purpose financial statements have been prepared pursuant to s.62(1)(a) of the *Financial Accountability Act 2009* (the Act), s.39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Office of the Energy and Water Ombudsman for the financial year ended 30 June 2023 and of the financial position of the office as at the end of that year; and

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Eleanor Bray

General Manager, Strategy, Operations
and Governance

Office of the Energy and Water Ombudsman

Date 15 August 2023



Jane Pires

Energy and Water Ombudsman

Office of the Energy and Water Ombudsman

Date 15 August 2023



INDEPENDENT AUDITOR'S REPORT

To the Office of the Energy and Water Ombudsman

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of the Office of the Energy and Water Ombudsman (the Office).

In my opinion, the financial report:

- a) gives a true and fair view of the entity's financial position as at 30 June 2023, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures.

The financial report comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of management for the financial report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures, and for such internal control as the Office determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Management is also responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the entity's internal controls but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the entity.
- Conclude on the appropriateness of the entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Office regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2023:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.



Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.

A handwritten signature in black ink that reads 'mluwina'.

Martin Luwina
as delegate of the Auditor-General

15 August 2023

Queensland Audit Office
Brisbane

Appendix 1: Advisory Council

Advisory Council to the Energy and Water Ombudsman Queensland (EWOQ)

Act or instrument	Energy and Water Ombudsman Act 2006				
Functions	<ul style="list-style-type: none">monitors the independence of the Energy and Water Ombudsmanprovides advice and recommendations to the Energy and Water Ombudsman about the scheme’s appropriateness, scope and effectiveness; policies and practices relating to the scheme’s administration and conduct; processes to improve how the scheme responds to stakeholder needs; and the promotion of the scheme and preparation of the annual reportreceives and considers financial budgets and business plans by the Ombudsman, including guidelines for calculating and structuring user-pays feesmakes recommendations to Ministers responsible for energy and water, and the Ombudsman, on the scheme’s financial budget and business plan.				
Achievements	<ul style="list-style-type: none">provided advice on current and emerging issues in the energy and water sectors and the implications for an external dispute resolution service for consumers, industry and governmentendorsed the 2023-24 budget for the Energy and Water Ombudsman Queensland.				
Financial reporting	Transactions to the entity are accounted for in the financial statements of Office of the Energy and Water Ombudsman.				
Remuneration					
Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chairperson	Rowena McNally	5/5	Daily fee: \$390	N/A	\$1950
Member	Anthony Hamill	5/5	Daily fee: \$300	N/A	\$0
Member	Chris Owen	4/5	Daily fee: \$300	N/A	\$0
Member	Damian Finitis	5/5	Daily fee: \$300	N/A	\$0
Member	David Ackland ¹	1/5	Daily fee: \$300	N/A	\$0
Member	Iain Graham	2/5	Daily fee: \$300	N/A	\$0
Member	Ian Jarratt	4/5	Daily fee: \$300	N/A	\$600
Member	Maree Adshead	4/5	Daily fee: N/A ³	N/A	\$0
Member	Robyn Robinson	4/5	Daily fee: \$300	N/A	\$600
Member	Wendy Miller ²	1/5	Daily fee: \$300	N/A	\$0
No. scheduled meetings/sessions		5			
Total out of pocket expenses		\$1478			

¹ Term concluded in November 2022.

² Term concluded in August 2022.

³ Daily fee not applicable for permanent Queensland Government employees.

Appendix 2: Case data

Table 6: Five-year received and closed by year

	2018-19	2019-20	2020-21	2021-22	2022-23
Received	8,584	7,510	6,067	6,409	7,260
Closed	8,559	7,621	6,064	6,256	7,269

Table 7: Received and closed cases by month


Received			Closed		Received			Closed
Jul-22	706	706	Jan-23		521	507		
Aug-22	719	758	Feb-23		578	557		
Sep-22	553	608	Mar-23		639	576		
Oct-22	600	561	Apr-23		480	443		
Nov-22	621	694	May-23		602	616		
Dec-22	444	477	Jun-23		797	766		

Table 8: Five-year closed cases

Closed cases	2018-19	2019-20	2020-21	2021-22	2022-23
Electricity	7,231	6,386	5,038	5,245	6,237
Gas	699	593	390	386	325
Water	467	452	467	420	472
None of the above	162	190	169	205	235
Total	8,559	7,621	6,064	6,256	7,269

Table 9: Customer profile

Sector	2018-19	2019-20	2020-21	2021-22	2022-23
Residential	8,113	7,258	5,787	6,069	7,095
Small business	438	361	271	182	172
Government	8	2	6	5	2
Total	8,559	7,621	6,064	6,256	7,269

Table 10: Closed complaints by primary issue

Primary issue	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	3,232	3,109	2,714	3,205	4,030
Customer Service	639	536	454	421	542
Provision	732	655	481	489	407
Credit	1,130	1,075	518	382	386
Supply	151	154	154	191	197
Transfer	344	199	138	106	87
Land	86	89	107	93	80
Marketing	52	49	38	40	39
Other	142	121	94	98	42
Total	6,508	5,987	4,698	5,025	5,810

Table 11: Closed case types

Case type	2018-19	2019-20	2020-21	2021-22	2022-23
Enquiry	994	732	574	592	888
Referral to another organisation	1,057	902	792	639	571
Refer back	2,861	2,133	1,819	2,027	2,584
Refer to higher level	2,007	1,957	1,642	2,124	2,468
Level 1 investigation	1,145	1,332	705	444	446
Level 2 investigation	423	475	428	345	264
Level 3 investigation	72	90	104	85	48
Final order	0	0	0	0	0
Total	8,559	7,621	6,064	6,256	7,269

Table 12: Cases referred to other organisations

Agency	2018-19	2019-20	2020-21	2021-22	2022-23
Office of Fair Trading	617	540	437	371	400
Australian Energy Regulator	241	217	256	165	78
Queensland Ombudsman	65	70	64	67	68
Department of Energy and Public Works*	-	-	15	19	16
Department of Regional Development, Manufacturing and Water*	-	-	3	9	7
Australian Competition and Consumer Commission	15	6	2	6	2
Queensland Competition Authority	4	3	3	2	0
Department of Natural Resources, Mines and Energy*	115	66	12	-	-
Total	1,057	902	792	639	571

*From 1 November 2020, referrals to Department of Natural Resources, Mines and Energy were redirected to Department of Energy and Public Works for energy-related issues or the Department of Regional Development, Manufacturing and Water for water-related issues.

Table 13: Performance targets – time taken to close cases

	Target	2018-19		2019-20		2020-21		2021-22		2022-23	
Less than 28 days	80%	7,340	86%	6,020	79%	5,249	87%	5,499	88%	5,987	82%
Less than 60 days	90%	8,350	98%	7,342	96%	5,937	98%	6,158	98%	7,052	97%
Less than 90 days	95%	8,514	99%	7,553	99%	6,029	99%	6,228	>99%	7,232	99%
More than 90 days	< 5%	45	1%	68	1%	35	1%	28	<1%	37	1%

Table 14: Potential systemic issues

Issue	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	27	25	52	66	40
Customer service	13	24	58	55	17
Metering	1	0	4	8	5
Marketing	9	8	2	8	4
Transfer	6	3	5	4	3
Provision	12	4	2	4	1
Other*	8	9	5	8	10
Total	76	73	128	153	80

* includes disconnection, hardship and network assets

Table 15: Five-year contact method

	2018-19	2019-20	2020-21	2021-22	2022-23
Phone	5,760	5,013	3,597	3,612	3,944
Website	2,057	1,981	1,629	1,737	2,365
Email	630	544	595	570	561
Web chat*	-	-	204	306	376
Other †	112	83	39	31	23
Total	8,559	7,621	6,064	6,256	7,269

* web chat introduced in July 2020

† may include in-person, letter and social media

Appendix 3:

Retailer and distributor data

ELECTRICITY RETAILERS

Table 16: Closed electricity retailer complaints by primary issue

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	Alinta Energy Retail Sales Pty Ltd	331	350	327	682	888
	Origin Energy Electricity Limited	747	901	809	676	862
	AGL Sales (Queensland Electricity) Pty Ltd	488	485	456	488	585
	Ergon Energy Queensland Pty Ltd	435	388	215	277	289
	EnergyAustralia Pty Ltd	280	230	162	182	272
	Red Energy Pty Ltd	81	48	52	80	93
	Simply Energy	33	55	54	75	85
	Dodo Power & Gas Pty Ltd	19	30	42	71	84
	Sumo Power Pty Ltd	-	-	6	44	83
	Locality Planning Energy Pty Ltd	15	10	20	37	65
	ReAmped Energy Pty Ltd	0	6	30	54	50
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	2	13	47
	Discover Energy Pty Ltd	0	1	0	6	37
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	0	3	23
	CovaU Pty Ltd	-	0	8	22	21
	OVO Energy Pty Ltd	-	0	3	1	21
	1st Energy Pty Ltd	37	13	13	14	20
	Metered Energy Holdings Pty Ltd	-	-	-	10	20
	Powershop Australia Pty Ltd	6	24	14	13	14
	Powershop - Kogan	-	0	5	11	14
	QEnergy Limited	22	21	26	13	13
	Globird Energy Pty Ltd	-	-	-	8	13
	Blue NRG Pty Ltd	-	2	6	3	13
	Altogether Group Pty Ltd	-	-	-	4	11
	Elysian Energy Pty Ltd	-	0	0	18	7
	Mojo Power Pty Ltd	8	4	10	15	7
	Next Business Energy Pty Ltd	0	5	3	1	7
	Energy Locals Pty Ltd	0	2	7	15	6

Continued on next page.

APPENDICES

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Billing Continued	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	-	-	-	6	5
	Diamond Energy Pty Ltd	5	8	6	5	5
	Gee Power and Gas Pty Ltd	-	-	-	3	4
	Powerdirect Pty Ltd	92	21	19	22	3
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	1	3
	Humenergy Group Pty Ltd	-	-	-	0	3
	Momentum Energy Pty Ltd	3	0	4	10	2
	Social Energy Australia Pty Ltd	-	-	-	1	2
	Lumo Energy Australia Pty Ltd	7	3	0	0	1
	Amber Electric Pty Ltd	-	-	-	0	1
	Smart Energy Retail Pty Ltd	-	-	-	0	1
	Power Club Limited	-	1	1	4	0
	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	2	0	1	1	0
	Bright Spark Power Pty Ltd	-	-	-	1	0
	Radian Holdings Pty Ltd	-	-	-	1	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	1	6	1	0	0
	Sanctuary Energy Pty Ltd	1	3	1	0	-
	Click Energy Pty Ltd	204	131	65	-	-
	Total (Billing)	2,817	2,748	2,368	2,891	3,680
Customer service	Origin Energy Electricity Limited	128	150	116	87	116
	AGL Sales (Queensland Electricity) Pty Ltd	109	65	67	54	69
	Alinta Energy Retail Sales Pty Ltd	80	52	60	57	58
	Ergon Energy Queensland Pty Ltd	47	41	27	36	45
	EnergyAustralia Pty Ltd	23	46	27	13	28
	Red Energy Pty Ltd	11	11	4	10	14
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	0	3	14
	Dodo Power & Gas Pty Ltd	3	4	2	9	11
	Sumo Power Pty Ltd	-	-	4	0	8
	Simply Energy	11	15	14	8	6
	Metered Energy Holdings Pty Ltd	-	-	-	3	5
	Locality Planning Energy Pty Ltd	1	2	2	5	4
	CovaU Pty Ltd	-	0	0	0	4
	Altogether Group Pty Ltd	-	-	-	0	4
	ReAmped Energy Pty Ltd	0	1	4	6	2
	Elysian Energy Pty Ltd	-	0	1	3	2
	Mojo Power Pty Ltd	1	2	2	2	2
	Discover Energy Pty Ltd	0	0	0	2	2

Continued on next page.

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Customer service Continued	1st Energy Pty Ltd	9	3	5	0	2
	OVO Energy Pty Ltd	-	0	0	0	2
	Globird Energy Pty Ltd	-	-	-	0	2
	Energy Locals Pty Ltd	1	0	1	2	1
	Gee Power and Gas Pty Ltd	-	-	-	2	1
	Blue NRG Pty Ltd	-	0	2	0	1
	Powershop Australia Pty Ltd	3	5	1	0	1
	Powershop - Kogan	-	1	1	0	1
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	1	1	0	0	1
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	0	0	1
	Amber Electric Pty Ltd	-	-	-	0	1
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	-	-	-	0	1
	Radian Holdings Pty Ltd	-	-	-	0	1
	Powerdirect Pty Ltd	11	0	2	2	0
	QEnergy Limited	6	3	3	1	0
	Diamond Energy Pty Ltd	0	1	0	1	0
	Apex Energy Holdings Pty Ltd	-	-	-	1	0
	Power Club Limited	-	0	2	0	0
	Enova Energy Pty Ltd	-	-	1	0	0
	Lumo Energy Australia Pty Ltd	5	0	0	0	0
	Sanctuary Energy Pty Ltd	2	4	0	0	-
	Click Energy Pty Ltd	24	11	10	-	-
Total (Customer service)		476	418	358	307	410
Credit	Ergon Energy Queensland Pty Ltd	194	198	90	91	110
	Origin Energy Electricity Limited	426	465	185	99	67
	AGL Sales (Queensland Electricity) Pty Ltd	165	121	79	54	41
	Alinta Energy Retail Sales Pty Ltd	59	108	37	39	41
	Metered Energy Holdings Pty Ltd	-	-	-	5	23
	EnergyAustralia Pty Ltd	63	42	29	15	16
	Dodo Power & Gas Pty Ltd	6	7	10	5	14
	Locality Planning Energy Pty Ltd	5	3	2	3	7
	Red Energy Pty Ltd	23	12	3	1	6
	ReAmped Energy Pty Ltd	0	1	2	8	5
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	0	0	5
	1st Energy Pty Ltd	11	8	4	4	4
	Sumo Power Pty Ltd	-	-	0	4	3
	Simply Energy	8	10	6	6	1
	Powerdirect Pty Ltd	33	9	6	4	1

Continued on next page.

APPENDICES

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Credit Continued	QEnergy Limited	2	3	1	2	1
	Humenergy Group Pty Ltd	-	-	-	1	1
	Powershop Australia Pty Ltd	4	1	3	0	1
	Mojo Power Pty Ltd	6	0	1	0	1
	Discover Energy Pty Ltd	0	0	0	0	1
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	0	0	1
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	0	1
	Diamond Energy Pty Ltd	1	4	0	1	0
	Energy Locals Pty Ltd	1	2	0	1	0
	Elysian Energy Pty Ltd	-	0	0	1	0
	Altogether Group Pty Ltd	-	-	-	1	0
	Gee Power and Gas Pty Ltd	-	-	-	1	0
	Lumo Energy Australia Pty Ltd	15	11	1	0	0
	OVO Energy Pty Ltd	-	0	1	0	0
	Momentum Energy Pty Ltd	1	0	0	0	0
	Click Energy Pty Ltd	41	21	14	-	-
Total (Credit)		1,064	1,026	474	346	351
Provision	Origin Energy Electricity Limited	179	176	101	93	63
	Ergon Energy Queensland Pty Ltd	65	52	37	56	41
	AGL Sales (Queensland Electricity) Pty Ltd	157	80	57	42	37
	Alinta Energy Retail Sales Pty Ltd	44	54	34	26	18
	EnergyAustralia Pty Ltd	40	28	24	13	13
	Dodo Power & Gas Pty Ltd	1	3	3	6	7
	ReAmped Energy Pty Ltd	0	2	5	14	6
	Red Energy Pty Ltd	18	11	12	8	6
	Metered Energy Holdings Pty Ltd	-	-	-	1	5
	Powershop Australia Pty Ltd	2	3	2	3	4
	Powershop - Kogan	-	0	0	0	3
	Simply Energy	8	10	5	4	2
	OVO Energy Pty Ltd	-	0	1	0	2
	Sumo Power Pty Ltd	-	-	0	3	1
	CovaU Pty Ltd	-	0	1	2	1
	QEnergy Limited	0	3	0	1	1
	Diamond Energy Pty Ltd	0	0	0	0	1
	Altogether Group Pty Ltd	-	-	-	0	1
	Amber Electric Pty Ltd	-	-	-	0	1
	Apex Energy Holdings Pty Ltd	-	-	-	0	1
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	0	1

Continued on next page.

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Provision Continued	Elysian Energy Pty Ltd	-	0	0	8	0
	1st Energy Pty Ltd	0	0	0	4	0
	Powerdirect Pty Ltd	13	6	5	2	0
	Mojo Power Pty Ltd	0	0	0	2	0
	Discover Energy Pty Ltd	0	0	0	1	0
	Power Club Limited	-	0	0	1	0
	Globird Energy Pty Ltd	-	-	-	1	0
	Locality Planning Energy Pty Ltd	1	3	2	0	0
	Energy Locals Pty Ltd	0	0	2	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	2	0	0
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	2	0	0
	Lumo Energy Australia Pty Ltd	5	0	0	0	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	1	0	0	0	0
	Click Energy Pty Ltd	14	9	6	-	-
Total (Provision)		548	440	301	291	215
Transfer	Origin Energy Electricity Limited	39	34	33	14	25
	AGL Sales (Queensland Electricity) Pty Ltd	67	36	25	21	22
	EnergyAustralia Pty Ltd	19	19	15	10	15
	Alinta Energy Retail Sales Pty Ltd	123	53	17	15	5
	Red Energy Pty Ltd	2	3	2	5	3
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	2	0	3
	Locality Planning Energy Pty Ltd	1	5	1	2	2
	Simply Energy	9	9	8	4	1
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	1	2	1
	Sumo Power Pty Ltd	-	-	4	1	1
	Discover Energy Pty Ltd	0	0	0	0	1
	Energy Locals Pty Ltd	0	0	0	0	1
	Apex Energy Holdings Pty Ltd	-	-	-	0	1
	Metered Energy Holdings Pty Ltd	-	-	-	0	1
	ReAmped Energy Pty Ltd	0	1	0	5	0
	Dodo Power & Gas Pty Ltd	1	5	1	4	0
	Powerdirect Pty Ltd	7	4	2	3	0
	Ergon Energy Queensland Pty Ltd	2	2	1	3	0
	1st Energy Pty Ltd	35	10	4	2	0
	Elysian Energy Pty Ltd	-	0	1	2	0
	Blue NRG Pty Ltd	-	0	4	1	0
	Powershop Australia Pty Ltd	2	0	1	1	0

Continued on next page.

APPENDICES

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Transfer Continued	CovaU Pty Ltd	-	0	1	1	0
	Mojo Power Pty Ltd	0	1	0	1	0
	Power Club Limited	-	0	0	1	0
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	1	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	-	-	-	1	0
	Radian Holdings Pty Ltd	-	-	-	1	0
	QEnergy Limited	1	0	2	0	0
	Diamond Energy Pty Ltd	1	1	1	0	0
	Next Business Energy Pty Ltd	0	0	1	0	0
	Powershop - Kogan	-	0	1	0	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	0	1	0	0	0
	Click Energy Pty Ltd	15	5	5	-	-
Total (Transfer)		324	189	133	101	82
Marketing	Origin Energy Electricity Limited	6	11	8	8	17
	AGL Sales (Queensland Electricity) Pty Ltd	11	9	9	2	10
	Alinta Energy Retail Sales Pty Ltd	10	5	3	6	4
	Sumo Power Pty Ltd	-	-	3	5	2
	EnergyAustralia Pty Ltd	6	12	4	3	2
	Red Energy Pty Ltd	2	1	2	0	1
	Locality Planning Energy Pty Ltd	0	0	0	0	1
	OVO Energy Pty Ltd	-	0	0	0	1
	Momentum Energy Pty Ltd	0	0	0	2	0
	ReAmped Energy Pty Ltd	0	0	0	2	0
	Simply Energy	2	3	4	1	0
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	-	-	2	1	0
	Energy Locals Pty Ltd	0	0	1	1	0
	1st Energy Pty Ltd	10	3	0	1	0
	Ergon Energy Queensland Pty Ltd	0	1	0	1	0
	Powerdirect Pty Ltd	1	0	0	1	0
	Dodo Power & Gas Pty Ltd	0	0	0	1	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	0	1	0
	Elysian Energy Pty Ltd	-	0	0	1	0
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	1	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	-	-	-	1	0
	Next Business Energy Pty Ltd	0	0	1	0	0
	QEnergy Limited	1	0	0	0	0

Continued on next page.

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Marketing Continued	Click Energy Pty Ltd	3	1	0	-	-
Total (Marketing)		52	46	37	39	38
Other	Origin Energy Electricity Limited	18	28	16	13	7
	Ergon Energy Queensland Pty Ltd	20	23	6	13	6
	AGL Sales (Queensland Electricity) Pty Ltd	12	9	2	2	3
	Sumo Power Pty Ltd	-	-	0	1	1
	Simply Energy	0	1	1	0	1
	Globird Energy Pty Ltd	-	-	-	0	1
	Metered Energy Holdings Pty Ltd	-	-	-	0	1
	Alinta Energy Retail Sales Pty Ltd	7	5	3	2	0
	EnergyAustralia Pty Ltd	6	2	3	1	0
	Locality Planning Energy Pty Ltd	2	1	0	1	0
	Dodo Power & Gas Pty Ltd	1	0	0	1	0
	Elysian Energy Pty Ltd	-	0	0	1	0
	Powerdirect Pty Ltd	10	2	1	0	0
	1st Energy Pty Ltd	1	2	1	0	0
	Mojo Power Pty Ltd	0	1	1	0	0
	Diamond Energy Pty Ltd	0	0	1	0	0
	Powershop Australia Pty Ltd	0	0	1	0	0
	Powershop - Kogan	-	0	1	0	0
	Red Energy Pty Ltd	2	3	0	0	0
	Click Energy Pty Ltd	1	0	0	-	-
Total (Other)		80	77	37	35	20
Grand Total		5,361	4,944	3,708	4,010	4,796

- retailer not a scheme participant during this period

ELECTRICITY DISTRIBUTORS

Table 17: Closed electricity distributor complaints by primary issue

Primary Issue	Scheme Participant	2018-19	2019-20	2020-21	2021-22	2022-23
Supply	Ergon Energy Corporation Limited	55	76	69	81	104
	Energex Limited	64	50	68	72	66
	Essential Energy	2	1	0	3	2
Total		121	127	137	156	172
Provision	Energex Limited	71	94	84	106	96
	Ergon Energy Corporation Limited	36	39	42	35	52
	Essential Energy	2	3	1	0	1
Total		109	136	127	141	149

Continued on next page.

APPENDICES

Primary Issue	Scheme Participant	2018-19	2019-20	2020-21	2021-22	2022-23
Customer Service	Energex Limited	70	48	48	44	46
	Ergon Energy Corporation Limited	21	22	11	22	28
	Essential Energy	1	0	1	0	1
Total		92	70	60	66	75
Land	Energex Limited	36	35	32	36	44
	Ergon Energy Corporation Limited	22	27	46	31	14
Total		58	62	78	67	58
Billing	Energex Limited	0	2	2	5	1
	Ergon Energy Corporation Limited	0	0	1	2	0
Total		0	2	3	7	1
Credit	Energex Limited	1	0	0	0	0
Total		1	0	0	0	0
Other	Energex Limited	25	23	31	30	7
	Ergon Energy Corporation Limited	6	5	10	17	2
	Essential Energy	1	1	0	1	1
Total		32	29	41	48	10
Grand total		413	426	446	485	465

See page 45 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

GAS RETAILERS

Table 18: Closed gas retailer complaints by primary issue

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	Origin Energy Retail Ltd	98	88	62	62	56
	AGL Sales (Queensland) Pty Ltd	81	64	38	26	34
	Alinta Energy Retail Sales Pty Ltd	0	0	2	5	10
	CovaU Pty Ltd	-	0	1	1	1
	Maranoa Regional Council	0	0	0	1	1
	Western Downs Regional Council	0	0	0	1	1
	Globird Energy Pty Ltd	-	-	-	1	1
	Discover Energy Pty Ltd	0	0	0	0	1
	Red Energy Pty Ltd	2	3	1	1	0
Total		181	155	104	98	105
Customer service	Origin Energy Retail Ltd	12	10	4	10	10
	AGL Sales (Queensland) Pty Ltd	14	6	5	7	7
	Red Energy Pty Ltd	1	0	0	0	1
	Alinta Energy Retail Sales Pty Ltd	0	0	0	0	1
Total		27	16	9	17	19

Continued on next page.

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Provision	Origin Energy Retail Ltd	21	16	3	15	9
	AGL Sales (Queensland) Pty Ltd	13	16	11	11	8
	Alinta Energy Retail Sales Pty Ltd	0	0	1	0	1
	Red Energy Pty Ltd	2	0	0	0	0
Total		36	32	15	26	18
Credit	AGL Sales (Queensland) Pty Ltd	23	5	11	10	10
	Origin Energy Retail Ltd	29	28	16	16	4
	Alinta Energy Retail Sales Pty Ltd	0	0	1	1	2
	Western Downs Regional Council	0	0	0	1	0
Total		52	33	28	28	16
Transfer	Origin Energy Retail Ltd	6	7	1	1	3
	Alinta Energy Retail Sales Pty Ltd	0	0	2	1	1
	AGL Sales (Queensland) Pty Ltd	11	2	2	3	0
	Red Energy Pty Ltd	3	1	0	0	0
Total		20	10	5	5	4
Marketing	Alinta Energy Retail Sales Pty Ltd	0	0	0	0	1
	Origin Energy Retail Ltd	0	1	1	1	0
	AGL Sales (Queensland) Pty Ltd	0	2	0	0	0
Total		0	3	1	1	1
Other	Origin Energy Retail Ltd	4	3	1	1	0
	AGL Sales (Queensland) Pty Ltd	1	1	2	0	0
Total		5	4	3	1	0
Grand total		321	253	165	176	163

GAS DISTRIBUTORS

Table 19: Closed gas distributor complaints by primary issue

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Land	Allgas Energy Pty Ltd	0	1	1	2	5
	Australian Gas Networks Limited	4	5	0	3	2
Total		4	6	1	5	7
Supply	Australian Gas Networks Limited	12	7	6	8	3
	Allgas Energy Pty Ltd	6	1	0	6	3
	Western Downs Regional Council	0	0	1	0	0
Total		18	8	7	14	6
Provision	Allgas Energy Pty Ltd	1	5	2	0	4
	Australian Gas Networks Limited	14	22	13	9	1
	Western Downs Regional Council	4	0	0	0	0
Total		19	27	15	9	5

Continued on next page.

APPENDICES

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Customer service	Australian Gas Networks Limited	11	1	3	3	3
	Allgas Energy Pty Ltd	0	1	1	0	2
Total		11	2	4	3	5
Billing	Maranoa Regional Council	0	0	0	2	0
	Allgas Energy Pty Ltd	1	0	0	0	0
Total		1	0	0	2	0
Other	Australian Gas Networks Limited	12	3	1	4	0
	Allgas Energy Pty Ltd	7	0	1	1	0
Total		19	3	2	5	0
Grand total		72	46	29	38	23

WATER RETAILERS

Table 20: Closed water retailer complaints by primary issue

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Billing	Urban Utilities	117	98	118	84	64
	Unitywater	66	54	71	57	46
	Gold Coast City Council	38	34	39	38	32
	Logan City Council	6	13	7	5	5
	Redland City Council	6	5	4	10	3
Total		233	204	239	194	150
Customer service	Unitywater	5	5	8	3	6
	Urban Utilities	14	11	6	10	5
	Gold Coast City Council	2	6	2	2	2
	Logan City Council	0	0	1	0	1
	Redland City Council	1	0	0	0	1
Total		22	22	17	15	15
Provision	Unitywater	1	3	2	1	4
	Urban Utilities	3	0	2	1	2
	Gold Coast City Council	1	0	0	0	1
	Logan City Council	0	0	0	0	1
Total		5	3	4	2	8
Credit	Unitywater	4	6	5	2	2
	Urban Utilities	6	10	6	4	1
	Logan City Council	1	0	1	1	0
	Gold Coast City Council	2	0	4	0	0
Total		13	16	16	7	3

Continued on next page.

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Other	Urban Utilities	2	6	2	2	1
	Unitywater	0	0	4	0	1
	Logan City Council	0	1	0	0	1
	Gold Coast City Council	2	0	0	1	0
Total		4	7	6	3	3
Grand total		277	252	282	221	179

WATER DISTRIBUTORS

Table 21: Closed water distributor complaints by primary issue

Primary issue	Scheme participant	2018-19	2019-20	2020-21	2021-22	2022-23
Supply	Urban Utilities	11	13	3	8	13
	Unitywater	0	5	5	12	4
	Gold Coast City Council	0	0	1	1	1
	Redland City Council	0	1	1	0	1
	Logan City Council	1	0	0	0	0
Total		12	19	10	21	19
Land	Urban Utilities	20	13	17	9	10
	Unitywater	4	7	9	10	5
	Gold Coast City Council	0	1	2	1	0
	Redland City Council	0	0	0	1	0
Total		24	21	28	21	15
Customer service	Urban Utilities	8	7	3	2	6
	Unitywater	3	0	3	8	4
	Logan City Council	0	0	0	0	1
	Gold Coast City Council	0	1	0	1	0
Total		11	8	6	11	11
Provision	Unitywater	6	3	8	11	5
	Urban Utilities	8	10	10	6	3
	Logan City Council	0	3	1	0	1
	Redland City Council	0	1	0	0	1
	Gold Coast City Council	1	0	0	0	0
Total		15	17	19	17	10
Other	Unitywater	1	0	2	3	5
	Urban Utilities	1	1	3	3	2
	Gold Coast City Council	0	0	0	0	1
	Redland City Council	0	0	0	0	1
Total		2	1	5	6	9
Grand total		64	66	68	76	64

Appendix 4:

Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	Page 2
Accessibility	Table of contents	ARRs – section 9.1	Contents
	Glossary		Appendix 6
	Public availability	ARRs – section 9.2	Page i
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Page i
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Page i
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Page i
General information	Introductory Information	ARRs – section 10	About us
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	N/A
	Agency objectives and performance indicators	ARRs – section 11.2	Our performance
	Agency service areas and service standards	ARRs – section 11.3	Our service
Financial performance	Summary of financial performance	ARRs – section 12.1	Financial summary
Governance – management and structure	Organisational structure	ARRs – section 13.1	Our governance
	Executive management	ARRs – section 13.2	Our governance
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	Our governance
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	Our governance
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	Our governance
	Queensland public service values	ARRs – section 13.6	About us

Continued.

Summary of requirement		Basis for requirement	Annual report reference
Governance – risk management and accountability	Risk management	ARRs – section 14.1	Our governance
	Audit committee	ARRs – section 14.2	Our governance
	Internal audit	ARRs – section 14.3	Our governance
	External scrutiny	ARRs – section 14.4	Our governance
	Information systems and recordkeeping	ARRs – section 14.5	Our governance
	Information Security attestation	ARRs – section 14.6	Our governance
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1	Our people
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	Our people
Open Data	Statement advising publication of information	ARRs – section 16	Our governance
	Consultancies	ARRs – section 31.1	data.qld.gov.au
	Overseas travel	ARRs – section 31.2	data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 31.3	data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Financial statements
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Independent Auditor's Report

FAA *Financial Accountability Act 2009*FPMS *Financial and Performance Management Standard 2019*ARRs *Annual report requirements for Queensland Government agencies*

Appendix 5:

Current scheme participants

All licensed retailers and distributors who supply energy to small customers in Queensland (and water in South East Queensland) must become members of our scheme (scheme participants). Since February 28, 2022, prescribed entities with a retail authorisation were also required to become participants of our scheme. EWOQ is predominantly funded by an industry levy paid by the scheme participants.

Scheme participant	Product type	Service type
1st Energy Pty Ltd	Electricity	Retailer
AGL Sales (Queensland Electricity) Pty Ltd	Electricity	Retailer
AGL Sales (Queensland) Pty Ltd	Gas	Retailer
Alinta Energy Retail Sales Pty Ltd	Electricity and Gas	Retailer
Allgas Energy Pty Ltd	Gas	Distributor
Altogether Group Pty Ltd	Electricity	Retailer
Amber Electric Pty Ltd	Electricity	Retailer
Ampol Energy (Retail) Pty Ltd	Electricity	Retailer
Apex Energy Holdings Pty Ltd	Electricity	Retailer
Australian Gas Networks Limited	Gas	Distributor
Blue NRG Pty Ltd	Electricity	Retailer
CovaU Pty Ltd	Electricity and Gas	Retailer
Diamond Energy Pty Ltd	Electricity	Retailer
Discover Energy Pty Ltd	Electricity and Gas	Retailer
Dodo Power & Gas Pty Ltd	Electricity	Retailer
Electricity in a Box Pty Ltd	Electricity	Retailer
Energex Limited	Electricity	Distributor
Energy Locals Pty Ltd	Electricity	Retailer
Energy Services Management Pty Ltd (trading as Glow Power)	Electricity	Retailer
EnergyAustralia Pty Ltd	Electricity	Retailer
Ergon Energy Corporation Ltd	Electricity	Distributor
Ergon Energy Qld Pty Ltd	Electricity	Retailer
Essential Energy	Electricity	Distributor
Gee Power and Gas Pty Ltd	Electricity and Gas	Retailer
Globird Energy Pty Ltd	Electricity and Gas	Retailer
Gold Coast City Council	Water	Distributor and Retailer
Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	Electricity	Retailer
Humenergy Group Pty Ltd	Electricity and Gas	Retailer
Locality Planning Energy Pty Ltd	Electricity	Retailer
Logan City Council	Water	Distributor and Retailer
Lumo Energy Australia Pty Ltd	Electricity	Retailer

Scheme participant	Product type	Service type
Maranoa Regional Council	Gas	Distributor and Retailer
Metered Energy Holdings Pty Ltd	Electricity and Gas	Retailer
Momentum Energy Pty Ltd	Electricity	Retailer
Next Business Energy Pty Ltd	Electricity	Retailer
Online Power and Gas Pty Ltd (trading as Future X Power)	Electricity	Retailer
Origin Energy Electricity Limited	Electricity	Retailer
Origin Energy Retail Ltd	Gas	Retailer
OVO Energy Pty Ltd	Electricity and Gas	Retailer
Pacific Blue Retail Pty Ltd (trading as Tango energy)	Electricity	Retailer
Powerhub Pty Ltd	Electricity	Retailer
Powershop Australia Pty Ltd*	Electricity	Retailer
Queensland Urban Utilities	Water	Distributor and Retailer
Radian Holdings Pty Ltd	Electricity	Retailer
Real Utilities Pty Ltd	Electricity and Gas	Retailer
ReAmped Energy Pty Ltd	Electricity	Retailer
Red Energy Pty Ltd	Electricity and Gas	Retailer
Redland City Council	Water	Distributor and Retailer
Savant Energy Power Networks Pty Ltd	Electricity and Gas	Retailer
Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	Electricity	Retailer
Simply Energy	Electricity	Retailer
Smart Energy Retail Pty Ltd	Electricity	Retailer
Starcorp Energy Pty Ltd	Electricity	Retailer
Sumo Power Pty Ltd	Electricity	Retailer
Telstra Energy (Retail) Pty Ltd	Electricity	Retailer
Unitywater	Water	Distributor and Retailer
Urban Utilities	Water	Distributor and Retailer
Western Downs Regional Council	Gas	Distributor and Retailer

* Sales and marketing activities conducted by Kogan Energy

The following organisations ceased being a participant of our scheme in 2022-23:

Enova Energy Pty Ltd – 22 June 2022

Power Club Limited – 11 July 2022

Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)
– 18 July 2022

Bright Spark Power Pty Ltd - 2 August 2022

Social Energy Australia Pty Ltd – 19 August 2022

Elysian Energy Pty Ltd – 30 August 2022

Powerdirect Pty Ltd - 9 September 2022

QEnergy Limited – 15 June 2023

Mojo Power Pty Ltd – 15 June 2023

Sanctuary Energy Pty Ltd – 15 June 2023

Appendix 6: Glossary

ANZOA Australian and New Zealand Ombudsman Association.

ANZEWO Australian and New Zealand Energy & Water Ombudsman Network.

Billing a case issue relating to high or disputed bills, delays, errors, estimated accounts, fees and charges, rebates or concessions, tariffs, meters and refunds.

Case any contact a customer has with EWOQ, including an enquiry, refer back to supplier, refer to higher level, refer to another organisation or investigation.

Complaint is a case billed to a scheme participant (i.e. refer back to supplier, refer to higher level or investigation).

Credit a case issue relating to payment difficulties, disconnection or bad debt.

Customer service a case issue relating to a scheme participant's failure to inform or respond, incorrect advice, poor attitude or privacy issues.

Embedded network a privately owned network where the electrical wiring is configured in such a way that the site owner on sells energy to tenants and residents, commonly found in apartment blocks, retirement villages and caravan parks.

Enquiry a case type assigned to a general query about electricity, gas or water that is not a complaint nor associated with a scheme participant.

EWOQ Energy and Water Ombudsman Queensland.

Exempt seller an energy seller who only sells energy incidentally at a specific site (an **embedded network**) to a defined group of customers.

Investigation a complaint type that EWOQ investigates and facilitates an outcome that is fair and reasonable. Investigations can be Level 1, 2 or 3 depending on the time taken to resolve the issue.

Land a case issue relating to the impact of network assets, network maintenance and vegetation management.

Marketing a case issue relating to conduct by energy marketers, such as misleading information, pressure and non-account holder sign up.

Provision a case issue relating to problems with new or existing connections.

Refer back when a customer has not contacted their provider to resolve their issue prior to submitting their complaint to EWOQ. We refer them back to their provider.

Refer to higher level (RHL) we can refer a customer's complaint to a higher level of authority within the supplier before starting an investigation.

Refer to other organisations we have memoranda of understanding with other government authorities who have jurisdiction over aspects of the energy or water sector outside our jurisdiction, including the Office of Fair Trading and the Australian Energy Regulator.

Scheme participant energy distributors and retailers operating in Queensland and water distributors and retailers in South East Queensland who must join the EWOQ scheme.

Small customer a residential or small business consumer who uses less than 160 megawatt hours of electricity a year, less than one terajoule of gas a year, or – for those in South East Queensland – less than 100 kilolitres of water a year.

Supply a case issue relating to the quality of energy supply, damage or loss, outages or sewerage overflow.

Transfer a case issue relating to errors in billing or transfer of account due to switching energy retailers, contract terms, delay in transfer or site ownership.

Index

Advisory Council	34	Information systems and record keeping	36
Availability and access	i	Internal audit	35
Audit and risk management committee	35	Jurisdiction	10
Business continuity management	35	Learning and development	39
Case data	74-76	Leadership development	39
Case types	11	Monetary outcomes	14
Code of conduct	34	Notice of withdrawal	12
Communication objective	i	Online reporting	37
Community outreach	28-29	Organisational structure	33
Compliance letter	2	Our complaints	42-47
Contact method	21	Our connections	28
Customer satisfaction	22-23	Our customers	20
Customer location	20	Our governance	32-35
Dispute resolution	10-13	Our people	38
Diversity	39	Our performance	24-27
Electricity	42-45	Our service	10
Electricity distributors	83-84	Peer networks	31
Electricity retailers	77-83	Performance against strategic plan	26-27
Electricity retailer and distributor performance	45-46	Performance management framework	39
Employee relations	40	Performance targets – time taken to close cases	12, 76
Employee achievement and recognition	40	Public policy	30
Energy and Water Ombudsman's message	6	Quality assurance	13
Ethics	34	Raising awareness	28
Executive management group	33	Reconciliation action plan	29
External dispute resolution scheme	36	Referral to other organisations	11, 75
Final order	12	Regional Queensland	28
Financial statements	49-72	Right to information	36
Financial summary	49	Risk management	35
First Nations outreach and cases	29	Section 22 letters	12
Flexible working arrangements	39	Strategic direction	4
Gas	47	Submissions	30
Gas distributors	85	Systemic issues	18-19
Gas retailers	84	Vision	3
Governance framework	32	Water	48
Highlights of 2022-23	5	Water distributors	87
Human rights	35	Water retailers	86-87
Independent auditor's report	70-72	Workforce profile	38
Information security attestation	36	Workplace health and safety	36, 40

Index of tables

Table 1: Closed electricity complaints by primary issue and case type	43
Table 2: Electricity investigations by primary and secondary issues	43
Table 3: Electricity retailer and distributor performance	45
Table 4: Closed gas complaints by primary issue and case type	47
Table 5: Closed water complaints by primary issue and case type	48
Table 6: Received and closed by year	74
Table 7: Received and closed cases by month 2022-23	74
Table 8: Closed cases	74
Table 9: Customer profile	74
Table 10: Closed complaints by primary issue	75
Table 11: Closed case types	75
Table 12: Cases referred to other organisations	75
Table 13: Performance targets – time taken to close cases	76
Table 14: Potential systemic issues	76
Table 15: Contact method	76
Table 16: Closed electricity retailer complaints by primary issue	77
Table 17: Closed electricity distributor complaints by primary issue	83
Table 18: Closed gas retailer complaints by primary issue	84
Table 19: Closed gas distributor complaints by primary issue	85
Table 20: Closed water retailer complaints by primary issue	86
Table 21: Closed water distributor complaints by primary issue	87

Thank you for reading the Energy and Water Ombudsman Queensland 2022-23 Annual Report. We welcome your feedback on the presentation of content, ease of navigation, value of information, style of language, level of detail, overall rating and suggestions for improvement.

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Ombudsman**
Queensland