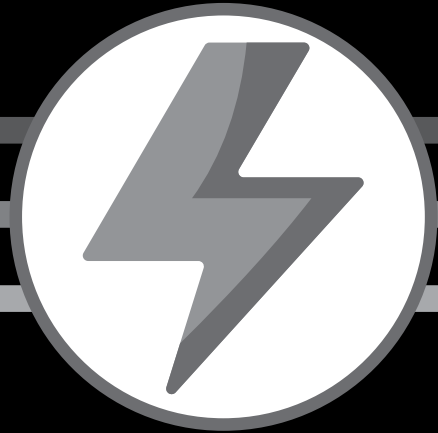




Annual Report.

2025–26

About this report

ENERGY AND WATER OMBUDSMAN QUEENSLAND 2025–26 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 2025 to 30 June 2026. 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 2025–26.

Accessibility

We are committed to providing accessible information and 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 in your preferred language, 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 Marketing and Communications 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 Nations 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 headings to make it easy to read and find the information you're looking for.

Look for the following 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

Provides a full and detailed account as required by legislation.



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.



Learn more

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

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Letter of compliance

28 August 2026

The Honourable David Janetzki MP
Treasurer, Minister for Energy
and Minister for Home Ownership
GPO Box 611
Brisbane Qld 4001

The Honourable Ann Leahy MP
Minister for Local Government and Water
and Minister for Fire, Disaster Recovery and Volunteers
GPO Box 2247
Brisbane Qld 4001

Dear Ministers

I am pleased to submit for presentation to the Parliament the Annual Report 2025–26 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 the requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is provided on page 83 of this annual report.

Yours sincerely



Angela Arico
Acting 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 distributors or 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 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 19 years ago on 1 July 2007 as the Energy Ombudsman Queensland (EOQ).

Our mission, then, as now, was to provide free, fair and independent dispute resolution service for small electricity and reticulated gas customers in Queensland. We have closed more than 190,000 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 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 2025–26, our priorities included:

- delivering the Value Add program to improve customer and scheme participant experiences
- enhancing organisational reporting, forecasting and business intelligence capabilities
- investigating opportunities to leverage artificial intelligence and emerging technologies
- progressing workforce, leadership and wellbeing initiatives to strengthen organisational capability and employee experience
- undertaking an independent review of the Energy and Water Ombudsman scheme and progressing implementation of key recommendations
- developing our Stretch Reconciliation Action Plan
- delivering regional and remote awareness raising campaigns and planning future community outreach activities across Queensland
- contributing to public policy through insights, research and submissions.

A review of our performance against the strategic plan is on page 11.

LOOKING FORWARD

In 2026–27 our key strategic initiatives include:

- building future capabilities
- contributing to reconciliation with First Nations people
- driving efficiencies and effectiveness
- embracing our culture and values
- focusing on our people
- enhancing scheme participant management
- enriching customer experience
- raising awareness of our service.

Through our strategic objectives we support the Queensland Government objectives for the community.

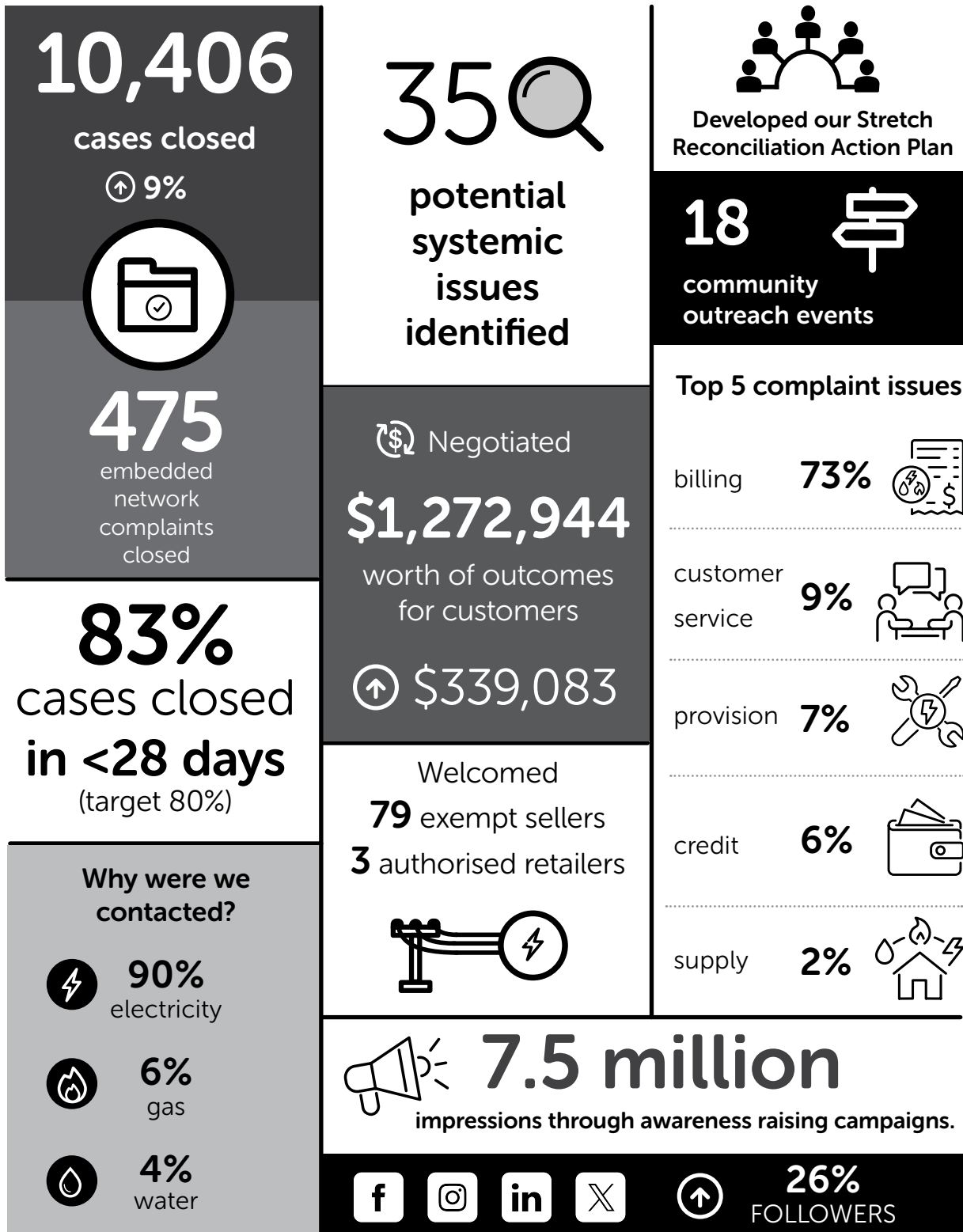
- Safety where you live.
- Health services when you need them.
- A better lifestyle through a stronger economy.
- A plan for Queensland's future.

We remain committed to responding to an increasing demand for our service. We embrace opportunities to expand our jurisdiction to include consumer energy resources and seek to understand and utilise relevant technologies to enhance all aspects of our business.

We will continually review our business processes and customer service to ensure we make a positive difference to Queenslanders in a changing energy and water environment.

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 2025–26



Message from the Ombudsman

As the Energy and Water Ombudsman for Queensland, I am pleased to present the 2025–26 annual report. This report reflects another year of strong performance, ongoing improvement and positive results for Queensland energy and water customers.

RESPONDING TO CHANGE

During the year, we assisted customers through a period of continuing change across the energy and water sectors. Cost-of-living pressures remained a challenge for many households and small businesses. At the same time, new technology, changing customer expectations and evolving industry rules continued to reshape the way people use essential services. Smart meters, changing tariffs, consumer energy resources and embedded networks all added to the complexity of the energy sector.

DELIVERING FOR CUSTOMERS

Against this backdrop, demand for our services increased by 9%. We closed 10,406 cases during the year, including 8,666 complaints, and helped customers receive more than \$1.27 million in refunds, credits and other financial benefits. Billing and customer service issues remained the most common reasons customers sought our assistance. Importantly, we exceeded our service target, resolving 83 per cent of cases within 28 days and 98 per cent within 60 days. These results show the value of independent dispute resolution and the commitment of our people to helping customers resolve issues fairly and quickly.

IMPROVING OUR SERVICE

This year we continued to improve how we support customers and providers. We embedded Value Add, our continuous improvement program, into the way we work. Value Add helps our people provide clear information, deliver consistent service and support fair outcomes for customers and providers. It also strengthens coaching, learning and quality assurance across the organisation. It is helping us make more consistent decisions and improve customers' experience with EWOQ.

Our work extends beyond individual case outcomes. The issues raised by customers help us identify problems that may affect larger groups of consumers and areas where industry practices can be improved. During the year, we used these insights to contribute to policy and regulatory reviews. We also worked with providers, government agencies and consumer groups to improve results for consumers.

Through outreach, awareness campaigns and partnerships with community organisations, we helped more Queenslanders learn about EWOQ and understand their rights when dealing with energy and water issues. This year, we focused on reaching regional, remote and First Nations communities. We also completed our Innovate Reconciliation Action Plan and prepared to launch our first Stretch Reconciliation Action Plan in July 2026, strengthening our commitment to reconciliation.

The independent review completed this year provided an independent assessment of EWOQ and our work. It confirmed that we continue to provide fair, independent and effective dispute resolution services for Queensland consumers, while also identifying areas where we can continue to improve. Many of the recommendations reflect work that is already underway at EWOQ to improve our services and prepare for future challenges. Others will require continued work with government, industry and consumer groups to ensure the scheme continues to meet the needs of Queensland consumers.

SUPPORTING OUR PEOPLE

Our people remain central to everything we do. This year, our teams responded to increasing complaint volumes, more complex investigations and the growing use of artificial intelligence by consumers using our services. These changes bring new opportunities, but they also require our people to adapt and develop new skills. We continued to invest in training, wellbeing and psychosocial safety because helping people resolve disputes fairly depends on having a skilled and well-supported team.

LOOKING AHEAD

The pace of change across the energy sector is unlikely to slow. EWOQ will continue to support strong consumer protections, contribute to improvements across the sector and expand access to independent dispute resolution as new energy products and services become more common. Our focus remains on ensuring that Queensland consumers have somewhere to turn when problems arise and that they receive a fair hearing and a fair outcome.

ACKNOWLEDGEMENTS

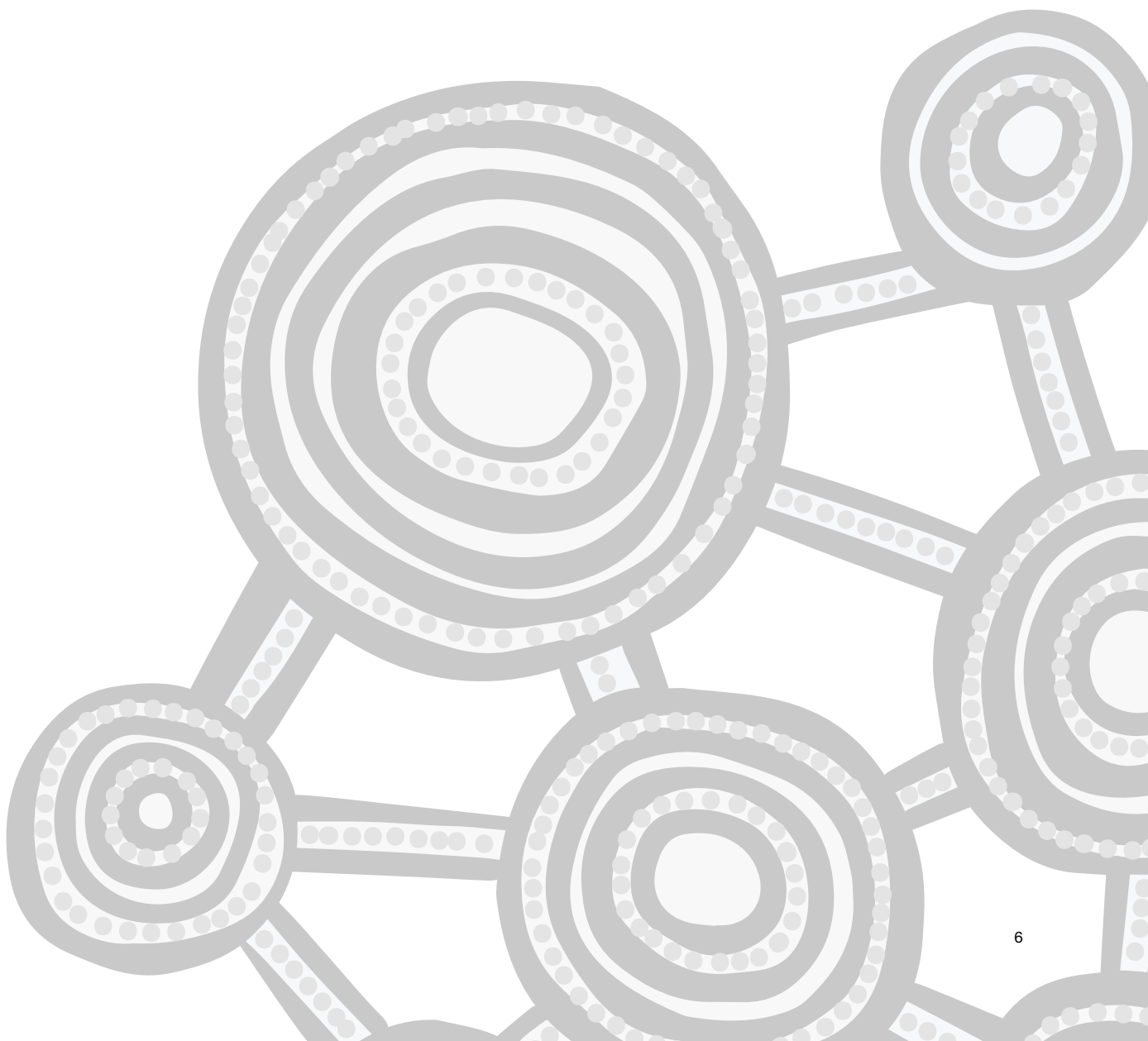
As I conclude my term as Ombudsman this year, I would like to take this opportunity to thank everyone who has contributed to EWOQ's success. My heartfelt thanks go to the EWOQ team for their professionalism, dedication and commitment to serving Queensland consumers each and every day. I am also grateful to Advisory Council Chair Rowena McNally and Advisory Council members for their insight, guidance and support.

I would also like to acknowledge our scheme participants, consumer representatives, regulators and industry partners, whose collaboration and constructive engagement have helped strengthen outcomes for Queensland consumers.

It has been a privilege to serve as Ombudsman. As I say farewell, I am confident that EWOQ is well prepared for the future and will continue to deliver independent, accessible and effective services that Queenslanders can trust.



Jane Pires
Ombudsman



Message from the Advisory Council Chair

I am pleased to present this report on behalf of the Advisory Council for 2025–26.

The Advisory Council has a number of legislative functions, which include providing advice to the Ombudsman on policy and procedural issues broadly, the operations of the *Energy and Water Ombudsman Act 2006* (the Act) for eligible customers and occupiers of land, the development of budgets and the preparation of relevant guidelines. The Advisory Council also provides advice to the Minister as required under the Act.

The Advisory Council met formally 5 times during the year to provide independent advice to the Queensland Energy and Water Ombudsman (EWOQ).

The Advisory Council comprises individuals well placed to contribute to the work of the Council, with membership including nominees from energy retailing and distribution entities, a water entity, Queensland small business and members representing consumer groups and community welfare organisations such as Queensland Council of Social Services and Queensland Consumers Association.

During the year, the Advisory Council discussed and provided advice to the Ombudsman on a number of areas pertaining to the performance of the Energy and Water Ombudsman's roles. These included key strategic and operational issues and priorities; emerging issues in the energy and water sectors, and specific challenges facing Queensland consumers and small businesses.

Unsurprisingly, Queensland consumers have not been immune to the cost-of-living pressures impacting Australian households and small businesses in Queensland. The energy and water sectors face their own corporate and economic pressures, including the need to respond to global and national climate initiatives and market dynamics and are also undergoing significant change. In Queensland, smart meter deployment, new tariff arrangements and the growth of embedded networks are creating new challenges for consumers and providers alike.

Much of the focus of the Advisory Council during the past financial year has been on the challenges these pressures create and how EWOQ can continue to provide advice as required, and support consumers and scheme participants.

The Council also considered the impact of emerging technologies, including artificial intelligence. We discussed how these developments are already impacting dispute resolution, customer interactions and complaint management processes. In these and other

matters impacting our stakeholders, EWOQ is focused on remaining responsive, accessible and ready to meet future needs, and continues to punch significantly above its weight from a resourcing, staffing and budgetary perspective. Illustrative of this is EWOQ's strong engagement and response to dozens of consumer issues and public consultations on issues ranging from the Australian Competition and Consumer Commission and Australian Energy Market Commission energy consultation papers, the Australian Energy Regulator exemptions framework for embedded networks, and other matters particularly impacting consumers, such as energy disconnections, retail guidelines, life support rule changes, hardship, concessions and other payment assistance issues.

The Council also reviewed EWOQ's proposed budget and provided feedback on delivery of the next strategic plan in the light of current economic and budgetary constraints in an increasingly demanding environment.

A further area of interest for the Council over the past 12 months was the 2025 Independent Review (the Review) of EWOQ against the Australian Government's Benchmarks for Industry-based Customer Dispute Resolution. I would like to acknowledge the contribution of the Ombudsman, EWOQ staff and members of the Advisory Council during the Review process. The Review highlighted the changing environment in which EWOQ operates, noting that other ombudsmen internationally are taking on a more pronounced role in contributing to system improvements and, for industry ombudsman, contributing to the workings of an effective marketplace.

A number of the Review's recommendations refer to practices and structures across the UK, EU and in other jurisdictions, with the Review expressing concern that EWOQ's jurisdiction, budget and powers remain subject to Queensland legislative and Parliamentary oversight.

Pleasingly, however, the Review found EWOQ to be a successful industry ombudsman scheme, which provides a timely and efficient complaint resolution scheme with good levels of customer satisfaction for those matters within its jurisdiction.

The Review was also complimentary of our Energy and Water Ombudsman, Jane Pires, noting that 'a constant' through many years and challenges had been Jane's leadership, 'about whose leadership and integrity the Review team had heard great praise across all stakeholder groups'.

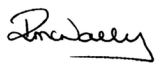
This report heralds the near completion of Jane Pires' third and her last permissible tenure under the Act and it is fitting that, on behalf of the Advisory Council, I thank Ms Pires for her many years of outstanding leadership of EWOQ. I also acknowledge, with our thanks, the professionalism, openness and ongoing support provided by EWOQ staff to the Advisory Council throughout the year.

This year also marked the conclusion of the terms of several long-serving Council members.

On behalf of the Advisory Council, I thank Damian Finitis, Iain Graham, Dominique Lamb and Robyn Robinson for their commitment and valuable contributions. Their expertise and perspectives have greatly assisted the Council in fulfilling its advisory role.

I also thank my fellow Council members, particularly Ian Jarratt, for their individual and collective commitment to EWOQ. Queensland and our EWOQ stakeholders have been well served by the EWOQ Advisory Council members for all of my tenure as Chair, and most certainly over the past 12 months.

Looking forward, I am confident that the Advisory Council will continue to focus on supporting the Ombudsman in the provision of an independent, accessible and effective ombudsman scheme for Queensland.



Rowena McNally
Chair

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.

Our Strategic Plan 2025–29 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 scheme participants.	• Achieve agreed targets in customer and scheme participant 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 resourceful team.	• Retain <i>My manager and workgroup</i> results 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 the state via in-person and digital 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 our key strategic initiatives:

- building future capabilities
- contributing to reconciliation with First Nations people
- driving efficiencies and effectiveness
- embracing our culture and values
- focusing on our people
- enhancing scheme participant management
- enriching customer experience
- raising awareness of our service.



We will embrace opportunities by:

- adapting to the needs of our ever-changing world, including issues impacting our community
- understand and utilise relevant technologies to enhance all aspects of our business
- expanding our jurisdiction to include renewable and consumer energy.

Our achievements

We have made significant progress toward achieving our strategic initiatives during 2025–26.

INITIATIVE	ACHIEVEMENTS
Building future capabilities	- Enhanced organisational reporting and forecasting capability through new dashboards, forecasting tools and Voice of Customer insights. - Prepared the organisation for emerging technologies through AI investigation, governance development and future implementation planning. - Built foundations for enhanced knowledge management, systemic issue analysis and data-driven organisational learning.
Contributing to reconciliation with First Nations people	- Developed EWOQ's Stretch Reconciliation Action Plan, providing a stronger framework for advancing reconciliation across the organisation. - Strengthened organisational capability to deliver culturally inclusive engagement and services for First Nations peoples. - Expanded engagement with First Nations communities through targeted outreach and awareness raising activities across Queensland.
Driving efficiencies and effectiveness	- Streamlined organisational processes through the restructure of Process Manager and review of key operational frameworks. - Strengthened governance, accountability and decision-making through updated delegations, risk management improvements and independent review activities. - Improved operational efficiency through compliance, monitoring and process improvements.
Embracing our culture and values	- Strengthened inclusion, accessibility and employee voice through workplace adjustment initiatives, digital accessibility improvements and workforce consultation activities. - Organisational values and inclusion principles embedded in our workforce and recruitment.
Focusing on our people	- Continued development of leadership and workforce capability to support future organisational needs and succession planning. - Strengthened recruitment and workforce planning frameworks to support capability, inclusion and long-term workforce sustainability. - Progressed initiatives to identify and manage psychosocial risks, supporting employee wellbeing and workplace safety.
Enhancing scheme participant management	- Progressed foundational improvements to systemic issue management through updated governance arrangements, guidance materials and processes, supporting more consistent identification and assessment of potential systemic issues. - Established a foundation for future enhancements to systemic issue reporting, monitoring and thematic analysis activities.
Enriching customer experience	- Delivered the Value Add program to improve experiences and outcomes for customers and scheme participants. - Improved accessibility and usability of customer information through plain English and readability improvements.
Raising awareness of our service	- Delivered targeted regional and remote campaigns to increase awareness. - Developed a search optimisation strategy to strengthen digital reach and awareness. - Progressed future outreach and engagement planning to support ongoing awareness raising across Queensland.

Measures of success

We met 18 of our measures of success in 2025–26, out of a total of 20.

OBJECTIVE	MEASURE	TARGET	RESULT
Our Customer	Average speed of answer (sec)	< 60	24
	Customer complaints against EWOQ	< 10	5
	Customer satisfaction with EWOQ service	> 80%	84%
Our People	Training and development program (hours/FTE)	> 20	29
	<i>Resources - My manager and workgroup (WfQ¹)</i>	> 75%	83%
	Annual WfQ employee engagement	> 65%	66%
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%	83%
	Cases closed in less than 60 days	> 90%	98%
	Cases closed over 90 days	< 1%	1%
Our Connections	Publish quarterly newsletter	4	4
	Increase website page views ³	> 10%	-13%
	Increase social media followers	> 10%	26%
	Policy submissions made	> 6	16
	ANZOA ² interest group meetings attended	> 20	22
	Number of community outreach activities ³	> 20	18

¹ Working for Queensland survey.

² Australian and New Zealand Ombudsman Association.

³ Commentary related to this measure can be found within Our connections, starting on page 36.



Customer story

CUSTOMER HAS GAS SUPPLY DISCONNECTED IN ERROR

Suzanna* was building a new home and arranged for the gas supply to be connected there before moving in. She was still living at her current address while construction was being completed. About a month later, her gas supply at her current address was suddenly disconnected.

Suzanna called her provider and explained that she was not ready to move into her new home and still needed gas connected at her current address. Her intention was to have gas connected at both properties during the transition. The provider agreed to reconnect the gas.

When the gas was not reconnected on the agreed date, Suzanna called her provider again. They advised they had attempted to reconnect but detected a possible leak. Suzanna would need to engage a licensed plumber to investigate.

Suzanna arranged for the plumber, who told her that there was no leak and reconnected the gas for her. She had to pay \$400 for this service.

Suzanna was annoyed with her provider as she had no notice of the disconnection and now had to pay an extra \$400. She contacted them asking to reimburse her for the costs. After speaking with multiple representatives with no result, she came to EWOQ for help.

Here's how we helped

We started investigating the issue for Suzanna, asking for evidence from the provider that they had followed the disconnection rules. The provider advised that the gas account at Suzanna's current address was never set-up. Although Suzanna had been paying the bills, they were addressed to the 'Energy Consumer' rather than to her. The provider confirmed that they had sent 2 letters via post to the address to warn of the disconnection. They also confirmed that when they attempted to reconnect the gas, they detected a possible leak. When this happens, the process is to request a plumber to investigate.

Based on the information provided, the provider had followed all the relevant requirements, which meant Suzanna was not automatically entitled to compensation. We spoke to Suzanna again who said she had never received the letter. She emphasised that she should never have been disconnected as she didn't request it and was still paying bills. She was unhappy with their resolution. We continued to negotiate with the provider, and they agreed to refund 50% of the plumber's bill due to the confusion and customer service Suzanna had received.

Outcome

Suzanna's provider refunded her \$200. Suzanna accepted the outcome, acknowledging there had been confusion on both sides. She thanked us for all our support in the dispute.

Suzanna's case highlights the importance of ensuring accounts are set up properly and that bills are regularly checked to make sure account details are accurate. This helps prevent missed communications and unexpected disruptions to supply. It also shows that following the correct processes alone is not always enough. Clear communication and good customer service play an important role in helping customers understand what is happening and avoid unnecessary confusion and costs.

*Name changed to protect privacy.

Our customers



At a glance

Most people who contacted EWOQ in 2025–26 were residential customers, and most complaints came from South East Queensland. Phone was the most common way customers contacted us, while online channels also remained important.

Customer satisfaction remained high. Overall, 84% of customers were satisfied with their experience.

During the year, we made it easier for customers to give feedback and changed how we support our people. We introduced a shorter customer survey and a new coaching-based approach to quality assurance. These changes are helping us better understand customer needs and improve the service we provide.



Key data



81%

of complaints
came from
South East Queensland



97%

of customers were
residential



60%

contacted us
by phone



84%

overall satisfaction



In detail

CUSTOMER EXPERIENCE

Customer satisfaction

After we have closed a case, we invite our customers to share feedback about their experience. In 2025–26, we received 841 responses (19% response rate) to our Voice of Customer survey. If a customer rates their satisfaction as highly satisfied or very highly satisfied, we consider them to be satisfied with their experience.

- **90%** satisfaction with the ease of accessing our services.
- **86%** satisfaction with how we explained our role and the process we follow.
- **85%** satisfaction with our understanding of the complaint and consideration of customer needs.
- **85%** satisfaction with the skills and knowledge of our team members.
- **84%** satisfaction with our service overall.

"We believe that our caseworker did a remarkable job for us considering she did not have the park operator's paperwork to work with. If it had been provided it would have been impossible to reconcile. We are not confident that no further problems will arise, but we have been assured that if there are more problems that we cannot resolve with the park operators it will be possible to open up a new investigation. Once again thank you for your help."
– EWOQ customer.

OUR CUSTOMERS

Customer satisfaction differed across complaint types. Customers whose complaints were referred to a higher level within their provider reported the highest satisfaction across all measures. This may reflect the fact that these complaints can often be resolved more quickly by the provider.

Investigation cases were often more complex in 2025–26. Some complaints included more detailed supporting information, including content using AI tools, which can require additional review by our team. Satisfaction for investigation cases was lower than for other complaint types, particularly in relation to the time taken to complete the investigation.

Customers whose complaints were referred back to their provider reported satisfaction levels between the 2 groups. In these cases, customers are asked to first raise their complaint with their provider before EWOQ can investigate. Satisfaction improved slightly during the year, although some customers were less satisfied with how well we understood their complaint and considered their needs.

Table 1: Customer satisfaction survey results

Key measure (satisfied)	Refer back	Refer to higher level (RHL)	Investigation
How well did we understand the complaint and consider the customer's needs.	75%	91%	67%
Satisfaction with the level of skills and knowledge of our team.	77%	91%	69%
How well did we explain our role and the process we follow.	78%	92%	73%
Satisfaction with the overall service received.	76%	91%	66%

Customer experience improvements

Over the past 12 months, we improved how we gather customer feedback and support our people to deliver consistent service.

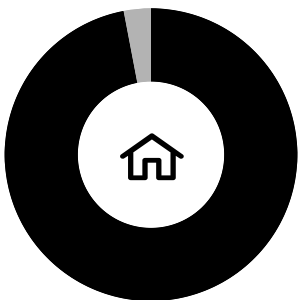
We introduced a shorter Voice of Customer survey, reducing it from up to 30 questions to 11 for customers with closed investigations. The redesigned survey takes less time to complete while still capturing what matters most to their experience.

We also introduced a new quality assurance framework focused on self-review, coaching and continuous improvement. Team members now assess their own case handling before a formal review, helping identify strengths, capability gaps and development opportunities.

These initiatives form part of our Value Add continuous improvement program and are helping us strengthen service quality and capability across the organisation. Insights from quality assurance reviews are already helping us identify training needs and focus development efforts where they will have the greatest impact. Early signs suggest the new approach is helping build a stronger culture of learning and continuous improvement across the team.

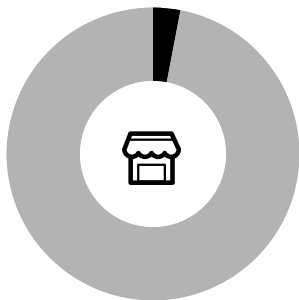
WHO OUR CUSTOMERS ARE

Customer type

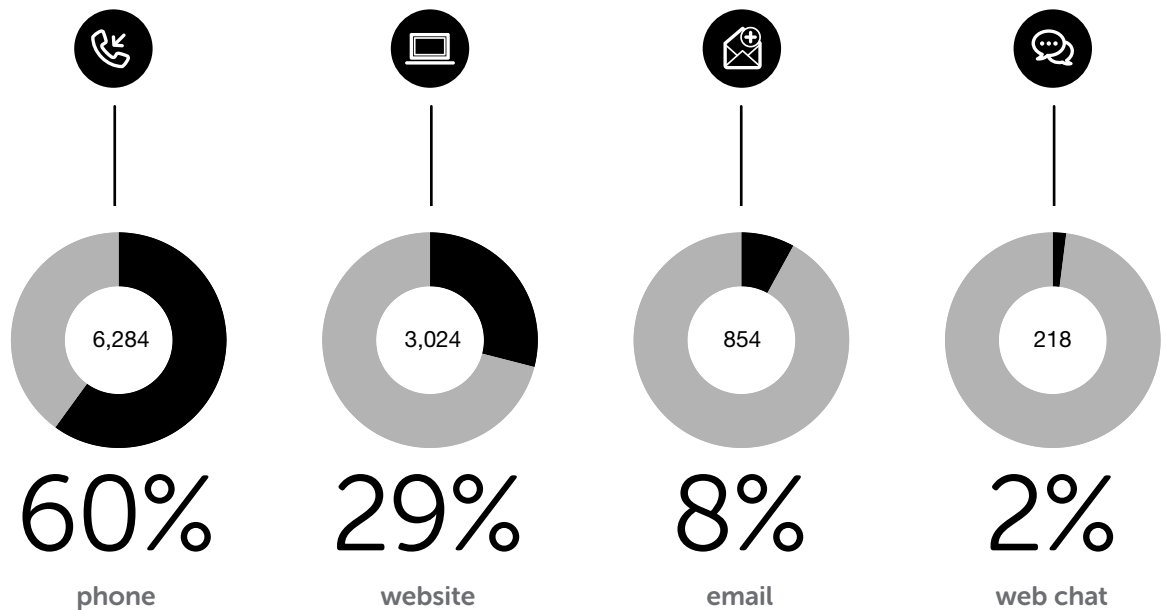


97%
residential

3%
business



Contact channels



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

How customers learned about us

Among customers who were asked how they learned about EWOQ, 30% said they found us through an online search or social media, while 27% were referred by their electricity, gas or water provider. These results exclude customers who were not asked the question.

Top 10 customer locations by complaint

<u>Brisbane City Council</u>	<u>Ipswich City Council</u>
26% (2,159)	6% (454)
<u>City of Gold Coast</u>	<u>Redland City Council</u>
15% (1,250)	4% (301)
<u>Moreton Bay Regional Council</u>	<u>Townsville City Council</u>
10% (850)	2% (174)
<u>Logan City Council</u>	<u>Toowoomba Regional Council</u>
8% (612)	2% (153)
<u>Sunshine Coast Regional Council</u>	<u>Cairns Regional Council</u>
7% (593)	2% (144)

OUR CUSTOMERS

Location figures exclude non-residential complaints, and residential complaints where the customer did not provide a Queensland suburb or postcode. It also excludes complaints from customers who provided an interstate or overseas location.

Most complaints came from South East Queensland, which accounted for 81% of complaints where a location was provided. This includes the local government areas of Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast. This reflects the concentration of Queensland's population in the region.



Learn more

FOR THE DATA

See Appendix 2

- Table 25: Five-year contact method
- Table 26: Customer profile.

EXPLORE MORE

Visit ewoq.com.au and search 'customer satisfaction research' or 'engagement charter'.

Visit ewoq.com.au and search 'complaint statistics' to view the number of complaints across Queensland's local government areas.

RELATED READING

Our service – see page 22.

Case types – see page 23.

Our connections – see page 36.

Our people



At a glance

On 30 June 2026, EWOQ employed 45 officers on a full or part-time basis.

During 2025–26, we continued to support a flexible and inclusive work environment through our hybrid working model. We also looked for new ways to help teams work together, share information and stay connected.

We focused on developing our leaders, strengthening workplace culture and planning for the future workforce. Our leadership team took part in workshops to help shape EWOQ's next strategic plan. This work also laid the groundwork for a future leadership development program.

Supporting employee wellbeing remained a priority. Throughout the year, we delivered activities that supported both physical and mental health, including mental health awareness initiatives, access to employee support services and our annual wellbeing challenge.

We also started a cultural review to better understand factors that may affect employee wellbeing and identify ways to improve workplace culture.

Learning and development continued across the organisation. We delivered targeted training programs for leaders, strengthened communication skills and promoted respectful workplace behaviours. We also reviewed our policies and practices to ensure they remained up to date and met our legislative and governance obligations.

Our employee achievement and recognition program, All Stars, continued to celebrate the contribution of our people. The program recognised individuals and teams whose work made a positive difference to EWOQ, our customers and our workplace.



Key data

44 total full time equivalent (FTE) employees (head count of 45).

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

Table 2: Occupation types in our workforce

Occupation type	Percentage of total workforce (Calculated on FTE)
Corporate	50.00%
Frontline and frontline support	50.00%

Table 3: Appointment types in our workforce

Appointment type	Percentage of total workforce (Calculated on FTE)
Permanent	86.36%
Temporary	11.36%
Casual	0.00%
Contract	2.28%

Table 4: Employment statuses in our workforce

Employment status	Percentage of total workforce (Calculated on FTE)
Full-time	91.11%
Part-time	8.89%
Casual	0.00%

Table 5: Genders in our workforce

Gender ¹	Number (Head count)	Percentage of total workforce (Calculated on headcount)
Man	14	31.11%
Woman	31	68.89%
Non-binary	0	0.00%
Another term	0	0.00%
Not disclosed	0	0.00%

Table 6: Diversity groups in our workforce

Diversity groups	Number (Head count)	Percentage of total workforce (Calculated on headcount)
Women	31	68.89%
Aboriginal People and/or Torres Strait Islander Peoples	< 5	Not disclosed
People with disability	< 5	Not disclosed
Culturally and Linguistically Diverse – speak a language other than English at home ²	< 5	Not disclosed
Women in leadership roles – Senior Officers ³	1	2.22%
Senior Executive Service, High-level senior executives and Chief Executives ³	1	2.22%

¹ Where data is available.

² This includes Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages spoken at home.

³ Positions that are Classified, s122 and s155 combined.



In detail

FLEXIBLE WORKING ARRANGEMENTS

We continued to support flexible work through our hybrid working model. Most team members worked 3 days in the office and 2 days from home. This approach helps our people balance work and personal commitments while staying connected with their teams.

Our people also accessed a range of flexible working arrangements including:

- telecommuting
- compressed hours

- flexible start and finish times
- purchased leave
- part-time work.

We are committed to providing an inclusive workplace where everyone can contribute and succeed. Where needed, we provided reasonable workplace adjustments to support individual needs.

During the year, we explored practical ways to help teams stay connected, work together effectively and share information, regardless of where they were working. This included creating cross-team working groups to help develop our future strategies.

LEARNING AND DEVELOPMENT

We invest in our people so that they have the skills and knowledge to deliver high-quality services.

During 2025–26, we continued to support learning and development across the organisation. Our focus included leadership development, coaching and the use of AI tools. Team members also completed technical, compliance, role-specific and professional development training.

Key learning and development activities included:

- attending the Women in Leadership Conference
- participating in a dispute resolution community of practice
- training for our Dispute Resolution team on complaint handling, AI in complaint management, and changes affecting embedded networks and exempt sellers
- data analytics training
- mental health awareness training delivered by our employee assistance program
- conflict coaching for select leaders to build confidence in managing difficult workplace conversations
- developing a Leader Conversations Guide based on the Whole Brain Thinking™ communication model to support effective communication within teams.

All new employees completed induction training covering the Queensland Public Service Code of Conduct, ethical decision making, fraud awareness, information privacy and workplace expectations. All team members also completed mandatory training in:

- building evacuation procedures
- the code of conduct
- sexual harassment awareness
- fraud control
- information privacy
- risk management
- workplace bullying.

In 2026–27, we will focus on developing EWOQ's leadership development program. The program will help leaders manage performance, recognise good work and support their teams to learn and grow.

STRATEGIC WORKFORCE PLANNING AND ORGANISATIONAL DEVELOPMENT

In October 2025, the leadership team took part in a strategic planning workshop to help shape EWOQ's future direction. This work led to the approval of the EWOQ Strategic Plan 2026–2030, which guides our annual business planning and future workforce priorities.

We also continued to invest in leadership development. In March 2026, leaders participated in a discovery workshop to identify the skills and behaviours needed to support EWOQ's future success and inform the design of a tailored leadership development program.

In April 2026, EWOQ began an independent review of its workplace culture. The review gathered feedback from employees across the organisation to better understand what was working well and where improvements could be made. The findings will help guide future work to support our people, strengthen leadership and plan for our future workforce.

We continued to participate in the Queensland Government's core bargaining process for a replacement State Government Entities Certified Agreement. Negotiations began in February 2026 and were ongoing as of 30 June 2026. The outcome will help shape future employment arrangements across the public sector.

Our next biennial team conference will be held in September 2026. It will focus on supporting leaders and team members build the skills needed to manage change and support organisational growth.

POLICY, GOVERNANCE AND EMPLOYEE RELATIONS

We continued to review and strengthen our people policies and practices to ensure they remained up to date, met public sector requirements and responded to changes in legislation.

During the year, we reviewed and approved more than 10 people-related policies. This work helps support consistent decision-making, accountability and good governance across the organisation.

We continued to consult with our team members on proposed changes. This included workforce planning, policy development and workplace change. Significant people-related initiatives and policy updates were also considered by the Consultative Committee before implementation.

PERFORMANCE MANAGEMENT

Our approach to performance management helps team members understand what is expected of them and how their work contributes to EWOQ's goals. It also provides regular opportunities to discuss performance, recognise achievements and identify areas for development.

During 2025–26, we continued to embed our Performance and Development Agreement Plan (PDAP) process and monthly one-on-one conversations. Employees engaged for more than 3 months participated in planning, mid-cycle and final review discussions as part of their PDAP.

Managers and team members also met regularly through monthly one-on-one conversations. These discussions provided an opportunity to talk about performance, wellbeing, development goals and EWOQ's values.

OUR PEOPLE

Together, these processes help team members stay on track, develop their skills and contribute to positive outcomes for customers and stakeholders.

WORKFORCE DIVERSITY, INCLUSION AND CULTURE

We are committed to creating a workplace where everyone feels respected, included and supported. We value the different experiences, perspectives and backgrounds our people bring to EWOQ.

In 2025–26, we continued to strengthen diversity, inclusion and cultural awareness across the organisation. Key activities included:

- including a human rights assessment in our policy review process
- expanding our Cultural leave policy to better support cultural and spiritual observances
- developing a Workplace discrimination and racism policy
- engaging 3 external members on our Reconciliation Action Plan (RAP) working group members to provide Aboriginal and Torres Strait Islander knowledge and perspectives
- coordinating learning activities for National Reconciliation Week
- providing access to an employee assistance program with specialist support for minority groups
- developing our Stretch RAP
- building relationships with the communities we serve
- reviewing information and resources relating to human rights, discrimination, inclusion and diversity.

During the year, we also consulted with the RAP Working Group on a proposed Cultural Learning Program. The program would help deliver our RAP commitments and build cultural understanding across the organisation.

WORKPLACE HEALTH, SAFETY AND WELLBEING

Supporting the health, safety and wellbeing of our people remained a priority throughout the year.

Key wellbeing initiatives included:

- reviewing our employee support services to ensure they continued to meet the needs of our workforce

- delivering a mental health awareness workshop through our employee assistance program
- running an annual wellbeing challenge to encourage physical activity, wellbeing and team participation
- promoting wellbeing resources and support services
- identifying and managing psychosocial health and safety risks.

We continued to work with the Workplace Health and Safety Committee and other internal working groups to support a safe, healthy and positive workplace.

During the year, we completed a full review of our workplace health and safety forms. The updated forms will be considered by the committee meeting in 2026–27 to identify further improvements.

New members joined the Health and Wellbeing Working Group in January 2026. A refreshed program of wellbeing activities will be introduced in 2026–27.

We also held management workshops to discuss the results of the 2025 *Working for Queensland* survey and identify opportunities for improvement.

EMPLOYEE ACHIEVEMENT AND RECOGNITION PROGRAM

Our employee achievement and recognition program, All Stars, continued to be widely used across the organisation. The program celebrates the contribution of individuals and teams and highlights the behaviours and achievements that support our values.

The program includes 3 award categories:

- **All Star Award:** presented twice a year to a team member who demonstrates a strong commitment to their work and our values.
- **Bright Star Award:** presented quarterly for innovation, leadership, enthusiasm and problem solving.
- **Constellation Award:** presented quarterly to a high-performing team.

Team members can also nominate colleagues for 2 informal awards at any time:

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

All Stars continues to play an important role in reinforcing EWOQ's values and fostering a culture where people feel valued and appreciated.



Learn more

EXPLORE MORE

Visit ewoq.com.au and search 'working here'.

Our service



At a glance

During 2025–26, we helped customers resolve energy and water complaints about issues such as billing, customer service, connection problems and supply. We closed more than 10,400 cases and delivered over \$1.27 million in customer benefits.

We received more complaints this year and saw more complex issues that required investigation. Even with this increase, we exceeded our service target and closed 83% of cases within 28 days.

We continued to help customers living in embedded networks, including retirement villages, apartment buildings and caravan parks. Billing and credit were the most common issues raised by these customers.

We worked with providers and regulators to identify potential systemic issues that could affect multiple customers. This helps prevent similar issues from happening again and supports improvements across the energy and water sectors.

Our work helps customers access fair, independent dispute resolution while supporting better outcomes for consumers and continuous improvement across the industries we oversee.

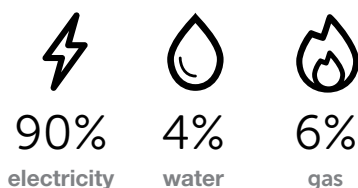


Key data

TOTAL CASES
10,406 [↑] 9%
increase
from last year

TOTAL COMPLAINTS
8,666 [↑] 16%
increase
from last year

Of the 10,406 cases closed in 2025–26:



40% were referred back to an energy or water provider.

36% were referred to a higher level within the energy or water provider.

9% were enquiries that were general in nature.

8% were referred to another organisation.

7% were investigated.

Top 5 issues



73%
billing



9%
customer service



7%
provision



6%
credit



2%
supply

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



In detail

Our service helps customers who use less than 160 megawatt hours of electricity or one terajoule of gas each year. In South East Queensland, we also help residential and small business water customers who use less than 100 kilolitres of water a year.

We investigate complaints that customers and providers have not been able to resolve themselves. These complaints can involve:

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

Our service is free, fair and independent. We work with customers and providers to understand the facts, clarify the issues and help both sides better understand the complaint and each other's views.

Complaints may be resolved through agreement between the parties or through conciliation. We work towards outcomes that are fair and reasonable for everyone involved.

CASE TYPES

When customers contact EWOQ, we assess their issue and decide how we can best help.

- Enquiry: We listen to the customer's concern and provide information, advice or a referral.
- Referral to another organisation: We connect the customer with an organisation that can help.
- Refer back: We ask the customer to contact their provider first to try to resolve the issue.
- Refer to higher level (RHL): We ask the provider to review the complaint at a higher level.
- Investigation: We investigate the complaint when it has not been resolved.

We record every customer contact as a case. Providers are charged for complaints that are referred back, referred to a higher level or investigated.

› Enquiry

898 = 9% of cases closed

Customers contact us with questions about their energy or water service. Enquiries decreased by 41%.

› Referral to other organisations

842 = 8% of cases closed

We work with various organisations in the energy sector and government under memorandums of understanding (MoU). These agreements explain how we work together and share information.

If we receive a complaint that another organisation is responsible for, we may refer it directly to them. If the customer prefers, we may give them the organisation's contact details instead. We may refer complaints about prices and tariffs, some retailer products and services, water and gas embedded networks, bottled gas, high-volume energy and water use, and other matters outside our jurisdiction. This process helps customers get the support they need from the right organisation, reducing time and effort for everyone involved.

Referrals increased by 47%. Most referrals (85%) were to the Office of Fair Trading and involved issues such as bulk hot water, bottled gas and solar installations. Referrals to the Queensland Ombudsman accounted for 6%.

› Refer back

4,160 = 40% 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 increased by 35%.

› Refer to higher level

3,771 = 36% of cases closed

These cases are sent to a higher level within the provider's organisation. We send the provider details of the issue and ask them to contact the customer within 5 business days to try and resolve it. If the issue is not resolved, we may begin an investigation.

› Investigations

735 = 7% of cases closed



Level 1: 464 (63%)

Level 2: 232 (32%)

Level 3: 39 (5%)

When we investigate a complaint, we send the provider a Notice of Investigation that explains the customer's concerns. The provider must respond within 10 business days. Our investigation officers work with customers and providers throughout the process to achieve fair and reasonable outcomes.

If we find the provider acted appropriately, we close the complaint and explain the outcome and our reasons to both parties. If we find errors, we work with the customer and provider to agree on a suitable resolution. Outcomes may include:

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

In 2025–26, we closed 735 investigations, compared with 569 in the previous year. We group investigations by their complexity and the time needed to resolve them. Level 3 investigations are the most complex and can take several weeks to resolve. On average, a Level 3 investigation took 9.7 hours, with the longest taking 18.1 hours.

Our investigation process is designed to ensure transparency, fairness and meaningful outcomes for customers, while supporting providers in improving their service delivery.

› Notice of withdrawal

A customer can withdraw a case during its investigation.

There were 4 notice of withdrawals during 2025–26.

› Final order

If a complaint can't be resolved through our usual processes, the *Energy and Water Ombudsman Act 2006* gives the Ombudsman formal powers to make decisions and orders.

- Section 22 decisions: Under section 22 of the Act, the Ombudsman may decide not to investigate or to discontinue an investigation. In 2025–26, 47 cases were closed this way.
- Final orders: If a complaint cannot be resolved through negotiation or conciliation, the Ombudsman may make a final order requiring the energy or water provider to take a specific action. No final orders were made this year.

Under the Act, the Ombudsman can:

- require a provider to pay compensation
- require a provider to take action to resolve the complaint
- change a charge covered by the Act
- cancel a negotiated contract
- require a provider to carry out corrective work.

These powers help ensure customers have access to a fair and enforceable resolution process when a complaint cannot be resolved through other means.

TIME TAKEN TO RESOLVE COMPLAINTS

Table 7: Time taken to close cases

Time taken	Target	Number	%
Less than 28 days	80%	8,686	83%
Less than 60 days	90%	10,205	98%
Less than 90 days	95%	10,345	99%
More than 90 days	< 5%	61	1%

COMPLAINT OUTCOMES

For our refer to higher level and investigation cases we record the outcome where it is known. In 2025–26, excluding cases where the customer was uncontactable, complaint outcomes were:

- 1,248 (43%) were resolved in favour of the customer
- 350 (12%) were resolved in favour of the provider
- 1,286 (45%) had a resolution which was a negotiated outcome between the customer and provider.

Table 8: Refer to higher level outcomes

Outcome	Number	%
Customer uncontactable	1,287	N/A
In favour of customer	961	39%
In favour of provider	124	5%
Negotiated outcome	1,081	44%
RHL unresolved – investigation started	318	13%

Table 9: Investigation outcomes

Outcome	Number	%
Customer uncontactable	17	N/A
In favour of customer	287	40%
In favour of provider	226	31%
Negotiated outcome	205	29%

MONETARY OUTCOMES

When resolving cases, some outcomes result in a financial adjustment for the customer.

In 2025–26, we negotiated outcomes worth **\$1,272,944** for customers through bill adjustments, refunds, fee waivers, debt waivers and goodwill payments. These outcomes helped address the impacts of billing errors, service failures and other disputes.

Table 10: Top 5 monetary outcomes

Outcome	Number	\$
1. Fee waived	68	\$346,130
2. Billing adjustment	319	\$315,922
3. Goodwill gesture	795	\$250,159
4. Refund processed	121	\$193,000
5. Debt waiver	78	\$73,506

EMBEDDED NETWORKS

Most people buy electricity directly from an authorised retailer. Others receive electricity through an embedded network. These privately owned networks are common in retirement villages, apartment buildings and caravan parks. Depending on how the network operates, residents may buy electricity from the site owner or from an authorised retailer.

During 2025–26, EWOQ worked with embedded network operators and customers to help them understand changes to the Australian Energy Regulator's Retail Exempt Selling Guideline. We provided information about new customer protections, complaint options and how EWOQ can help.

We closed **475** complaints involving embedded networks:

- **253** authorised retailer complaints
- **222** exempt seller complaints.

Top issues:

- Billing 76%
- Credit 14%
- Customer service 5%
- Provision 3%.

Case types:

- Refer back 57%
- Refer to higher level 27%
- Investigation 15%.

SYSTEMIC ISSUES

Sometimes a customer complaint highlights a problem that could affect many customers. When this happens, we assess whether it may be a systemic issue.

Under the *Energy and Water Ombudsman Act 2006*, we are responsible for identifying systemic issues that arise from complaints made to our office. These issues can result from human error, system failures, process weaknesses or gaps in policies and procedures.

In 2025–26, we identified and assessed 35 potential systemic issues. We issued 27 systemic issue notices and monitored a further 4 cases that did not require formal action. 4 cases were yet to be assessed as at 30 June 2026.

Billing remained the most common area of concern, accounting for 63% of potential systemic issues identified this year.

Top potential systemic issues:

- Billing 63%
- Customer service 6%
- Other 31%.

How we identify systemic issues

We identify potential systemic issues by:

- monitoring complaint trends and investigation outcomes
- working with our Advisory Council, regulators, government agencies and other ombudsman schemes
- receiving information from scheme participants.

When we identify a potential systemic issue, we work with the relevant scheme participant to understand the issue, determine how many customers may be affected and assess what action may be needed. Where there is a risk of a breach of legislation, licence conditions or industry obligations, we also keep the relevant regulator informed.

Systemic issues outcomes

In 2025–26 we closed 32 potential systemic issues:

- 6 issues were monitored and did not result in a systemic issue notice
- 10 resulted in remedial action by the scheme participant
- 16 resulted in no action being required.

Our systemic issue work can help improve products, services and systems across the energy and water sectors. It can also result in changes to organisational processes, staff training, customer information or other measures designed to reduce the risk of the issue affecting more customers. It also supports our policy work and helps regulators identify emerging risks.

During the year, we strengthened our approach through updated guidance, governance arrangements and processes. These improvements support more consistent identification and assessment of systemic issues and provide a stronger foundation for future monitoring, thematic analysis and reporting.



Learn more

FOR THE DATA

Turn to Appendix 2 for:

- Table 21: Closed case types
- Table 22: Cases referred to other organisations
- Table 23: Performance targets – five-year time taken to close cases.

EXPLORE MORE

Visit ewoq.com.au and search ‘complaints’.

Visit ewoq.com.au and search ‘systemic issues’.

RELATED READING

Our customers – see page 14.

Our governance – see page 40.

Electricity complaints ⚡



At a glance

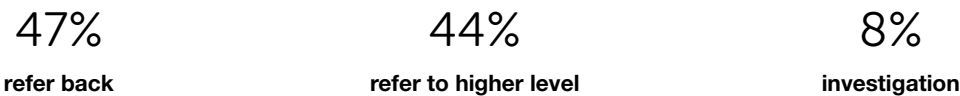
More Queenslanders came to us for help with electricity issues in 2025–26, with complaint numbers rising by 15% compared to last year. Billing remained the most common concern, particularly when customers received unexpectedly high bills or believed charges were incorrect. We also saw an increase in complaints that required investigation, reflecting the growing complexity of some customer issues and the important role of early dispute resolution between customers and providers.



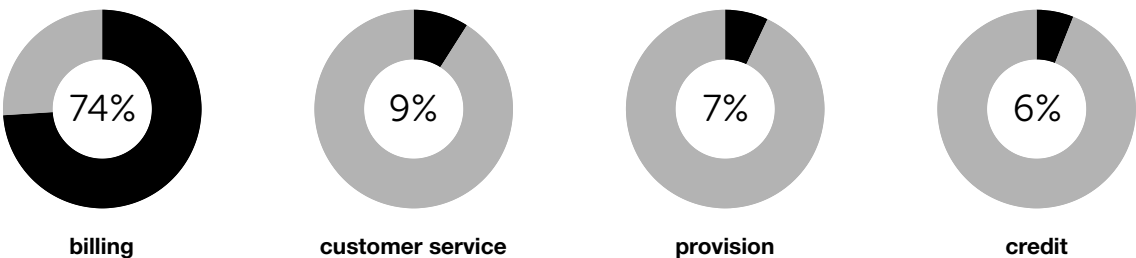
Key data



Closed electricity complaints by case type



Electricity complaints by primary issue



CLOSED ELECTRICITY COMPLAINTS

Table 11: Closed electricity complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	2,675	2,876	481	6,032
Customer Service	352	332	27	711
Provision	306	192	36	534
Credit	280	89	105	474
Supply	143	28	16	187
Land	50	22	6	78
Marketing	27	25	1	53
Transfer	13	14	6	33
Privacy	9	4	4	17
Domestic & Family Violence	2	1	1	4
Total	3,857	3,583	683	8,123

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 12: Electricity investigations by primary and secondary issues

Primary issue	Secondary issue	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	High	143	173	179	186	206
	Estimation	70	76	57	28	71
	Error	64	42	31	29	44
	Delay	31	68	16	9	35
	Backbill	22	16	20	22	34
	Meter	33	29	36	21	22
	Account ¹	-	-	-	11	18
	Rebate/Concession	11	24	49	28	16
	Tariff	30	37	18	11	14
	Fees and charges	6	11	5	9	11
	Refund	11	6	5	15	4
	Affordability/Hardship ¹	-	-	-	1	4
	Transfer ¹	-	-	-	1	2
	Format	1	1	3	4	0
	Opening/Closing account ²	27	18	11	2	-
	Incorrect account details ²	8	7	3	0	-
	Re-bill ²	0	1	3	0	-
	Other ²	4	5	2	0	-
	Period ²	0	1	2	0	-
Total (Billing)		461	515	440	377	481

Continued on next page.

OUR SERVICE

Primary issue	Secondary issue	2021-22	2022-23	2023-24	2024-25	2025-26
Credit	Collection	51	34	34	39	50
	Disconnection/Restriction	28	20	12	13	32
	Hardship	8	3	6	6	14
	Payment difficulties	14	7	4	4	9
	Privacy ²	4	2	1	0	-
Total (Credit)		105	66	57	62	105
Provision	Existing connection	61	27	22	25	27
	New connection	13	5	3	5	8
	Restriction	11	6	5	7	1
Total (Provision)		85	38	30	37	36
Customer Service	Poor service	12	9	6	5	14
	Failure to consult or inform	6	12	7	8	9
	Incorrect advice or information	14	7	2	4	4
	Privacy ²	1	2	0	1	-
	Failure to respond ²	6	5	4	0	-
	Poor/Unprofessional attitude ²	1	0	1	0	-
Total (Customer Service)		40	35	20	18	27
Supply	Off supply (unplanned)	24	11	15	16	12
	Quality	0	4	2	0	2
	Variation	8	4	3	3	1
	Off supply (planned)	7	3	3	0	1
Total (Supply)		39	22	23	19	16
Land	Property damage	5	4	3	5	3
	Vegetation management	1	3	0	3	2
	Network assets	9	2	4	0	1
	Easement/Wayleave	1	0	0	0	0
	Street lighting	1	0	0	0	0
Total (Land)		17	9	7	8	6
Transfer	Without consent	5	2	2	1	2
	Delay	2	1	1	0	2
	Contract terms	0	1	0	0	2
	Error	0	0	2	2	0
	Site ownership	1	0	1	0	0
	Objection/Rejected by retailer	1	0	0	0	0
	In error ²	1	0	2	0	-
	Billing ²	2	1	-	-	-
Total (Transfer)		12	5	8	3	6
Privacy	External dispute resolution ¹	-	-	-	0	3
	Consumer data rights ¹	-	-	-	0	1
Total (Privacy)		-	-	-	0	4

Continued on next page.

Primary issue	Secondary issue	2021–22	2022–23	2023–24	2024–25	2025–26
Marketing	Misleading	2	1	0	0	1
	Door to door	0	0	0	1	0
	Contract	2	2	1	0	0
	Information	1	0	1	0	0
	Pressure	2	0	0	0	0
Total (Marketing)		7	3	2	1	1
Domestic and Family Violence ¹	Failure to identify affected customer or their circumstances ¹	-	-	-	1	1
Total (Domestic and Family Violence)		-	-	-	1	1
Grand total		766	693	587	526	683

¹ Issue added in the 2024–25 issue tree review.

² Issue added, removed or elsewhere classified within a previous period.

ELECTRICITY COMPLAINTS CLOSED PER 10,000 CUSTOMERS

Table 13: Electricity complaints closed per 10,000 customers

Provider ¹	Electricity customer numbers ²	Complaints closed per 10,000 customers	Complaints closed 2024–25	Complaints closed 2025–26	% Variance
First tier retailer³					
Origin Energy Electricity Limited	500,001 – 1,000,000	33	1,604	2,125	32%
Ergon Energy Queensland Pty Ltd	500,001 – 1,000,000	16	1,106	1,216	10%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 – 500,000	23	975	987	1%
Second tier retailer					
Alinta Energy Retail Sales Pty Ltd	100,001 – 500,000	46	861	978	14%
Amber Electric Pty Ltd	10,001 – 100,000	204	54	224	315%
Dodo Power & Gas Pty Ltd	10,001 – 100,000	125	122	157	29%
Simply Energy (ENGIE)	10,001 – 100,000	110	208	187	-10%
OVO Energy Pty Ltd	10,001 – 100,000	39	115	118	3%
EnergyAustralia Pty Ltd	10,001 – 100,000	39	372	382	3%
Globird Energy Pty Ltd	10,001 – 100,000	38	43	47	9%
Red Energy Pty Ltd	10,001 – 100,000	27	187	255	36%
Powershop Australia Pty Ltd	10,001 – 100,000	18	12	28	133%

Continued on next page.

OUR SERVICE

Provider ¹	Electricity customer numbers ²	Complaints closed per 10,000 customers	Complaints closed 2024–25	Complaints closed 2025–26	% Variance
Sumo Power Pty Ltd	3,001 – 10,000	115	99	110	11%
Hanwha Energy Retail Australia Pty Ltd (T/A Nectr Energy)	3,001 – 10,000	81	91	68	-25%
Diamond Energy Pty Ltd	3,001 – 10,000	48	11	20	82%
1st Energy PTY LTD	< 3,001	108	29	24	-17%
Blue NRG Pty Ltd	< 3,001	99	27	24	-11%
Distributor					
Energex Limited	> 1,000,000	2	275	332	21%
Ergon Energy Corporation Limited	500,001 – 1,000,000	3	193	232	20%

¹ Only providers with 20 or more complaints in 2025–26 have been included in this table. Embedded network complaints for retailers who on-sell electricity were also excluded. 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, 2025–26 (retailers) and AER Regulatory Information Notice (RIN) responses 2024–25 (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 for:

- Table 27: Closed electricity retailer complaints by primary issue
- Table 28: Closed electricity distributor complaints by primary issue.

RELATED READING

Appendix 5: Current scheme participants.

Gas complaints 🔥



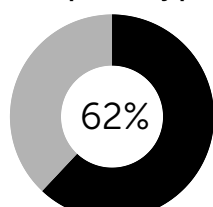
At a glance

We closed 265 gas complaints in 2025–26, a 35% increase on the previous year. Billing was the most common issue, accounting for 62% of complaints. Provision, credit and customer service issues were also common reasons customers contacted us. While gas complaints make up a small share of our overall workload, the increase suggests some customers continue to face challenges understanding bills, managing accounts and accessing services.

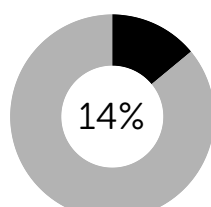


Key data

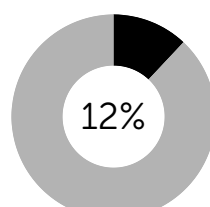
Gas complaints by primary issue



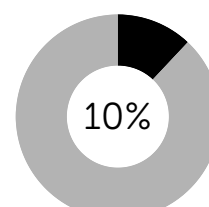
billing



provision



credit



customer service

Table 14: Closed gas complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	82	79	3	164
Provision	24	10	2	36
Credit	18	5	8	31
Customer Service	18	8	0	26
Land	3	2	0	5
Supply	3	0	0	3
Total	148	104	13	265



Learn more

FOR THE DATA

Turn to Appendix 3 for:

- Table 29: Closed gas retailer complaints by primary issue
- Table 30: Closed gas distributor complaints by primary issue.

RELATED READING

Appendix 5: Current scheme participants.

Water complaints



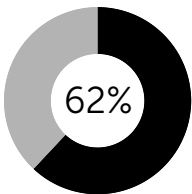
At a glance

We closed 278 water complaints in 2025–26, up 21% from the previous year. Billing remained the most common issue for water customers, accounting for more than 60% of complaints. The most significant change was an increase in land-related complaints, which more than doubled during the year. Although water complaints represent only a small proportion of our overall caseload, these trends provide valuable insight into the issues affecting Queensland water customers.

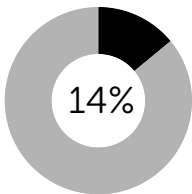


Key data

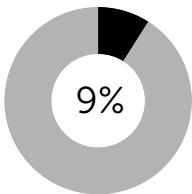
Water complaints by primary issue



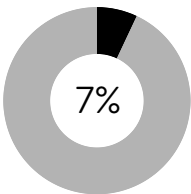
billing



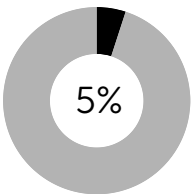
land



customer service



supply



provision

Table 15: Closed water complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	105	43	23	171
Land	17	15	7	39
Customer Service	9	14	2	25
Supply	8	8	3	19
Provision	11	1	3	15
Credit	5	3	1	9
Total	155	84	39	278



Learn more

FOR THE DATA

Turn to Appendix 3 for:

- Table 31: Closed water retailer and distributor complaints by primary issue.

RELATED READING

Appendix 5: Current scheme participants.



Customer story

LANDLORD SURPRISED WITH LARGE WATER BILL FROM A CONCEALED LEAK

Steve* owned a rental property and in late 2025 received a bill that was more expensive than normal. His real estate agent contacted the tenant of the property to ask if they had noticed anything unusual. They explained they hadn't noticed leaks but had been watering their garden more and that might be the reason for the high bill.

In early 2026, Steve received his next quarterly bill for the property. It was for over \$10,000. Steve and the real estate agent arranged for a plumber to attend. The plumber found a concealed leak in the pipes underneath the property.

Steve submitted a concealed leak application to his water provider for financial assistance in paying the bill. His water provider denied the application.

Steve called EWOQ for help.

Here's how we helped

We spoke with Steve to get his side of the story. He said his application was denied because the provider stated he did not fix the leak fast enough. Steve was confused as on receiving the \$10,000 bill, he had urgently arranged for a plumber to attend. He stressed that because he is a landlord, it's harder to investigate issues as there is a process to accessing rental properties.

We launched an investigation and asked the provider to explain their denial. They stated that they had sent Steve 2 notifications about high water usage that encouraged him to check for leaks. The first notification was sent with his bill in late 2025 and the second with his bill in early 2026. To be eligible for financial assistance after a concealed leak, their policy states a customer must have the leak fixed within 30 days of the first notification of high water usage.

As Steve only had the leak fixed after the second notification, the water provider was within their rights to deny financial assistance. The bill remained payable.

Outcome

We explained to Steve why he was denied and let him know the provider had offered an interest-free payment plan for the bill. Steve understood that he should have engaged a plumber after receiving the first notification of high water usage and accepted the outcome. Even though the case didn't go his way, he thanked us for getting clear information.

Steve's case highlights how quickly concealed leaks can lead to extreme bills. If your water provider notifies you of unusually high water usage, it's important to get a professional plumber to investigate as soon as possible. Acting early can prevent costs from growing and improve your chances of getting financial assistance.

*Name changed to protect privacy.



Customer story

PENSIONER SUDDENLY STOPS RECEIVING ELECTRICITY REBATE

As a pensioner, Shirley* was receiving the Queensland Government's Electricity Rebate. Her electricity retailer had been applying the rebate to her bills for many years but suddenly stopped in August 2025. Without the rebate being applied, Shirley's electricity bills were higher than they should have been, adding to her household costs.

For months she consistently tried to get in touch with her retailer, contacting them by phone and email. Each time she wasn't given a clear explanation and was told that it would be fixed.

Frustrated, Shirley contacted EWOQ for our help.

Here's how we helped

We contacted Shirley's retailer and asked them to explain why they had stopped applying her rebate. We also expressed concern that Shirley had attempted to resolve the problem multiple times and was made promises that it would be fixed.

The retailer stated that it was an administration failure on their end. Shirley was approved for the rebate and should never have stopped receiving it. They also acknowledged that Shirley had been receiving poor customer service.

Outcome

The retailer reinstated the rebate and backdated it to August 2025. They also applied a credit of \$50 to Shirley's account for the inconvenience they caused.

Shirley was very happy that we were able to get a resolution quickly. She thanked us for taking her concerns seriously.

Shirley's case highlights how important good customer service is from retailers. Her concerns should've been fixed after the first contact. It also highlights the importance of EWOQ's role in having a path for customers to turn to when they aren't getting an appropriate response.

*Name changed to protect privacy.

Our connections



At a glance

During 2025–26, we helped Queensland energy and water customers understand their rights and find help when they could not resolve an issue with their provider.

We delivered community outreach activities and awareness campaigns across Queensland, with a focus on regional and remote communities.

We worked closely with scheme participants to discuss emerging issues, share information and improve complaint handling.

We also worked with community organisations, industry groups, other ombudsman schemes, suppliers and service providers to share information and improve our services.

We continued our work on reconciliation, including the development of EWOQ's Stretch Reconciliation Action Plan.

We also contributed to government and regulatory reviews on issues affecting energy and water consumers.



Key data

59

authorised retailers and distributors
participating in the scheme



552

exempt sellers
participating in the scheme

1

Stretch Reconciliation Action Plan developed



18

community outreach
activities delivered
across Queensland



16

policy
submissions
made



302

stakeholder meetings
and engagement
activities completed.



In detail

COMMUNITY OUTREACH

During 2025–26, we took part in 18 outreach activities across South East Queensland, Central Queensland and Far North Queensland. We worked with community organisations, financial counsellors, scheme participants and government agencies to raise awareness of our services and build local relationships.

A key focus during the year was supporting communities affected by severe weather events and those with low awareness of our services. Through our partnership with the First Nations Foundation, we attended financial wellbeing events in Hope Vale, Wujal Wujal, Cooktown, Croydon and Normanton. These events helped community members understand their rights and learn where to get help with energy-related issues.

OUR CONNECTIONS

We also held community assistance events in Logan, West End, Chermside, Atherton, Mossman and Innisfail. These events brought together service providers and community organisations to help people find information and local support services. We also ran energy information sessions and attended community and industry events across Queensland, including in Rockhampton, Bundaberg, Cairns and Toowoomba.

These activities helped us build relationships with community partners and better understand the issues affecting customers across Queensland. We use what we learn to improve our services and awareness activities.

CONSUMER AWARENESS AND ENGAGEMENT

During 2025–26, we helped Queensland energy and water customers understand their rights and know where to get help when they can't resolve an issue with their provider.

We delivered 2 major awareness campaigns. In South East Queensland, we generated more than 6.7 million impressions through print advertising, retail digital billboards, Google advertising and social media. In Western Queensland, we used local newspapers and radio advertising to reach regional communities, generating more than 700,000 estimated impressions.

Our social media audience grew by 26%, increasing from about 2,500 to more than 3,100 followers across Facebook, Instagram, LinkedIn and X. We also started using YouTube Shorts to share information and explain common issues.

Throughout the year we ran targeted campaigns about financial hardship, estimated bills, rebates and concessions, smart meters and community assistance days. These activities helped customers access information and support when they needed it.

Website page views decreased by 13% compared to 2024–25, largely because we launched a new website in June 2025. The new site made it easier for customers to find information and services. Although page views were lower, online complaint submissions remained steady. This shows that customers continue to use our website to access information and lodge complaints.

OUR RECONCILIATION ACTION PLAN

We are committed to reconciliation and to improving outcomes for Aboriginal and Torres Strait Islander peoples. We do this by building strong relationships, increasing cultural understanding and improving access to our services.

In 2025–26, we completed our second Innovate Reconciliation Action Plan (RAP). The plan focused on strengthening relationships and improving engagement with First Nations communities across Queensland. Completing this work was an important milestone and helped prepare us for the next stage of our reconciliation efforts.

During the year, we began developing a Stretch RAP for 2026 to 2029. We also increased First Nations representation on our RAP Working Group by appointing external representatives from North, Central and South East Queensland. Their insights help ensure our work reflects community perspectives.

The new RAP focuses on making reconciliation part of our day-to-day work. Priorities include improving cultural understanding, creating employment and business opportunities for First Nations peoples, and making our services easier to access for Aboriginal and Torres Strait Islander customers.

The RAP was close to final approval at the end of the reporting period and is scheduled to launch in July 2026.

We will continue to listen, learn and work alongside Aboriginal and Torres Strait Islander peoples to improve access, fairness and outcomes for the communities we serve.

ENGAGEMENT WITH SCHEME PARTICIPANTS

We work closely with scheme participants to help ensure customers receive fair and timely outcomes. During 2025–26, we met regularly with participants to discuss our processes, share information, identify emerging issues and improve the way we work together.

At 30 June 2026, we had the following scheme participants:

- **59** authorised retailers and distributors
- **552** exempt sellers.

Last year we onboarded **79** exempt sellers and **3** authorised retailers.

Who needs to join our scheme?

Under the *Energy and Water Ombudsman Act 2006*, all authorised energy suppliers in Queensland, and water distributor-retailers in South East Queensland, must join the EWOQ scheme if they supply electricity, gas or water to residential customers or eligible small businesses.

Under the *Energy and Water Ombudsman Regulation 2007*, some embedded network owners and operators in Queensland must also join our scheme. This includes class D2, D6, R2, R3, R4, ND2, ND6, NR2, NR3 and NR4 exemptions, and individual exemptions under relevant AER guidelines.

- Exempt sellers with 2,000 or fewer customers automatically become scheme participants when a case is registered, or they submit an application. They do not pay an annual fee.
- Exempt sellers with more than 2,000 customers must apply to join the scheme and pay a \$5,000 annual fee.
- Authorised retailers that supply electricity within embedded networks pay \$5,000 a year for their first authorisation and \$10,000 a year for more than one authorisation.

We are funded by scheme participants through annual participation fees and user-pays fees. Participants pay their annual fee in July, or a pro-rata fee if they join during the year.

At the time of writing, no case management fees have been charged to embedded network sellers.

ENGAGEMENT WITH STAKEHOLDERS

We work with community organisations, industry groups and other ombudsman schemes to share information and better understand the issues affecting Queensland consumers. We also work with suppliers and partners to help deliver a fair and effective dispute resolution service.

During 2025–26, we:

- Worked with community organisations, advocacy groups and industry stakeholders to raise awareness of our services and improve access for consumers.
- Participated in national and trans-Tasman ombudsman networks, including Australia and New Zealand Ombudsman Association (ANZOA) and Australian and New Zealand Energy & Water Ombudsman Network (ANZEWO), to share information and learn from other schemes.
- Supported reconciliation through participation in external working groups and joint initiatives.
- Maintained relationships with suppliers and service providers to support the delivery of EWOQ services.

OUR CONTRIBUTION TO PUBLIC POLICY

We contribute to government and regulatory reviews that affect energy and water consumers. We use insights from complaints and customer contacts to help shape policies, laws and industry rules.

In 2025–26, we took part in consultations across the energy sector. Many consultations focused on rising energy costs, consumer protections, support for customers experiencing financial hardship and changes in the way energy services are delivered.

Australian Energy Market Commission (AEMC)

We supported reforms to improve consumer protections and make it easier for people to manage their energy costs. These reforms included:

- improving access to government concessions and energy bill support by requiring retailers to provide customers with information about available assistance
- improving registration and communication processes for customers who rely on life support equipment
- requiring retailers to tell customers when a cheaper energy plan may be available.

We also provided feedback on reviews covering gas connections, disconnections and permanent abolishment, and access to real-time energy usage data to help consumers make informed decisions.

We supported proposals to strengthen payment difficulty protections and improve support for customers experiencing financial hardship.

Australian Energy Regulator (AER)

We contributed to the AER's review of retail guidelines that affect many customer interactions, including:

- choosing and comparing plans
- receiving and understanding bills
- understanding changes to plan benefits
- accessing payment difficulty assistance.

We will continue working with the AER on this review in 2026–27 to help ensure the guidelines meet customers' needs and provide clear and useful information.

We also supported changes to the Retail Exempt Selling Guidelines to strengthen protections for embedded network customers.

We supported new requirements for exempt sellers to:

- include ombudsman contact details on residential customer bills
- return any account credits when a customer's energy supply agreement ends.

Australian Competition and Consumer Commission (ACCC)

As consumer energy resources such as solar, batteries and electric vehicles become more common, we supported the New Energy Tech Consumer Code and its role in strengthening consumer protections.

We also continued to advocate for mandatory membership of energy ombudsman schemes for businesses providing consumer energy resources. This helps ensure customers can access independent dispute resolution when problems arise.

We welcomed the ACCC's review into unsolicited selling and lead generation practices and supported stronger protections for consumers, including a ban on door-to-door and telemarketing sales, and better regulation of lead generation.

Department of Climate Change, Energy, the Environment and Water

We worked with other energy ombudsman schemes to provide feedback on proposed changes to the Default Market Offer framework. The reforms include the introduction of the Default Solar Sharer Offer from 1 July 2026, giving residential customers with a smart meter access to free electricity during the middle of the day.

We also contributed to reviews of energy market settings and consumer protections.

OUR CONNECTIONS

Key areas of support included:

- extending consumer protections to new energy services
- expanding the jurisdiction of energy ombudsman schemes to cover third-party energy providers
- developing simple, multi-year fixed price retail contracts
- creating fairer network and retail tariff structures
- introducing an overarching consumer duty.

We also continued to contribute to the Better Energy Customer Experiences review, which aims to modernise Australia's consumer protection framework.

Queensland Government

We continue to work with Queensland Treasury to modernise EWOQ's jurisdiction and include complaints on consumer energy resources. This will help ensure customers can access independent dispute resolution as new energy products and services become more common.



Learn more

EXPLORE MORE

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

RELATED READING

Our customers – see page 14.

Appendix 5 – Current scheme participants.

Our governance



At a glance

Our governance framework outlines how we manage our business and deliver on our purpose, minimise our risks and meet our legislative and policy obligations. It supports effective decision-making and helps build stakeholder confidence in our ability to do our job and make a positive difference to Queenslanders in a changing energy and water environment. Our systems are built on strong ethical foundations and a commitment to accountability, transparency and continuous improvement.

During 2025–26, we continued to strengthen our governance arrangements through the completion of an independent review of the EWOQ scheme, ongoing oversight by our governance committees, review of our Business Continuity Plan, and continued focus on information security, risk management and compliance.

We also supported Advisory Council membership renewal and recruitment processes to ensure ongoing stakeholder representation and oversight.

To support good governance, oversight of our activities is provided through:

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

Other committees and working groups are in place to support program or project delivery as required.



In detail

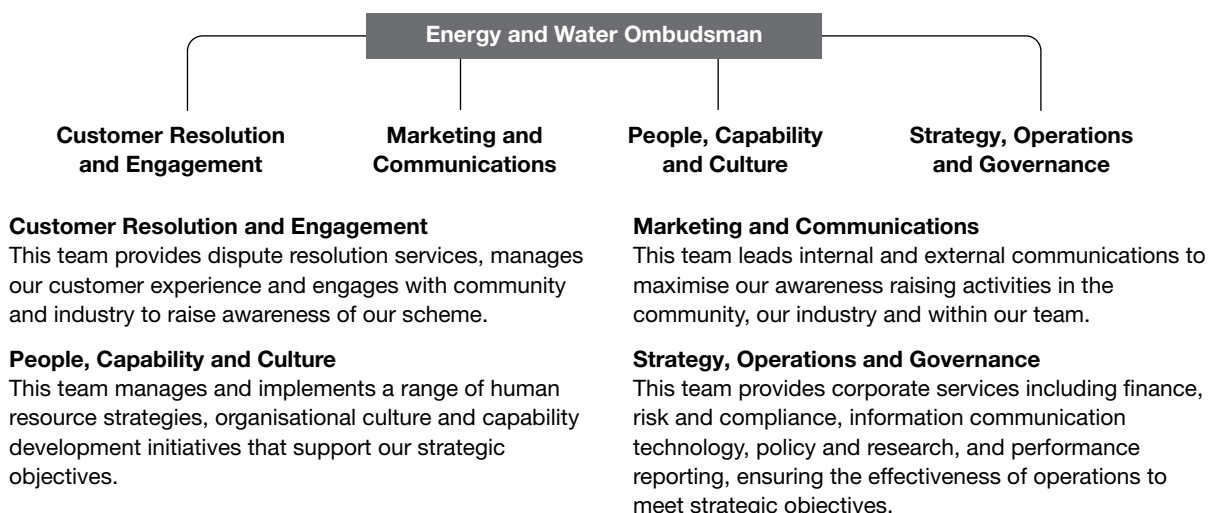
GOVERNANCE FRAMEWORK

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

As at end of 2025–26 reporting period, our Executive Management Group members were:

Jane Pires, Energy and Water Ombudsman

As Energy and Water Ombudsman, Jane led EWOQ's delivery of a free, fair and independent dispute resolution service for Queensland energy and water customers and oversaw the organisation's strategic and operational direction.

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 organisations, 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 organisations.

Gavin Watts, General Manager – Customer Resolution and Engagement

Gavin has led the Customer Resolution and Engagement team since 2023. He has over 25 years' experience leading complaints management, dispute resolution, customer advocacy and customer service functions across various industries in the private sector.

Gavin is a member of the Information Steering Committee and the Australia and New Zealand Ombudsman Association (ANZOA) Complaints Management Interest Group.

Leonie Jones, Manager – People, Capability and Culture

Leonie has led the People, Capability and Culture team since joining EWOQ in 2019. She has more than 25 years' experience within the public sector and brings a depth of management and human resource knowledge to EWOQ.

Leonie co-chairs the EWOQ Consultative Committee, is a member of the Information Steering Committee along with the RAP Working Group. She is also an active member of the ANZOA People and Development Interest Group.

Angela Arico, General Manager – Strategy, Operations and Governance

Angela brings over 15 years' experience in financial, operational and governance leadership across the energy, waste and not-for-profit sectors. Since joining EWOQ in 2025, she has overseen strategy, finance, ICT, policy, performance and risk, driving sustainability and agility across the organisation. Angela is a member of the Australian Institute of Company Directors and an affiliate of the Governance Institute of Australia.

Angela Chairs the ANZOA Corporate Interest Group and is a member of the Information Steering Committee.

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 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 other members representing industry and consumer interests. Under the *Energy and Water Ombudsman Act 2006*, 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.

Membership during 2025–26

During 2025–26, several Advisory Council member appointments reached the end of their terms.

As of 30 June 2026, Rowena McNally continued as Independent Chair of the Advisory Council with appointment and reappointment processes for other Advisory Council positions underway.

Applications from existing and prospective members had been submitted and were progressing through the relevant appointment process at year end. These appointments will help support continued representation of industry, consumer, water and small business interests across the scheme.

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*.

Details of Advisory Council attendance and remuneration are provided in Appendix 1.

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, procedures, performance development processes and everyday decision making.

We support ethical conduct through team member induction, ongoing education and mandatory training. During 2025–26, all new and existing team members completed required ethics, compliance and governance training. Managers and team members also discuss behavioural expectations, values and conduct through regular performance and development conversations.

We are committed to preventing fraud and corruption and maintaining effective governance practices. Our policies, procedures and people management practices are regularly reviewed to ensure they remain consistent with legislative requirements and public sector ethics principles.

Further information about team member learning and development is provided in Our people.

INTEGRITY FRAMEWORK

Strong culture, accountability and trust are important pillars of any organisation and a core focus for us. Our 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.

We continued to promote and protect human rights through our policies, decision-making processes and workplace practices. During 2025–26, human rights considerations were incorporated into policy reviews and organisational initiatives relating to diversity, inclusion, cultural awareness and respectful workplaces. Further information about these activities is provided in Our people.

All reviews of our policies, procedures and plans assess whether the documents promote and are compatible with human rights. We maintain a human rights assessment checklist, supporting templates and training resources to support our team when developing or reviewing policies and procedures.

We received no human rights complaints between 1 July 2025 and 30 June 2026.

CHARTER OF VICTIMS' RIGHTS

Victims of violent crime (including domestic, family and sexual violence) have rights that government and non-government agencies must uphold. Creating a safe and inclusive environment for victims where their choices and privacy are respected and their preferences and personal circumstances are considered is fundamental to meeting these rights.

In 2025–26, we received no Charter of Victims' Rights complaints as prescribed by the *Victims' Commissioner and Sexual Violence Review Board Act 2024*.

RISK MANAGEMENT AND ACCOUNTABILITY

Risk management is embedded in EWOQ's strategic planning, business operations and day-to-day decision-making. It plays a critical role in ensuring we meet our organisational objectives efficiently and effectively, while maintaining a safe and healthy workplace for our team.

In line with section 23 of the Financial and Performance Management Standard 2019, EWOQ is committed to implementing robust risk management strategies that support accountability, resilience and continuous improvement.

To support this commitment, 2 advisory committees provide expert guidance to the Ombudsman:

- Audit and Risk Management Committee: oversees financial, operational and strategic risk, ensuring compliance and transparency.
- Information Steering Committee: provides oversight of ICT governance, information management and information security.

These committees offer advice, assurance and oversight, strengthening EWOQ's governance framework and supporting informed decision-making.

Audit and Risk Management Committee

The Audit and Risk Management Committee plays a vital role in supporting the Ombudsman's oversight of financial integrity, compliance, and risk management. Members are appointed by the Ombudsman and provide independent advice, assurance and counsel across key governance areas, including:

- the integrity of financial statements and internal controls
- compliance with legislative and regulatory requirements
- internal risk management and control systems
- performance of the internal audit function.

The committee operates under 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*.

Membership during 2025–26:

Chair:

- Gavin Holdway – Independent Chair

Members:

- Brydie Bodnar – External Member, General Manager Governance, Department of Transport and Main Roads
- Rosmarie Price, Independent Member

External members who are Queensland public sector employees and, in accordance with the Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards, do not receive

additional remuneration for their committee service. As an independent external member of the committee, Gavin Holdway was remunerated \$10,000 in the 2025–26 financial year.

The committee met on 4 occasions during 2025–26.

Internal audit

Our internal audit function is delivered by the Queensland Government's Corporate Administration Agency (CAA) under a formal service level agreement. This arrangement ensures independent and professional oversight of our internal control environment.

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

Internal audit activities may include:

- financial, compliance and operational reviews
- information system and data integrity assessments
- special review assignments initiated at the request of management.

In 2025–26, we completed internal audit of our corporate governance, and performance planning and review frameworks. The internal audit team reports directly to the Audit and Risk Management Committee who reviewed the implementation status of all Queensland Audit Office internal audit recommendations. No high-risk recommendations were identified, and all recommendations were monitored to completion.

2025 Independent review

The 2025 Independent Review was conducted by Dr Gavin McBurnie and Professor Chris Gill. The review assessed EWOQ's compliance with the Benchmarks for Industry-based Customer Dispute Resolution, including accessibility, independence, fairness, accountability, efficiency and effectiveness. The review included stakeholder consultation, analysis of EWOQ's processes and data and a review of a representative sample of complaints.

The review found that EWOQ continues to resolve complaints fairly and operates with integrity. It also found that EWOQ is trusted by stakeholders and provides support for customers who require additional assistance. The review identified opportunities to strengthen our use of customer data, community outreach, stakeholder engagement and future planning to respond to changes in the operating environment.

EWOQ accepted all recommendations in full or in principle and commenced work during 2025–26 to implement the agreed actions. Further information, including the review report and EWOQ's response, is available on our website.

Business continuity management

We maintain a comprehensive Business Continuity Plan (BCP) that underpins the resilience and continuity of our key operational areas—including information technology, human resources, and finance. The BCP was not activated during the 2025–26 period, reflecting a stable operating environment.

Throughout the year, we continued to implement flexible working arrangements, reinforcing our commitment to employee wellbeing while ensuring our team remains capable of transitioning to remote operations if required.

During 2025–26, we completed a comprehensive review of our Business Continuity Plan to ensure it remained current, fit for purpose and aligned with our operational environment, business practices and organisational risks. The review identified several opportunities for improvement, which will be considered as part of our ongoing business continuity management activities.

Information Steering Committee

Members of the Information Steering Committee are appointed by the Executive Management Group (EMG). The committee is responsible for overseeing business matters related to information technology, information management, and information security, ensuring the efficient, effective and equitable use of current and future ICT resources.

Key responsibilities of the committee include:

- Strategic oversight of ICT projects and resources, including management, prioritisation, and alignment of initiatives with government standards and best practice policies and procedures.
- Review, approval and monitoring of ICT-related policies, guidelines, procedures and risk management, supported by quarterly assessments.
- Implementation and governance of the Information Security Management System (ISMS), ensuring compliance with Queensland Government Chief Information Office (QGCI) requirements.
- Performance management and oversight of ICT service providers, contractors, vendors, and ongoing projects.
- Identification and communication of emerging technology trends and opportunities to the EMG, including the escalation of significant ICT project concerns.

All committee members are employees of EWOQ and do not receive additional remuneration for their participation. The committee operates in accordance with the Information Steering Committee Charter.

Information systems and records management

As a public sector office, we are legislatively required to maintain accurate and reliable records of our activities. We are committed to fulfilling our governance obligations

OUR GOVERNANCE

under relevant Acts, applicable legislation, Queensland Government Information Standards, Queensland State Archives Standards, and internationally recognised best practice frameworks.

To support this commitment, we use an Electronic Document and Records Management System (EDRMS), which enables secure and efficient management of our records. Oversight of our information governance is provided by a dedicated Information Management Officer, ensuring compliance and continuous improvement.

The security of our EDRMS is maintained in accordance with our ISMS, aligning with the requirements of the QGCIO and broader information security standards.

During 2025–2026 we participated in the Queensland State Archives (QAS) consultation sessions on draft Mandatory Standards for records management. We contributed feedback to the development of the standards which helps improve information management practices.

A key focus in 2025–26 was improving our digital recordkeeping maturity. We reviewed recordkeeping practices and improved metadata quality. These improvements enhanced our ability to manage, access and preserve information in a secure and reliable environment.

Records disposal and retention activities were completed in accordance with approved Queensland State Archives Retention and Disposal Schedules. This work includes identifying records that had reached the end of their retention period, ensuring authorised disposal processes were followed and maintaining appropriate documentation to demonstrate compliance. These activities support the management of information assets while reducing risks associated with retaining records longer than required.

All team members are responsible for effective recordkeeping. Team members are required to create and maintain complete and accurate records of their business activities, capture records in approved systems to protect information appropriately and comply with records management policies and procedures. Ongoing guidance and support are provided to assist with meeting recordkeeping responsibilities, contributing to a culture of strong information governance across the organisation.

Information and Security Management System

Our approach to managing the security of data and information systems is guided by the tools and frameworks provided under the Queensland Government Enterprise Architecture. These include a suite of policies, standards, frameworks and guidelines that we are required to follow in accordance with the Financial and Performance Management Standard 2019 (Subordinate Legislation 2019 No. 182), made under the *Financial Accountability Act 2009*.

We apply and maintain QG Information Security Policy (IS18:2018) and its associated standards, including the ISO/IEC 27000 series, to ensure the confidentiality, integrity and availability of our information assets.

To safeguard sensitive data, uphold privacy, and prevent unauthorised access or misuse, we:

- educated team members on information security best practices
- continued mandatory use of multifactor authentication via the Microsoft Authenticator app
- deployed firewalls, intrusion detection systems and secure network configurations to defend against unauthorised access and cyber threats
- completed regular updates and patching of systems and software to address security vulnerabilities
- data backup safeguards securing critical information against loss, corruption, and cyber threats
- maintained secure disposal processes for sensitive information, including both physical documents and electronic media, ensuring information is irretrievably destroyed
- completed periodic security audits and assessments to identify risks, gaps and opportunities for improvement.

Information security attestation

As part of the mandatory annual information security reporting process, the Energy and Water Ombudsman formally attested to the appropriateness of our organisation's information security risk management practices. This attestation was provided to the Queensland Government Chief Information Security Officer and to the Audit and Risk Management Committee, supported by a range of assurance activities undertaken throughout the year. These activities informed our assessment of the organisation's information security risk posture and confirmed that appropriate controls and governance mechanisms are in place.

Workplace Health and Safety Committee

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 EMG, determines that it is contrary to the public interest.

All requests for information received during 2025–26 have been released under the Administrative Access Scheme.

The Information Privacy and Other Legislative Amendments Reforms (IPOLA reforms) commenced 1 July 2025. The reforms aim to better protect personal information and provide appropriate responses and remedies for data breaches and misuse or mismanagement of personal information by agencies including EWOQ.

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 2025–26 reporting year was not required as there was no overseas travel undertaken by our team.



Learn more

EXPLORE MORE

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

Visit ewoq.com.au and search ‘independent review’ to find more information on our 2025 independent review.

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

RELATED READING

Message from the Advisory Council Chair – see page 7.

Our performance – see page 9.

Our people – see page 18.

Appendix 1 – Advisory Council remuneration.



Customer story

DELAYED BILLING AFFECTS THOUSANDS OF CUSTOMERS

Teagan* signed up with a new energy provider. Some months later she hadn't received any bill from them. Concerned about how much she might owe, she tried contacting them to ask when she could expect a bill but was receiving no response to her calls or emails. Frustrated and unsure what was happening, she came to EWOQ for help.

We escalated the issue within the provider's organisation and asked them to contact Teagan within 5 business days. The energy provider promptly contacted Teagan and issued her overdue bill. Teagan was glad to have the matter resolved.

However, Teagan's experience suggested there may be a broader problem affecting other customers. A systemic issue is a problem that has the potential to affect multiple customers.

Here's what we did

We opened a systemic issue investigation and asked the provider to determine whether other customers were experiencing similar billing delays. If there were other customers affected, they were also asked to provide us with information about the actions they would take to address the issue.

The provider confirmed that they were aware of a technical issue that could result in some customers receiving an incorrect bill. To prevent this from happening, they had put a hold on affected bills while they worked on a solution.

The provider confirmed the issue affected thousands of customers, many of whom experienced delays in receiving their bills.

Outcome

The provider advised that it was working on a fix for the issue and had begun communicating with affected customers. This included explaining the billing delays, letting them know what the estimated cost of their bill would be and outlining available payment support options.

Once we were satisfied that the provider had identified the issue and put measures in place to address it, we closed our systemic issue investigation. We continue to monitor the situation.

Teagan's case shows how an issue raised by one customer can uncover a broader problem affecting many others. It also highlights the importance of keeping customers informed when issues arise, particularly when delays could affect their ability to plan and budget for future bills.

*Name changed to protect privacy.

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 2025–26 was \$9.37 million and included:

- \$8.82 million user-pays fees
- \$0.34 million participation fees
- \$0.21 million other revenue, including bank interest and sale of assets.

USER-PAYS FEE BREAKDOWN FOR 2025–26

- Investigation level 1: 13.42%
- Investigation level 2: 13.22%
- Investigation level 3: 3.27%
- Refer to higher level: 47.57%
- Refer back: 22.52%

EXPENSES

Our expenses in 2025–26 were \$9.26 million. Employee expenses accounted for 71% of this, with supplies and services accounting for a further 29%. Depreciation, audit costs and council and committee fees made up the balance of our total expenditure.

ASSETS

As at 30 June 2026, the Office's assets totalled \$5.03 million, which was comprised of:

- cash and cash equivalents
- receivables
- plant and equipment.

LIABILITIES

As at 30 June 2026, our liabilities totalled \$4.40 million, which included:

- \$2.15 million in unearned revenue
- \$1.63 million in accounts payable
- \$0.62 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 2026.

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Office of the Energy and Water Ombudsman

Financial Statements

For the Year Ended 30 June 2026

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Certification

Management Certificate

Office of the Energy and Water Ombudsman
Statement of Income and Accumulated Surpluses
For the Year Ended 30 June 2026

	Notes	2026	2025
		\$'000	\$'000
Income from continuing operations			
Scheme fees	2.	9,160	8,942
Other revenue	3.	211	210
Total income from continuing operations		9,371	9,152
Expenses from continuing operations			
Employee expenses	4.	6,553	6,438
Supplies and services	5.	2,648	2,653
Other expenses	6.	59	48
Total expenses from continuing operations		9,260	9,139
Operating result surplus for the year		111	13
Plus accumulated surpluses at the beginning of the financial year		441	428
Accumulated surpluses at the end of the financial year		552	441

The accompanying notes form part of these statements.

Office of the Energy and Water Ombudsman
Balance Sheet
For the Year Ended 30 June 2026

	Notes	2026 \$'000	2025 \$'000
Current assets			
Cash and cash equivalents	7.	4,696	4,131
Receivables	8.	318	281
Prepayments		-	26
Total current assets		5,014	4,438
Non-current assets			
Plant and equipment		18	5
Total non-current assets		18	5
Total assets		5,032	4,443
Current liabilities			
Payables	9.	1,634	1,550
Accrued employee benefits	10.	614	578
Unearned revenue	11.	2,153	1,795
Total current liabilities		4,401	3,923
Total liabilities		4,401	3,923
Net assets		631	520
Equity			
Contributed equity		79	79
Accumulated surplus		552	441
Total equity		631	520

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 2026

	Notes	2026 \$'000	2025 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Scheme fees		9,528	8,990
Interest receipts		159	164
GST input tax credits from ATO		274	273
GST collected from customers		9	8
Other		50	47
Outflows:			
Employee expenses		(6,516)	(6,349)
Supplies and services		(2,579)	(2,469)
GST remitted to ATO		(8)	(9)
GST paid to suppliers		(280)	(273)
Other		(53)	(45)
Net cash from operating activities		584	337
CASH FLOWS FROM INVESTING ACTIVITIES			
Outflows:			
Payment for Property, Plant and Equipment		(19)	-
Net cash used in investing activities		(19)	-
Net increase in cash and cash equivalents		565	337
Cash and cash equivalents – beginning of the financial year	7.	4,131	3,794
Cash and cash equivalents – end of the financial year	7.	4,696	4,131

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 2026

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. EWOQ 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 section 62(1) of the *Financial Accountability Act 2009* and section 39 of 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 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*.

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 2024-25 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 2026

Note 1 – Basis of financial statement preparation (continued)

Taxation

EWOQ is exempt from income tax under the *Income Tax Assessment Act 1936* and is exempt 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.

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 2025-26 financial statements.

Early adoption of Accounting Standards and Interpretations

No accounting pronouncements were early adopted in the 2025-26 financial year.

Voluntary changes in material accounting policies

No voluntary changes in accounting policies occurred during the 2025-26 financial year.

Note 2 – Scheme fees

	2026	2025
	\$'000	\$'000
User-pays fees	8,818	8,598
Annual participation fees	342	344
Total	9,160	8,942

Summary of material 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 11.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 3 – Other revenue

	2026	2025
	\$'000	\$'000
Interest	161	163
Other revenue	50	47
Total	211	210

Summary of material 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.

Revenue, 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.

Note 4 – Employee expenses

	2026	2025
	\$'000	\$'000
Employee benefits		
Wages and salaries	4,847	4,765
Employer superannuation contributions	699	668
Annual leave expenses	487	479
Long service leave levy	132	130
Employee related expenses		
Payroll tax	262	248
Workers' compensation premium	27	24
Other employee related expenses	99	124
Total	6,553	6,438
	2026	2025
Number of employees	44	44

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.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 4 – Employee expenses (continued)

Summary of material 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.

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.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 5 – Supplies and services

	2026	2025
	\$'000	\$'000
Information technology	997	877
Property lease and rental	525	505
Corporate service charges	514	487
Consultants and contractors	380	543
Promotion and entertainment	122	78
Travel	90	87
Sundries	10	46
Printing, stationery and office supplies	5	14
Communications	5	16
Total	2,648	2,653

Summary of material accounting policy

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

Information technology (IT) comprises costs associated with the operation, maintenance and support of EWOQ's IT environment. These include software licences and subscriptions, cloud-based services, cybersecurity solutions and support, and the purchase of information technology equipment.

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

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

Note 6 – Other expenses

	2026	2025
	\$'000	\$'000
External audit fees*	31	30
Council & Committee fees	17	13
Depreciation	6	3
Other expenses	5	2
Total	59	48

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 6 – Other expenses (continued)**Disclosure**

*Total audit fees paid to the Queensland Audit Office relating to the 2025-26 financial statements are estimated to be \$31,399 (2025: \$30,322). There are no non-audit services included in this amount.

Note 7 – Cash and cash equivalents

	2026	2025
	\$'000	\$'000
Cash at bank	4,696	4,131
Total	4,696	4,131

Summary of material 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.

GST cash flows are included in the statement of cash flows on a gross basis and the GST component of cash flows arising from investing activities, which is recoverable from, or payable to, the taxation authority is classified as part of operating cash flows.

Note 8 – Receivables

	2026	2025
	\$'000	\$'000
Trade debtors	245	214
Long service leave reimbursements	22	23
Interest receivable	13	11
	280	248
GST input tax credits receivable	39	33
GST payable	(1)	-
Total	318	281

Summary of material 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.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 8 – Receivables (continued)

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.

Note 9 – Payables

	2026	2025
	\$'000	\$'000
User-pays fees – refunds	1,342	1,301
Accrued expenses	292	249
Total	1,634	1,550

Summary of material 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 10 – Accrued employee benefits

	2026	2025
	\$'000	\$'000
Current		
Wages payable	43	19
Annual leave	536	526
Long service leave levy payable	35	33
Total	614	578

Summary of material accounting policy – Refer to Note 4.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 11 – Unearned revenue

	2026	2025
	\$'000	\$'000
Current		
Unearned revenue – user-pays fees	2,153	1,795
Total	2,153	1,795

Summary of material 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 12 – 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 2025-26 and 2024-25. 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, Customer Resolution and Engagement	Responsible for leading the complaint investigation and dispute resolution, outreach and engagement 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.

KMP remuneration policies

With the exception of the Energy and Water Ombudsman, remuneration policy for EWOQ's KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*.

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 12 – Key management personnel (KMP) disclosures (continued)

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

Short term employee expenses which include:

Salaries, allowances and leave entitlements 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.

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

2025–26

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	245	9	6	30	290
General Manager, Customer Resolution and Engagement	183	9	5	23	220
General Manager, Strategy, Operations and Governance	186	8	5	24	223
Manager, People, Capability and Culture	173	-	4	23	200
Total Remuneration	787	26	20	100	933

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 12 – Key management personnel (KMP) disclosures (continued)

2024–25

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	232	8	6	33	279
General Manager, Customer Resolution and Engagement	168	8	4	21	201
General Manager, Strategy, Operations and Governance	181	6	5	22	214
Manager, People, Capability and Culture	163	2	4	20	189
Total Remuneration	744	24	19	96	883

Performance payments

No KMP remuneration packages provide for performance or bonus payments.

Note 13 – Related party transactions

Transactions with people/entities related to KMP

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2026

Note 14 – Commitments

Commitments at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows.

Commitments for the use of office premises

	2026	2025
	\$'000	\$'000
Not later than 1 year	304	358
Later than 1 year but not later than 5 years	148	-
Total	452	358

This commitment consists of the use of office premises located in Brisbane, Cairns and Rockhampton. The agreements with the Department of Housing and Public Works have terms ranging from 1 to 5 years with options for renewal. See Note 5.

Contract for the Management and Support of the Customer Relationship Management Solution

	2026	2025
	\$'000	\$'000
Not later than 1 year	32	60
Later than 1 year but not later than 5 years	62	95
Total	94	155

This commitment cost is for the ongoing management and support of the Customer Relationship Management Solution.

Note 15 – Contingencies

There were no other known contingent assets or liabilities at 30 June 2026.

Note 16 – 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 2026 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.



Leonie Jones
Acting General Manager Strategy, Operations
and Governance

Office of the Energy and Water Ombudsman

Date 13 August 2026



Angela Arico
Acting Energy and Water Ombudsman

Office of the Energy and Water Ombudsman

Date 13 August 2026

INDEPENDENT AUDITOR'S REPORT

To 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).

The financial report comprises the balance sheet as at 30 June 2026, the statement of income and accumulated surpluses and statement of cash flows for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In accordance with s. 40 of the *Auditor-General Act 2009*, for the year ended 30 June 2026:

- 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.
- c) In my opinion, the financial report:
 - i. gives a true and fair view of the Office's financial position as at 30 June 2026, and its financial performance and cash flows for the year then ended
 - ii. complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

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 Office in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including independence standards)* (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.

Other information

Management is responsible for the other information.

The other information comprises the information included in the Office's annual report for the year ended 30 June 2026, but does not include the financial report and our auditor's report thereon.



My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the 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, and such internal control as they determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error
- the establishment and keeping of accounts in accordance with prescribed requirements
- assessing the Office'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 Office 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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

www.auasb.gov.au/auditors_responsibilities/ar4.pdf

A further description of my responsibilities under the *Auditor-General Act 2009* and *Auditor-General Auditing Standards* is located at the Queensland Audit Office website at:

www.qao.qld.gov.au/audit-program/audit-standards

These descriptions form part of my auditor's report.

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

Martin Luwunga
as delegate of the Auditor-General

14 August 2026

Queensland Audit Office
Brisbane

Appendix 1: Advisory Council

ADVISORY COUNCIL TO THE ENERGY AND WATER OMBUDSMAN QUEENSLAND (EWOQ)

Act or instrument	<i>Energy and Water Ombudsman Act 2006</i>
Functions	- monitors the independence of the Energy and Water Ombudsman - provides 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 report - receives and considers financial budgets and business plans by the Ombudsman, including guidelines for calculating and structuring user-pays fees - makes recommendations to Ministers responsible for energy and water, and the Ombudsman, on the scheme's financial budget and business plan.
Achievements	- 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 government - endorsed the 2026–27 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.

Table 16: Remuneration of Advisory Council members

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	\$5,088 ¹
Member	Anthony Hamill ²	4/5	Daily fee: \$300	N/A	
Member	Damian Finitsis ³	3/5	Daily fee: \$300	N/A	
Member	Dominique Lamb ³	3/5	Daily fee: \$300	N/A	
Member	Iain Graham ³	3/5	Daily fee: \$300	N/A	
Member	Ian Jarratt ²	5/5	Daily fee: \$300	N/A	\$600
Member	Martin Seri ⁴	4/5	Daily fee: \$300	N/A	
Member	Robyn Robinson ³	5/5	Daily fee: \$300	N/A	\$450

No. of scheduled meetings/sessions = 5.

Total out of pocket expenses = \$1,188.21

¹ Includes fees relating to 2024–25 financial year.

² Term concluded in June 2026. Pending application for renewal.

³ Term concluded in June 2026.

⁴ Term concluded in July 2025. Pending application for renewal.

Appendix 2: Case data

Table 17: Five-year received and closed by year

	2021–22	2022–23	2023–24	2024–25	2025–26
Received	6,409	7,260	11,508	9,253	10,502
Closed	6,256	7,269	11,169	9,581	10,406

Table 18: Received and closed cases by month

Month	Received	Closed
Jul-25	823	848
Aug-25	835	778
Sep-25	919	954
Oct-25	876	927
Nov-25	774	742
Dec-25	710	714
Jan-26	847	789
Feb-26	923	880
Mar-26	1,072	1,011
Apr-26	992	973
May-26	789	903
Jun-26	942	887
Total	10,502	10,406

Table 19: Five-year closed cases

Closed cases	2021–22	2022–23	2023–24	2024–25	2025–26
Electricity	5,245	6,237	9,968	8,472	9,338
Gas	386	325	600 ¹	495	579
Water	420	472	399	341	390
None of the above	205	235	202	273	99
Total	6,256	7,269	11,169	9,581	10,406

¹ One case closed in 2023–24 had its product type updated to gas. This was reported as an electricity case in the 2023–24 Annual Report.

Table 20: Closed complaints by primary issue

Primary issue	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	3,205	4,030	6,503	5,617	6,367
Customer Service	421	542	1,444	677	762
Provision	489	407	442	548	585
Credit	382	386	390	299	514
Supply	191	197	202	167	209
Land	93	80	80	95	122
Marketing	40	39	45	34	53
Transfer	106	87	90	31	33
Privacy ¹	N/A	N/A	N/A	2	17
Domestic Violence ¹	N/A	N/A	N/A	2	4
Other ²	98	42	94	7	N/A
Total	5,025	5,810	9,290	7,479	8,666

¹ Issue added in the 2024–25 issue tree review.

² Issue type removed in September 2024.

Table 21: Closed case types

Case type	2021–22	2022–23	2023–24	2024–25	2025–26
Enquiry	592	888	1,193	1,531	898
Referral to another organisation	639	571	686	571	842
Refer back	2,027	2,584	4,295	3,088	4,160
Refer to higher level	2,124	2,468	4,352	3,822	3,771
Level 1 investigation	444	446	458	338	464
Level 2 investigation	345	264	159	195	232
Level 3 investigation	85	48	26	36	39
Final order	0	0	0	0	0
Total	6,256	7,269	11,169	9,581	10,406

Table 22: Cases referred to other organisations

Agency	2021–22	2022–23	2023–24	2024–25	2025–26
Office of Fair Trading	371	400	530	456	715
Queensland Ombudsman	67	68	57	47	49
Australian Energy Regulator	165	78	74	41	41
Australian Competition and Consumer Commission	6	2	2	4	20
Queensland Competition Authority	2	0	3	2	9
Queensland Government (Energy) through the Department of Treasury – Energy Division ¹	19	16	12	9	5
Queensland Government (Water) through the Department of Local Government Water and Volunteers ¹	9	7	8	12	3
Total	639	571	686	571	842

¹ As a result of Machinery of Government changes, the Queensland Government department responsible for energy and/or water has changed over time. Referrals are reported against the current Queensland Government department responsible for energy and/or water at the time of reporting.

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Table 23: Performance targets – five-year time taken to close cases

	Target	2021–22		2022–23		2023–24		2024–25		2025–26	
Less than 28 days	80%	5,499	88%	5,987	82%	7,684	69%	7,243	76%	8,686	83%
Less than 60 days	90%	6,158	98%	7,052	97%	10,732	96%	9,412	98%	10,205	98%
Less than 90 days	95%	6,228	> 99%	7,232	99%	11,048	99%	9,547	> 99%	10,345	99%
More than 90 days	< 5%	28	< 1%	37	1%	121	1%	34	< 1%	61	1%

Table 24: Potential systemic issues

Issue	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	66	40	44	27	22
Customer Service	55	17	17	5	2
Metering	8	5	2	1	0
Provision	4	1	0	1	0
Transfer	4	3	3	0	0
Marketing	8	4	2	0	0
Other ¹	8	10	3	3	11
Total	153	80	71	37	35

¹ Includes disconnection, hardship and network assets.

Table 25: Five-year contact method

Contact method	2021–22	2022–23	2023–24	2024–25	2025–26
Phone	3,612	3,944	6,673	5,656	6,284
Website	1,737	2,365	3,216	2,913	3,024
Email	570	561	882	726	854
Web chat	306	376	358	246	218
Other ¹	31	23	40	40	26
Total	6,256	7,269	11,169	9,581	10,406

¹ May include in person, SMS, letter and social media.

Table 26: Customer profile

Sector	2021–22	2022–23	2023–24	2024–25	2025–26
Residential	6,069	7,095	10,870	9,363	10,126
Business ¹	182	172	289	217	280
Government ²	5	2	10	1	N/A
Total	6,256	7,269	11,169	9,581	10,406

¹ The 'Small business' sector was renamed to 'Business' in 2024–25 as EWOQ can receive enquiries and referrals from large business customers.

² The 'Government' sector is now classified as either Residential or Business based on the service being provided at the premises.

Appendix 3:

Retailer and distributor data

ELECTRICITY RETAILERS

Table 27: Closed electricity retailer complaints by primary issue

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	Origin Energy Electricity Limited	676	862	1,463	1,400	1,801
	Ergon Energy Queensland Pty Ltd	277	289	1,193	840	880
	AGL Sales (Queensland Electricity) Pty Ltd	488	585	1,024	818	812
	Alinta Energy Retail Sales Pty Ltd	682	888	771	687	780
	EnergyAustralia Pty Ltd	182	272	393	319	324
	Red Energy Pty Ltd	80	93	170	159	207
	Simply Energy (ENGIE)	75	85	86	183	157
	Amber Electric Pty Ltd	N/A	1	28	41	142
	Dodo Power & Gas Pty Ltd	71	84	72	100	134
	OVO Energy Pty Ltd	1	21	153	90	104
	Sumo Power Pty Ltd	44	83	137	72	90
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	13	47	82	74	60
	Locality Planning Energy Pty Ltd	37	65	70	71	52
	Globird Energy Pty Ltd	8	13	39	37	39
	Altogether Group Pty Ltd	4	11	33	46	29
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	8	32	26
	Powershop Australia Pty Ltd	13	14	21	5	24
	1st Energy Pty Ltd	14	20	4	26	23
	Blue NRG Pty Ltd	3	13	15	22	21
	Humenergy Group Pty Ltd	0	3	10	10	20
	Metered Energy Holdings Pty Ltd	10	20	42	32	18
	Diamond Energy Pty Ltd	5	5	11	7	17
	Powershop – Kogan	11	14	14	16	14
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	6	5	12	13	13
	Momentum Energy Pty Ltd	10	2	3	5	13
	EL Retail Energy Pty Ltd ¹	15	6	25	25	12
	CovaU Pty Ltd	22	21	4	5	11
	Next Business Energy Pty Ltd	1	7	4	2	6
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	2	6

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Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Billing (continued)	Energy Locals Pty Ltd ²	N/A	N/A	N/A	N/A	3
	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	1	0	1	2	2
	Starcorp Energy Pty Ltd	N/A	N/A	2	0	2
	Localvolts Pty Ltd	N/A	N/A	N/A	1	1
	Savant Energy Power Networks Pty Ltd	N/A	N/A	0	0	1
	Winconnect Pty Ltd	N/A	N/A	N/A	N/A	1
	Apex Energy Holdings Pty Ltd	0	0	0	4	0
	Gee Power and Gas Pty Ltd	3	4	1	1	0
	Powerhub Pty Ltd	0	0	1	0	0
	Real Utilities Pty Ltd	N/A	N/A	1	0	0
	The Embedded Networks Company	N/A	N/A	1	0	0
	Discover Energy Pty Ltd	6	37	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	3	23	0	0	0
	ReAmped Energy Pty Ltd	54	50	8	1	N/A
	Energy Services Management Pty Ltd (trading as Glow Power)	1	3	0	0	N/A
	Lumo Energy Australia Pty Ltd	0	1	0	0	N/A
	Smart Energy Retail Pty Ltd	0	1	0	0	N/A
	Radian Holdings Pty Ltd	1	0	0	0	N/A
	QEnergy Limited	13	13	N/A	N/A	N/A
	Mojo Power Pty Ltd	15	7	N/A	N/A	N/A
	Elysian Energy Pty Ltd	18	7	N/A	N/A	N/A
	Powerdirect Pty Ltd	22	3	N/A	N/A	N/A
	Social Energy Australia Pty Ltd	1	2	N/A	N/A	N/A
	Bright Spark Power Pty Ltd	1	0	N/A	N/A	N/A
	Power Club Limited	4	N/A	N/A	N/A	N/A
Total (Billing)		2,891	3,680	5,902	5,148	5,845
Customer Service	Origin Energy Electricity Limited	87	116	155	137	168
	Ergon Energy Queensland Pty Ltd	36	45	783	143	98
	Alinta Energy Retail Sales Pty Ltd	57	58	68	85	91
	AGL Sales (Queensland Electricity) Pty Ltd	54	69	114	72	71
	Amber Electric Pty Ltd	N/A	1	7	6	64
	Red Energy Pty Ltd	10	14	20	10	24
	EnergyAustralia Pty Ltd	13	28	41	23	20
	Simply Energy (ENGIE)	8	6	8	9	12
	Dodo Power & Gas Pty Ltd	9	11	7	11	10
	Sumo Power Pty Ltd	0	8	14	14	7
	Globird Energy Pty Ltd	0	2	8	3	5

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Customer Service (continued)	Metered Energy Holdings Pty Ltd	3	5	6	5	4
	OVO Energy Pty Ltd	0	2	23	11	3
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	3	14	4	5	3
	EL Retail Energy Pty Ltd ¹	2	1	0	1	3
	Humenergy Group Pty Ltd	0	0	1	4	2
	Next Business Energy Pty Ltd	0	0	0	1	2
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	0	2
	Locality Planning Energy Pty Ltd	5	4	10	10	1
	Altogether Group Pty Ltd	0	4	2	8	1
	Powershop - Kogan	0	1	3	1	1
	CovaU Pty Ltd	0	4	1	0	1
	Localvolts Pty Ltd	N/A	N/A	N/A	0	1
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	0	7	0
	Blue NRG Pty Ltd	0	1	0	2	0
	Powershop Australia Pty Ltd	0	1	2	1	0
	1st Energy Pty Ltd	0	2	1	1	0
	Gee Power and Gas Pty Ltd	2	1	0	1	0
	Diamond Energy Pty Ltd	1	0	0	1	0
	Momentum Energy Pty Ltd	0	0	0	1	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	0	1	1	0	0
	The Embedded Networks Company	N/A	N/A	1	0	0
	Discover Energy Pty Ltd	2	2	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	1	0	0	0
	Apex Energy Holdings Pty Ltd	1	0	0	0	0
	ReAmped Energy Pty Ltd	6	2	0	0	N/A
	Radian Holdings Pty Ltd	0	1	0	0	N/A
	Elysian Energy Pty Ltd	3	2	N/A	N/A	N/A
	Mojo Power Pty Ltd	2	2	N/A	N/A	N/A
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	0	1	N/A	N/A	N/A
	Powerdirect Pty Ltd	2	0	N/A	N/A	N/A
	QEnergy Limited	1	0	N/A	N/A	N/A
	Total (Customer Service)	307	410	1,280	573	594
Credit	Ergon Energy Queensland Pty Ltd	91	110	73	72	152
	Origin Energy Electricity Limited	99	67	65	30	90
	AGL Sales (Queensland Electricity) Pty Ltd	54	41	65	50	59
	Alinta Energy Retail Sales Pty Ltd	39	41	44	22	38
	Metered Energy Holdings Pty Ltd	5	23	17	10	23

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Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Credit (continued)	Locality Planning Energy Pty Ltd	3	7	12	11	18
	EnergyAustralia Pty Ltd	15	16	11	11	18
	Amber Electric Pty Ltd	N/A	0	4	5	9
	Red Energy Pty Ltd	1	6	3	4	8
	Humenergy Group Pty Ltd	1	1	4	7	7
	Dodo Power & Gas Pty Ltd	5	14	5	4	7
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	0	5	5	8	4
	Simply Energy (ENGIE)	6	1	4	3	4
	OVO Energy Pty Ltd	0	0	4	10	3
	Sumo Power Pty Ltd	4	3	8	4	3
	Globird Energy Pty Ltd	0	0	0	0	3
	Powershop Australia Pty Ltd	0	1	1	3	2
	Blue NRG Pty Ltd	0	0	0	3	2
	Altogether Group Pty Ltd	1	0	1	1	2
	Next Business Energy Pty Ltd	0	0	1	0	2
	EL Retail Energy Pty Ltd ¹	1	0	1	3	1
	1st Energy Pty Ltd	4	4	5	2	1
	CovaU Pty Ltd	0	0	0	0	1
	Momentum Energy Pty Ltd	0	0	0	0	1
	Diamond Energy Pty Ltd	1	0	0	2	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	0	0	0	2	0
	The Embedded Networks Company	N/A	N/A	1	0	0
	Savant Energy Power Networks Pty Ltd	N/A	N/A	1	0	0
	Discover Energy Pty Ltd	0	1	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	1	0	0	0
	Gee Power and Gas Pty Ltd	1	0	0	0	0
	ReAmped Energy Pty Ltd	8	5	3	0	N/A
	Smart Energy Retail Pty Ltd	0	0	1	0	N/A
	Energy Services Management Pty Ltd (trading as Glow Power)	0	1	0	0	N/A
	Powerdirect Pty Ltd	4	1	N/A	N/A	N/A
	QEnergy Limited	2	1	N/A	N/A	N/A
	Mojo Power Pty Ltd	0	1	N/A	N/A	N/A
	Elysian Energy Pty Ltd	1	0	N/A	N/A	N/A
Total (Credit)		346	351	339	267	458
Provision	Origin Energy Electricity Limited	93	63	72	78	96
	Ergon Energy Queensland Pty Ltd	56	41	55	50	84
	Alinta Energy Retail Sales Pty Ltd	26	18	20	52	50
	AGL Sales (Queensland Electricity) Pty Ltd	42	37	36	33	33

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Provision (continued)	EnergyAustralia Pty Ltd	13	13	18	11	14
	Red Energy Pty Ltd	8	6	6	8	11
	Simply Energy (ENGIE)	4	2	0	9	8
	Amber Electric Pty Ltd	N/A	1	2	2	6
	Dodo Power & Gas Pty Ltd	6	7	0	6	5
	OVO Energy Pty Ltd	0	2	2	4	5
	Sumo Power Pty Ltd	3	1	3	5	2
	Metered Energy Holdings Pty Ltd	1	5	4	4	2
	Humenergy Group Pty Ltd	0	0	0	2	2
	Powershop - Kogan	0	3	0	1	2
	Diamond Energy Pty Ltd	0	1	0	1	2
	EL Retail Energy Pty Ltd ¹	0	0	0	1	2
	Altogether Group Pty Ltd	0	1	2	0	2
	Momentum Energy Pty Ltd	0	0	0	0	2
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	0	2
	Locality Planning Energy Pty Ltd	0	0	4	5	1
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	2	4	1
	Powershop Australia Pty Ltd	3	4	1	2	1
	Apex Energy Holdings Pty Ltd	0	1	0	0	1
	Next Business Energy Pty Ltd	0	0	0	0	1
	Globird Energy Pty Ltd	1	0	3	3	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	0	0	0	3	0
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	0	0	4	2	0
	Blue NRG Pty Ltd	0	0	1	0	0
	CovaU Pty Ltd	2	1	0	0	0
	1st Energy Pty Ltd	4	0	0	0	0
	Discover Energy Pty Ltd	1	0	0	0	0
	ReAmped Energy Pty Ltd	14	6	0	0	N/A
	Energy Services Management Pty Ltd (trading as Glow Power)	0	1	0	0	N/A
	QEnergy Limited	1	1	N/A	N/A	N/A
	Elysian Energy Pty Ltd	8	0	N/A	N/A	N/A
	Powerdirect Pty Ltd	2	0	N/A	N/A	N/A
	Mojo Power Pty Ltd	2	0	N/A	N/A	N/A
	Power Club Limited	1	N/A	N/A	N/A	N/A
Total (Provision)		291	215	235	286	335
Marketing	Alinta Energy Retail Sales Pty Ltd	6	4	4	11	12
	Origin Energy Electricity Limited	8	17	11	6	12
	Sumo Power Pty Ltd	5	2	6	3	7
	AGL Sales (Queensland Electricity) Pty Ltd	2	10	7	3	6

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Primary issue	Scheme participant	2021-22	2022-23	2023-24	2024-25	2025-26
Marketing (continued)	Simply Energy (ENGIE)	1	0	1	1	4
	Red Energy Pty Ltd	0	1	3	4	3
	EnergyAustralia Pty Ltd	3	2	6	2	3
	OVO Energy Pty Ltd	0	1	2	0	3
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	1	1
	Powershop Australia Pty Ltd	0	0	0	0	1
	Amber Electric Pty Ltd	N/A	0	0	0	1
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	1	0	1	1	0
	Momentum Energy Pty Ltd	2	0	0	1	0
	Ergon Energy Queensland Pty Ltd	1	0	1	0	0
	Powershop - Kogan	0	0	1	0	0
	Locality Planning Energy Pty Ltd	0	1	0	0	0
	EL Retail Energy Pty Ltd ¹	1	0	0	0	0
	1st Energy Pty Ltd	1	0	0	0	0
	Dodo Power & Gas Pty Ltd	1	0	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	1	0	0	0	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	1	0	0	0	0
	ReAmped Energy Pty Ltd	2	0	0	0	N/A
	Energy Services Management Pty Ltd (trading as Glow Power)	1	0	0	0	N/A
	Powerdirect Pty Ltd	1	0	N/A	N/A	N/A
	Elysian Energy Pty Ltd	1	0	N/A	N/A	N/A
Total (Marketing)		39	38	43	33	53
Transfer	Origin Energy Electricity Limited	14	25	24	4	7
	AGL Sales (Queensland Electricity) Pty Ltd	21	22	19	5	5
	Alinta Energy Retail Sales Pty Ltd	15	5	7	3	5
	Momentum Energy Pty Ltd	0	0	0	0	3
	EnergyAustralia Pty Ltd	10	15	12	5	2
	Red Energy Pty Ltd	5	3	5	1	2
	Amber Electric Pty Ltd	N/A	0	0	0	2
	Simply Energy (ENGIE)	4	1	1	3	1
	Dodo Power & Gas Pty Ltd	4	0	3	1	1
	Ergon Energy Queensland Pty Ltd	3	0	2	1	1
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	0	3	0	1	1
	Sumo Power Pty Ltd	1	1	0	1	1
	Blue NRG Pty Ltd	1	0	0	0	1
	Humenergy Group Pty Ltd	0	0	0	0	1
	Powershop Australia Pty Ltd	1	0	0	1	0

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Transfer (continued)	Altogether Group Pty Ltd	0	0	0	1	0
	OVO Energy Pty Ltd	0	0	5	0	0
	CovaU Pty Ltd	1	0	2	0	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	1	0	1	0	0
	Locality Planning Energy Pty Ltd	2	2	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	2	1	0	0	0
	Discover Energy Pty Ltd	0	1	0	0	0
	EL Retail Energy Pty Ltd ¹	0	1	0	0	0
	Metered Energy Holdings Pty Ltd	0	1	0	0	0
	Apex Energy Holdings Pty Ltd	0	1	0	0	0
	1st Energy Pty Ltd	2	0	0	0	0
	ReAmped Energy Pty Ltd	5	0	0	0	N/A
	Radian Holdings Pty Ltd	1	0	0	0	N/A
	Energy Services Management Pty Ltd (trading as Glow Power)	1	0	0	0	N/A
	Powerdirect Pty Ltd	3	0	N/A	N/A	N/A
	Elysian Energy Pty Ltd	2	0	N/A	N/A	N/A
	Mojo Power Pty Ltd	1	0	N/A	N/A	N/A
	Power Club Limited	1	N/A	N/A	N/A	N/A
Total (Transfer)		101	82	81	27	33
Privacy	AGL Sales (Queensland Electricity) Pty Ltd	N/A	N/A	N/A	0	5
	Origin Energy Electricity Limited	N/A	N/A	N/A	0	4
	Alinta Energy Retail Sales Pty Ltd	N/A	N/A	N/A	0	2
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	N/A	0	1
	Diamond Energy Pty Ltd	N/A	N/A	N/A	0	1
	EnergyAustralia Pty Ltd	N/A	N/A	N/A	0	1
	Ergon Energy Queensland Pty Ltd	N/A	N/A	N/A	0	1
	Simply Energy (ENGIE)	N/A	N/A	N/A	0	1
	Locality Planning Energy Pty Ltd	N/A	N/A	N/A	1	0
Total (Privacy)		N/A	N/A	N/A	1	16
Domestic & Family Violence	Locality Planning Energy Pty Ltd	N/A	N/A	N/A	1	1
	AGL Sales (Queensland Electricity) Pty Ltd	N/A	N/A	N/A	0	1
	Origin Energy Electricity Limited	N/A	N/A	N/A	0	1
	Red Energy Pty Ltd	N/A	N/A	N/A	1	0
Total (Domestic & Family Violence)		N/A	N/A	N/A	2	3
Other	Origin Energy Electricity Limited	13	7	16	2	N/A
	Alinta Energy Retail Sales Pty Ltd	2	0	4	1	N/A

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Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Other (continued)	EnergyAustralia Pty Ltd	1	0	1	1	N/A
	AGL Sales (Queensland Electricity) Pty Ltd	2	3	13	0	N/A
	Ergon Energy Queensland Pty Ltd	13	6	9	0	N/A
	Sumo Power Pty Ltd	1	1	3	0	N/A
	Dodo Power & Gas Pty Ltd	1	0	1	0	N/A
	Altogether Group Pty Ltd	0	0	1	0	N/A
	EL Retail Energy Pty Ltd ¹	0	0	1	0	N/A
	Red Energy Pty Ltd	0	0	1	0	N/A
	Amber Electric Pty Ltd	N/A	0	1	0	N/A
	Globird Energy Pty Ltd	0	1	0	0	N/A
	Metered Energy Holdings Pty Ltd	0	1	0	0	N/A
	Simply Energy (ENGIE)	0	1	0	0	N/A
	Locality Planning Energy Pty Ltd	1	0	0	0	N/A
	Elysian Energy Pty Ltd	1	0	N/A	N/A	N/A
Total (Other)		35	20	51	4	N/A
Grand Total		4,010	4,796	7,931	6,341	7,337

Note: N/A means retailer not a scheme participant during this period or the primary issue was not recorded during this period.

Note: This table does not include exempt sellers.

¹ Formerly trading as Energy Locals Pty Ltd until October 2025.

² New entity formed November 2025.

ELECTRICITY DISTRIBUTORS

Table 28: Closed electricity distributor complaints by primary issue

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Provision	ENERGEX limited	106	96	87	126	118
	Ergon Energy Corporation Limited	35	52	68	77	77
	Essential Energy	0	1	0	0	0
Total (Provision)		141	149	155	203	195
Supply	ENERGEX limited	72	66	70	78	106
	Ergon Energy Corporation Limited	81	104	107	53	78
	Essential Energy	3	2	2	0	0
Total (Supply)		156	172	179	131	184
Customer Service	ENERGEX limited	44	46	55	29	67
	Ergon Energy Corporation Limited	22	28	43	26	38
	Essential Energy	0	1	0	0	0
Total (Customer Service)		66	75	98	55	105
Land	ENERGEX limited	36	44	21	37	39
	Ergon Energy Corporation Limited	31	14	31	36	39
Total (Land)		67	58	52	73	78
Billing	ENERGEX limited	5	1	3	4	2
	Ergon Energy Corporation Limited	2	0	2	1	0
Total (Billing)		7	1	5	5	2

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Other	ENERGEX limited	30	7	19	1	N/A
	Ergon Energy Corporation Limited	17	2	9	0	N/A
	Essential Energy	1	1	0	0	N/A
Total (Other)		48	10	28	1	N/A
Grand total		485	465	517	468	564

Note: N/A means the primary issue was not recorded during this period.

See page 30 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

GAS RETAILERS

Table 29: Closed gas retailer complaints by primary issue

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	Origin Energy Retail Ltd	62	56	77	66	78
	AGL Sales (Queensland) Pty Ltd	26	34	85	47	51
	Alinta Energy Retail Sales Pty Ltd	5	10	15	16	25
	Red Energy Pty Ltd	1	0	2	1	6
	Globird Energy Pty Ltd	1	1	3	1	2
	CovaU Pty Ltd	1	1	1	0	1
	Western Downs Regional Council	1	1	1	0	1
	Maranoa Regional Council	1	1	0	0	0
	Discover Energy Pty Ltd	0	1	0	0	0
Total (Billing)		98	105	184	131	164
Credit	Origin Energy Retail Ltd	16	4	5	1	12
	AGL Sales (Queensland) Pty Ltd	10	10	6	4	10
	Alinta Energy Retail Sales Pty Ltd	1	2	0	1	6
	Globird Energy Pty Ltd	0	0	0	0	2
	Red Energy Pty Ltd	0	0	1	1	1
	Western Downs Regional Council	1	0	0	0	0
Total (Credit)		28	16	12	7	31
Provision	Origin Energy Retail Ltd	15	9	5	11	13
	AGL Sales (Queensland) Pty Ltd	11	8	9	11	11
	Alinta Energy Retail Sales Pty Ltd	0	1	2	3	4
	CovaU Pty Ltd	0	0	1	0	1
	Red Energy Pty Ltd	0	0	0	2	0
	Western Downs Regional Council	0	0	1	0	0
	Globird Energy Pty Ltd	0	0	1	0	0
Total (Provision)		26	18	19	27	29
Customer Service	AGL Sales (Queensland) Pty Ltd	7	7	8	5	12
	Origin Energy Retail Ltd	10	10	14	8	10
	Alinta Energy Retail Sales Pty Ltd	0	1	0	2	2
	Globird Energy Pty Ltd	0	0	0	1	0
	Red Energy Pty Ltd	0	1	1	0	0
Total (Customer Service)		17	19	23	16	24

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Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Transfer	Origin Energy Retail Ltd	1	3	2	2	0
	Alinta Energy Retail Sales Pty Ltd	1	1	2	1	0
	Globird Energy Pty Ltd	0	0	0	1	0
	AGL Sales (Queensland) Pty Ltd	3	0	4	0	0
	Red Energy Pty Ltd	0	0	1	0	0
Total (Transfer)		5	4	9	4	0
Marketing	AGL Sales (Queensland) Pty Ltd	0	0	1	1	0
	Origin Energy Retail Ltd	1	0	1	0	0
	Alinta Energy Retail Sales Pty Ltd	0	1	0	0	0
Total (Marketing)		1	1	2	1	0
Other	Origin Energy Retail Ltd	1	0	3	0	N/A
Total (Other)		1	0	3	0	N/A
Grand total		176	163	252	186	248

Note: N/A means the primary issue was not recorded during this period.

GAS DISTRIBUTORS

Table 30: Closed gas distributor complaints by primary issue

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Provision	Allgas Energy Pty Ltd	0	4	0	2	4
	Australian Gas Networks Limited	9	1	2	1	3
Total (Provision)		9	5	2	3	7
Land	Australian Gas Networks Limited	3	2	4	3	4
	Allgas Energy Pty Ltd	2	5	1	0	1
Total (Land)		5	7	5	3	5
Supply	Australian Gas Networks Limited	8	3	7	2	2
	Allgas Energy Pty Ltd	6	3	1	1	1
Total (Supply)		14	6	8	3	3
Customer Service	Australian Gas Networks Limited	3	3	1	1	1
	Allgas Energy Pty Ltd	0	2	0	0	1
Total (Customer Service)		3	5	1	1	2
Billing	Maranoa Regional Council	2	0	0	0	0
Total (Billing)		2	0	0	0	0
Other	Allgas Energy Pty Ltd	1	0	1	1	N/A
	Australian Gas Networks Limited	4	0	2	0	N/A
Total (Other)		5	0	3	1	N/A
Grand total		38	23	19	11	17

Note: N/A means the primary issue was not recorded during this period.

WATER RETAILERS AND DISTRIBUTORS

Table 31: Closed water retailer and distributor complaints by primary issue

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Billing	Urban Utilities	84	64	72	65	80
	Unitywater	57	46	70	54	55

Primary issue	Scheme participant	2021–22	2022–23	2023–24	2024–25	2025–26
Billing (continued)	Gold Coast City Council	38	32	20	15	27
	Redland City Council	10	3	6	2	6
	Logan City Council	5	5	8	1	3
Total (Billing)		194	150	176	137	171
Land	Urban Utilities	9	10	9	13	23
	Unitywater	10	5	13	4	14
	Redland City Council	1	0	0	2	2
	Gold Coast City Council	1	0	1	0	0
Total (Land)		21	15	23	19	39
Customer Service	Urban Utilities	12	11	19	8	13
	Unitywater	11	10	11	5	10
	Gold Coast City Council	3	2	2	3	1
	Logan City Council	0	2	0	0	1
	Redland City Council	0	1	0	0	0
Total (Customer Service)		26	26	32	16	25
Supply	Urban Utilities	8	13	9	14	14
	Unitywater	12	4	5	10	2
	Gold Coast City Council	1	1	0	4	2
	Redland City Council	0	1	1	0	1
	Logan City Council	0	0	0	2	0
Total (Supply)		21	19	15	30	19
Provision	Unitywater	12	9	7	2	8
	Urban Utilities	7	5	13	13	7
	Gold Coast City Council	0	1	0	2	0
	Logan City Council	0	2	2	0	0
	Redland City Council	0	1	0	0	0
Total (Provision)		19	18	22	17	15
Credit	Urban Utilities	4	1	8	4	7
	Unitywater	2	2	9	2	1
	Gold Coast City Council	0	0	3	2	1
	Logan City Council	1	0	1	0	0
Total (Credit)		7	3	21	8	9
Privacy	Urban Utilities	N/A	N/A	N/A	1	0
Total (Privacy)		N/A	N/A	N/A	1	0
Other	Urban Utilities	5	3	0	1	N/A
	Unitywater	3	6	5	0	N/A
	Logan City Council	0	1	2	0	N/A
	Gold Coast City Council	1	1	0	0	N/A
	Redland City Council	0	1	0	0	N/A
Total (Other)		9	12	7	1	N/A
Grand total		297	243	296	229	278

Note: N/A means the primary issue was not recorded during this period.

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 1
Accessibility	Table of contents	ARRs – section 9.1	Contents Appendix 6
	Glossary	ARRs – section 9.2	Page i
	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	Our future direction
	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

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 records management	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	Our governance
	• Queensland Language Services Policy	ARRs – section 31.3	data.qld.gov.au
	• Charter of Victims' Rights	VCSVRBA ARRs – section 31.4	Our governance
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*

VCSVRBA *Victims' Commissioner and Sexual Violence Review Board Act 2024*

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 members 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
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
EL Retail Energy Pty Ltd ¹	Electricity	Retailer
Ellis Air Connect Pty Ltd	Electricity	Retailer
Energex Limited	Electricity	Distributor
Energy Locals Pty Ltd ²	Electricity	Retailer
EnergyAustralia Pty Ltd	Electricity	Retailer
Ergon Energy Corporation Ltd	Electricity	Distributor
Ergon Energy Qld Pty Ltd	Electricity	Retailer
Essential Energy	Electricity	Distributor
Flipped Energy Australia Pty Ltd	Electricity	Retailer
Flo Energy Australia Pty Ltd	Electricity	Retailer
Gee Power and Gas Pty Ltd	Electricity	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	Retailer
Locality Planning Energy Pty Ltd	Electricity	Retailer
Localvolts Pty Ltd	Electricity	Retailer
Logan City Council	Water	Distributor and 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 ³	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
Perpetual Energy Pty Ltd	Gas	Retailer
Powerhub Pty Ltd	Electricity	Retailer
Powershop Australia Pty Ltd ⁴	Electricity	Retailer
Progressive Green Pty Ltd T/A Flow Power	Electricity	Retailer
Real Utilities 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 (Engie)	Electricity	Retailer
Starcorp Energy Pty Ltd	Electricity	Retailer
Sumo Power Pty Ltd	Electricity	Retailer
The Embedded Networks Company	Electricity	Retailer
Unitywater	Water	Distributor and Retailer
Urban Utilities	Water	Distributor and Retailer
Veolia Energy (ANZ) Pty Ltd	Electricity	Retailer
Western Downs Regional Council	Gas	Distributor and Retailer
Winconnect Pty Ltd	Electricity	Retailer

¹ Formerly trading as Energy Locals Pty Ltd until October 2025.

² New entity formed November 2025.

³ Sales and marketing activities conducted by Indigo.

⁴ Sales and marketing activities conducted by Kogan Energy.

Appendix 6: Glossary

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 provider, refer to higher level, refer to another organisation or investigation.

Complaint is a case billed to a scheme participant (i.e. refer back to provider, 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.

Machinery of Government refers to a change in the structure of government as outlined in Administrative Arrangement Orders that are re-issued or amended by the Premier of Queensland.

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 provider 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 100 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.

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Our thanks

Thank you for reading the Energy and Water Ombudsman Queensland 2025–26 Annual Report.

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