

# Scheme participation Application form Energy entities

An energy retailer becomes a scheme participant only when it enters into a contract for the provision of, or starts to provide, retail services to a small customer\*. Scheme participation takes effect from the date customer retail services are provided to the customer.

Energy retailers must submit this form within 10 business days from the commencement of services. Penalties can be enforced if notification forms are not submitted within 10 business days.

An exempt seller becomes a scheme participant only when it starts to sell energy to a small customer.

Electricity and gas distributors who provide small customer connection services are required to become scheme participants on receipt of their licence from the Regulator (Queensland Department of Energy and Water Supply).

Please use BLOCK (capital) letters when you fill out this form. If you need help completing this form, call the Energy and Water Ombudsman Queensland (EWOQ) Corporate Services on 1800 662 837.

\*A small customer is a customer-

- who is a residential customer
- who is a business customer who consumes energy at a business premises below the upper consumption threshold.

## Privacy statement

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

## Part 1 - Details

### Company details

Company name .....

ABN/ACN .....

Address .....

Suburb ..... State  Post Code

Postal address .....

Suburb ..... State  Post Code

Phone ( ) ..... Fax ( ) .....

Email ..... Website .....

### Authority/Licence details

AER Retail Authority .....

Distribution licence number .....

Product  Electricity  Gas  Both

### Scheme participant date of effect

The date you will commence providing services to customers within EWOQ's jurisdiction.

Date  /  /

## Part 2 - Contacts

### Scheme participant contact

The contact person who will provide and update any changes of the information below.

Name .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

### Marketing contact

The scheme participant's marketing or media officer, who EWOQ can contact directly during business hours about marketing or media related enquiries. Direct phone numbers and email addresses must be provided. Please notify us of any changes to contact details.

Name .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

## Finance contacts

The contact to receive all invoices (eg. membership invoices, quarterly advance invoices, half yearly adjustment invoices and unpaid fee invoices) from EWOQ for payment. They will also receive half yearly complaint information and budget guidelines. Direct phone numbers and email addresses must be provided. Please notify us of any changes to contact details.

**First contact name** .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

**Second contact name** .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

## Complaint contacts

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

**Generic email address** .....

**Team leader** .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

**Direct manager** .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

**General manager** .....

Position .....

Phone ( ) ..... Fax ( ) .....

Email .....

### Part 3 - Declaration

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

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

Signature .....

Name .....

Position .....

Postal address .....

Suburb ..... State  Post Code

Phone ( ) ..... Fax ( ) .....

Email .....

Date  /  /

### Lodgement details

Please return your completed form to:

**Email:** corporate@ewoq.com.au

*or*

**Post:** Corporate Services

Energy and Water Ombudsman Queensland

PO Box 3640

South Brisbane BC QLD 4101

If you need help completing this form, call EWOQ Corporate Services on 1800 662 837.