





# Energy & Water Ombudsman Queensland.

## *Customer Satisfaction 2015.* *Final Report*



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# Executive Summary.

# Key Findings – Customer Satisfaction

Customers' overall satisfaction with the Energy and Water Ombudsman Queensland (EWOQ) has increased in 2015, after seeing a dip in 2013. Results for 2015 are positive, showing an increase in satisfaction across most satisfaction measures from 2013. Overall customer satisfaction has significantly increased from 74% of customers being 'very satisfied' in 2013 to 79% in 2015. This increase in satisfaction is not being driven by any particular customer types, but rather all customers reported a moderate to high level of satisfaction overall in 2015:

- ❖ RHL customers (80% - very satisfied) are slightly more likely to be satisfied with EWOQ than Investigation customers (78% - very satisfied). This trend is reflective of 2013, however satisfaction levels for both RHL customers and Investigation customers have increased from 2013 (75% and 72% - very satisfied respectively).
- ❖ Electricity (79% - very satisfied) and gas (82% - very satisfied, note small sample size) complainants continue to be more likely to be satisfied with EWOQ's performance compared to water complainants (71% - very satisfied, note small sample size).
- ❖ Customers with Credit complaints are significantly more satisfied with EWOQ (92% - very satisfied) compared to Supply complaints (79% - very satisfied) and Billing complaints (77% - very satisfied). As seen in 2013, most customers indicated they had a Billing complaint, however in 2015 satisfaction with this complaint type was two percentage points lower than the average customer results (77% - very satisfied).
- ❖ Similar to 2011 and 2013, customers who felt the process took longer than expected were the least likely to be very satisfied with the process (55% - very satisfied).



# Key Findings – Improvements in Satisfaction

In 2013 a general decline in satisfaction was seen across a number of key areas. In 2015 overall satisfaction has significantly increased, driven by an increase across most satisfaction measures.

The table to the right indicates the statements where customer satisfaction results have considerably increased in 2015. Please note that not all increases in satisfaction have been noted, just the key changes from 2013.

Satisfaction is returning back to previously seen levels across a number of the key satisfaction measures, a strong result after a dip in 2013.

| Large Differences Between 2013 and 2015 Results |  |                          |                          |                          |       |
|---|--|--------------------------|--------------------------|--------------------------|-------|
| Question No.                                    | Question / Statement   | 2015<br>(very satisfied) | 2013<br>(very satisfied) | 2011<br>(very satisfied) | Diff. |
| Q22   | Satisfaction with EWOQ overall   | 79%                      | 74%                      | 82%                      | +5%   |
| Q12B  | Satisfaction with explanation of final outcome                                     | 60%                      | 49%                      | 61%                      | +11%  |
| Q18C  | Satisfaction with the frequency of updates on the progress of your complaint       | 61%                      | 46%                      | 55%                      | +15%  |
| Q18A  | Satisfaction with time taken to resolve complaint                                  | 72%                      | 62%                      | 71%                      | +10%  |
| Q18B  | Satisfaction with the information provided on the process that would be followed   | 75%                      | 69%                      | 76%                      | +6%   |
| Q18F  | Satisfaction with the assistance given to present your side of the case            | 70%                      | 64%                      | 68%                      | +6%   |
| Q16D  | Satisfaction with ease of contacting staff during the dispute                      | 77%                      | 74%                      | 79%                      | +3%   |
| Q16D  | Satisfaction with the effort made to fully understand the complaint                | 81%                      | 77%                      | 81%                      | +4%   |
| Q16D  | Satisfaction with the knowledge, skills and expertise of staff involved in dispute | 79%                      | 76%                      | 81%                      | +3%   |



# Key Findings – Case Handling

Driving some of the positive perceptions towards EWOQ is the decreasing number of contacts and length of time to deal with complaints, an improvement from the 2013 results where there was an increase in the number of contacts and time taken to deal with a complaint. This is a positive outcome for EWOQ.

The number of contacts per resolution has decreased with 37% of complaints resolved after more than two contacts, compared to 41% in 2013 and 33% in 2011. There has also been a decrease in the proportion of cases handled by a number of different people (down eight percentage points) and a significant increase in the number of cases handled by the same person all of the time (up 14 percentage points).

In 2015 customers are more likely to indicate complaints took shorter than expected to resolve (40%) compared to 2013 (35%), or in an expected timeframe (38%) compared to 2013 (33%). The proportion of customers believing the issue was resolved in a longer time than expected (18%) has significantly dropped compared to 2013 (26%).

Customers are significantly more likely to be positive about EWOQ if they felt the process was shorter than expected or is meeting expectations, and as such it should continue to be of top priority for EWOQ to address this trend in case handling. The 2015 data shows improvements from 2013 indicating improvements.

## Number of Contacts Before Resolution (Q8)

| Number of Contacts       | 2015 | 2013 | 2011 | Diff.<br>From 2013 |
|--------------------------|------|------|------|--------------------|
| Only one or two contacts | 63%  | 58%  | 66%  | +5%                |
| Multiple contacts        | 37%  | 41%  | 33%  | -4%                |
| Don't know               | 0%   | 1%   | 1%   | -1%                |

## Person Handling Case (Q9)

| Person Handling Case         | 2015 | 2013 | 2011 | Diff.<br>From 2013 |
|------------------------------|------|------|------|--------------------|
| Same person all of the time  | 67%  | 53%  | 61%  | +14%               |
| Same person most of the time | 23%  | 29%  | 23%  | -6%                |
| Number of different people   | 7%   | 15%  | 12%  | -8%                |
| Don't know                   | 2%   | 2%   | 3%   | 0%                 |

## Length of Time to Deal with Complaint (Q21)

| Length                | 2015 | 2013 | 2011 | Diff.<br>From 2013 |
|-----------------------|------|------|------|--------------------|
| Longer than expected  | 18%  | 26%  | 20%  | -8%                |
| As expected           | 38%  | 33%  | 35%  | +5%                |
| Shorter than expected | 40%  | 35%  | 43%  | +5%                |
| Don't know            | 4%   | 4%   | 4%   | 0%                 |

# Key Findings – Reasons for Dissatisfaction

The number one reason for dissatisfaction is the final outcome of the case, with 37% of dissatisfied customers unhappy as the result did not go in their favour. This result has remained fairly steady, from 36% in 2013. Most customers who believe the result was in their favour are satisfied with the overall performance of EWOQ (80% - satisfied with EWOQ), compared to those who believe the outcome was not in their favour (13% - satisfied with EWOQ). Outside of unresolved cases, 'the result was not in my favour' was the most consistent reason provided for customers' dissatisfaction, with the proportion of customers believing the result was in their favour remaining steady from 52% (2013) to 51% (2015).

In 2013 there was a growing issue of customers believing their case was still unresolved, however this has declined in 2015 with one in four (26%) stating they believe the issue was unresolved (from 46% in 2013). This indicates that since the 2013 research more customers are aware or are receiving communication that their case is resolved. One in five customers (19%) also indicated that 'there was no or very limited explanation given' by EWOQ, increasing from 10% in 2013. A further 17% did not believe that an explanation was given, increasing from 9% in 2013. Communication and belief in the explained outcome has become more of a concern for 2015.

At an overall level, there has been a significant increase in the proportion of customers who believe that there are no improvements necessary for EWOQ (60%). Of those who did mention an improvement, the main improvement area noted was that 'EWOQ needs more power', and this lack of ability to affect their case, particularly if the case went through multiple contacts, continues to be a cause of dissatisfaction for customers.

In 2015 significantly fewer customers mentioned that staff need to listen more to their enquiries (2%) or that EWOQ was under-resourced (1%), a positive result for EWOQ.



# Recommendations

The performance of EWOQ has significantly improved across a majority of measures when compared to 2013, indicating improvements since the 2013 research. The majority of customers are satisfied with EWOQ (87% - satisfied), and are highly likely to recommend EWOQ (93%) and EWOQ's accessibility has again improved (92% - easy to find). As discussed further in the Benchmarks section, Colmar Brunton believes that all ANZOA Benchmarks continue to be achieved by EWOQ.

However, Colmar Brunton does encourage EWOQ to consider the recommendations below, which will help ensure overall performance will increase in years to come:

- ❖ Improve Investigation performance. Investigation customers have slightly higher dissatisfaction towards EWOQ. This is mainly because Investigation customers are more likely to have had multiple contacts with EWOQ and have had to deal with a longer process compared to RHL customers. Both of these areas require addressing in order to increase satisfaction amongst Investigation customers.
- ❖ Ensure customers understand their case is closed. One in four customers believe their case is still unresolved, and this could suggest either the issue is ongoing, it was not correctly resolved in the first instance, or they believe EWOQ is still investigating it. Regardless, this is causing higher dissatisfaction towards EWOQ. EWOQ needs to be clearer in indicating to customers when their cases are closed, what EWOQ has done about the issue and what the customer needs to do if this issue occurs again, and while this has improved since 2013 it should be an area of continued focus.
- ❖ Ensure that customers are provided with a clear explanation as to the outcome of the case, as the proportion of customers that stated no explanation was provided has increased. Further to this, it is important to ensure customers have trust and belief in the explanation provided. This should be a focus moving forward in order to further improve customer satisfaction.



# Research Background.



# Introduction

The Energy Ombudsman Queensland was established on 1<sup>st</sup> July 2007 as a free and independent dispute resolution service for Queensland's energy consumers. On 1<sup>st</sup> January 2011, the Energy Ombudsman Queensland was restructured into the Office of the Energy and Water Ombudsmen (EWOQ). The core goals of EWOQ are to provide a free, fair, accessible, accountable, effective and independent dispute resolution service that meets the diverse needs of all domestic and small business electricity, water and reticulated gas customers, and energy and water suppliers, in Queensland.

At the establishment of the scheme in 2007 there was a requirement that the performance of the scheme be assessed within the first three years of operation. In 2010, Colmar Brunton was commissioned to conduct a full performance review, with the customer satisfaction component of this research separately re-commissioned in 2011. Colmar Brunton were commissioned in 2013 to conduct a subsequent wave of the customer satisfaction research as a part of an independent review of EWOQ, and have again been commissioned in 2015 for another wave. The purpose of this research was to understand how well EWOQ is performing both against industry standard benchmarks and in comparison to the last waves of customer satisfaction research in 2011 and 2013.

This quantitative research was conducted using a Computer Assisted Telephone Interview (CATI) methodology. The research was conducted between 1<sup>st</sup> October and the 25<sup>th</sup> October 2015, and was designed to include all residential and business customers of EWOQ for the period of 1<sup>st</sup> March 2015 to 31<sup>st</sup> August 2015, starting with the most recent customers first (the sample for Sanctuary Energy and Small Business Investigations went back further due to a limited sample volume). This method is consistent with the 2010, 2011 and 2013 waves of research to ensure historical comparability.

This report presents the full findings of this research.

# Research Objectives

The research objectives as identified by Colmar Brunton and EWOQ are listed below:

- Complainant satisfaction with EWOQ
- Assessment of EWOQ's dispute resolution processes
- The degree of equitable access to EWOQ
- EWOQ's scope, powers and jurisdiction; and how they perform against the Australian and New Zealand Ombudsman Association (ANZOA) benchmarks of:
  - ▶ Accessibility: the scheme makes itself readily available to customers by promoting knowledge of its existence, being easy to use and having no cost barriers
  - ▶ Independence: the decision-making process and administration of the scheme are independent from scheme members
  - ▶ Fairness: the scheme produces decisions which are fair and seen to be fair by observing the principles of procedural fairness, by making decisions on the information before it and by having specific criteria upon which its decisions are based
  - ▶ Accountability: the scheme publicly accounts for its operations by publishing its determinations and information about complaints and highlighting any systemic industry problems
  - ▶ Efficiency: the scheme operates efficiently by keeping track of complaints, ensuring complaints are dealt with by the appropriate process or forum and regularly reviewing its performance
- The strengths and weaknesses of the current scheme
- The role of the Energy and Water Ombudsman Queensland



# Methodology

Initially drafted by Colmar Brunton in 2010, the EWOQ customer satisfaction survey was developed based on a review of the 2008 Customer Satisfaction Survey (OESR) along with the output gathered through depth interviews of complex case customers conducted as part of the 2010 independent review. The aim of the survey was to analyse the customer satisfaction across all areas of EWOQ to determine factors which impact on satisfaction. In the 2015 wave of research, the questionnaire was updated slightly on the previous versions (2010, 2011 and 2013).

All EWOQ customers who had made a complaint were sent a letter prior to the research being conducted to firstly notify them of the research, and secondly to give them the option to opt out of the research. Following this process a total of 857 useable contact records were provided based on cases closed between 1<sup>st</sup> March 2015 to 31<sup>st</sup> August 2015. A total of n=400 interviews were completed with the main sample splits indicated in the table to the right.

The original aim for the project was to reach a total sample size of n=500 in line with previous waves, however given the reduced volume of contacts the achievable sample size was revised to n=400.

| Achieved Sample*     |                |     |                |       |
|----------------------|----------------|-----|----------------|-------|
|                      | Total          | RHL | Investigations |       |
| Residential          | 367            | 239 | 128            |       |
| Business             | 33             | 19  | 14             |       |
|                      |                |     |                |       |
|                      | RHL            |     |                |       |
|                      | Electricity    | Gas | Water          | Total |
| Residential          | 219            | 13  | 7              | 239   |
| Business             | 18             | 1   | 0              | 19    |
|                      |                |     |                |       |
|                      | Investigations |     |                |       |
|                      | Electricity    | Gas | Water          | Total |
| Residential          | 124            | 4   | 0              | 128   |
| Business             | 14             | 0   | 0              | 14    |
|                      |                |     |                |       |
| RHL + Investigations | 375            | 18  | 7              | 400   |

\* Data has been weighted according to case type (RHL versus Investigations) and complaint type (electricity, gas or water) to ensure the data is representative of EWOQ's customer base and is historically comparable.

# Report Structure Interpretation

In 2013, Colmar Brunton moved the traditional MS Word report into a more dynamic MS PowerPoint report. This decision was made for the ease of distribution / presentation, as well as a neater look and feel.

There are a number of references used by Colmar Brunton throughout the report. Firstly, the green and red arrows to the right indicates if there has been a statistically significant shift (with a confidence level of 95%) between the results experienced in 2011 and now in 2013.

Secondly, the circles to the right indicate whether certain splits of the data (i.e. RHL vs. Investigation) are statistically significant against the total results (again with a confidence level of 95%).

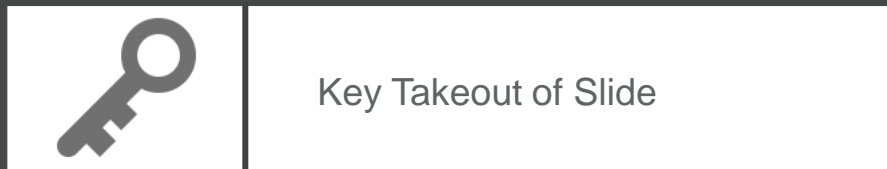
Finally, the boxes with the 'key(s)' in them indicate Colmar Brunton's key takeout of that particular slide. While we encourage the reader to read all commentary in depth, this is designed so any reader is able to see the key takeout and understand the purpose of the specific slide quickly and easily.

▲ Significantly higher compared to 2013 total results

▼ Significantly lower compared to 2013 total results

○ Significantly higher compared to the total

○ Significantly lower compared to the total





# Research Findings.



Overall  
Customer  
Satisfaction.





# Overall Customer Satisfaction

Customer satisfaction with EWOQ in 2015 has increased significantly compared to customer satisfaction levels experienced in 2013, where satisfaction levels had declined. The proportion of very satisfied customers has increased from 74% (2013) to 79% (2015), a positive result. The vast majority of customers (87%) are 'satisfied' with the service provided to them by EWOQ, an increase from 2013 (82%).

In 2015 there were no significant shifts in satisfaction between the various complaint types. Currently 80% of RHL customers were very satisfied with EWOQ's service, which has increased from 75% in 2013. For Investigation customers, the proportion of very satisfied customers has also increased from 72% (2013) to 78% (2015).

Similar to previously seen trends, customers with electricity complaints are more satisfied compared to customers with water complaints. 79% of customers with electricity complaints are very satisfied with EWOQ overall, with gas complaints even higher at 82%\*. 71% of customers with water complaints are very satisfied with EWOQ, an increase on previously seen levels – however the sample size for customers with a water complaint is small and should be taken as a guide only.

Customers who came to EWOQ with Credit complaints were significantly more likely to be very satisfied with the service provided (92%). Customers with Billing (77%) and Supply (79%) complaints were the least likely to be very satisfied with EWOQ. Similar to 2013, customers who believe the process took longer than expected (55%, from 53% in 2013) were the least likely to be very satisfied with the process.

Sanctuary Energy customers have a high satisfaction level, with 97% very satisfied with EWOQ overall.

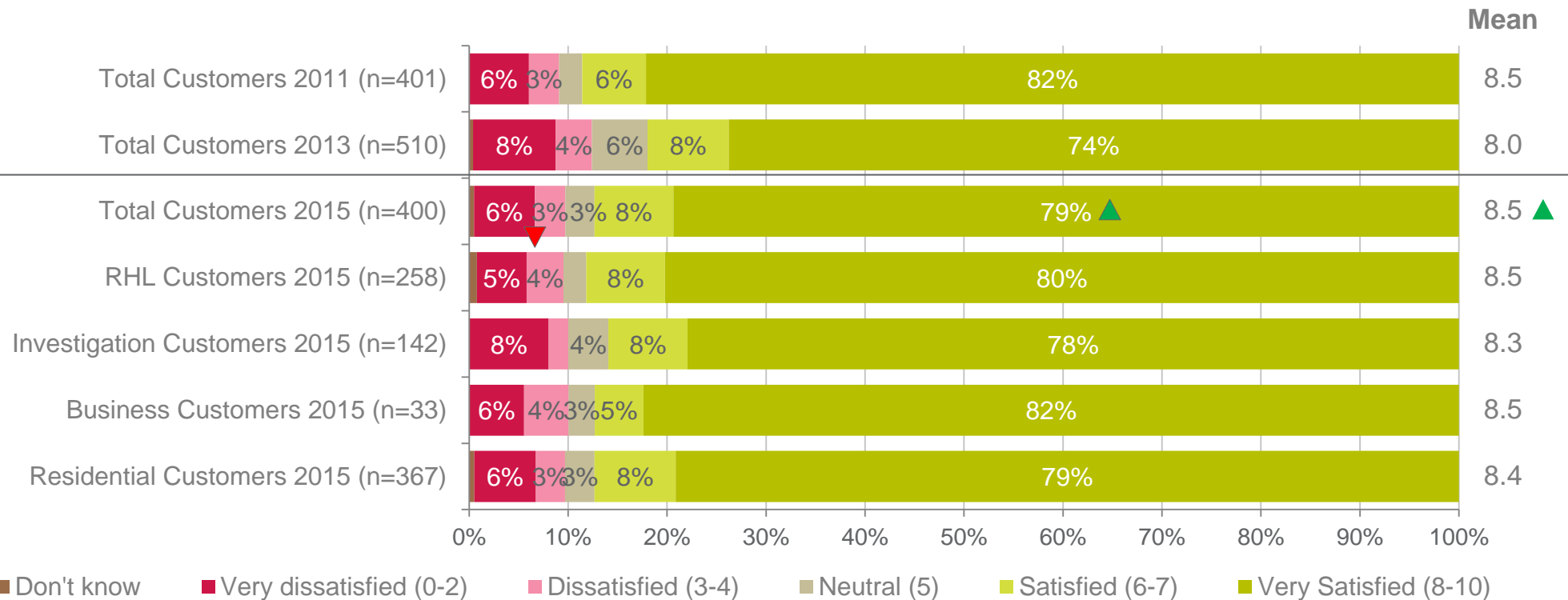
\* Gas sample at n=18 and Water sample small at n=7



# Overall Customer Satisfaction



Overall satisfaction has increased significantly in 2015 with almost four out of five customers very satisfied (rate 8, 9 or 10 out of 10). While there is no difference in overall satisfaction between the different types of customers, RHL and business customers tend to be slightly more satisfied.



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

Q22. Now taking everything into consideration, how satisfied were you overall with the service you were provided with during your contact with the EWOQ?  
Base: Total customers (2015 n=400, "don't know" excluded for mean)



# Recommendation of EWOQ

Likelihood to recommend EWOQ remains very high at 93%. This has remained somewhat steady from 2011 (94%) and 2013 (92%). Customers most likely to recommend EWOQ include customers with Credit complaints (100%), gas complaints (100%\*), those who believe the process was shorter than expected (96%), and customers who believe EWOQ adequately explained their the process to them (95%) and gave them a clear indication of the process (95%).

Notably, there is a strong correlation between willingness to recommend and satisfaction with the service provided by EWOQ. 99% of customers who are very satisfied with the service provided by EWOQ were likely to recommend EWOQ, with neutral / dissatisfied (54% from 59% in 2013) customers less likely to recommend. Customers who have experienced Credit (100%) or Transfer (100%\*) issues were the most likely to recommend EWOQ's services to friends.

There were no significant differences in the willingness to recommend for RHL versus Investigation customers, nor business versus residential customers. There were also no significant differences by Electricity, Gas or Water complaint customers.

100% of Sanctuary Energy customers are likely to recommend EWOQ's services to friends.

\* Gas sample at n=18 and Transfer complaint sample at n=11

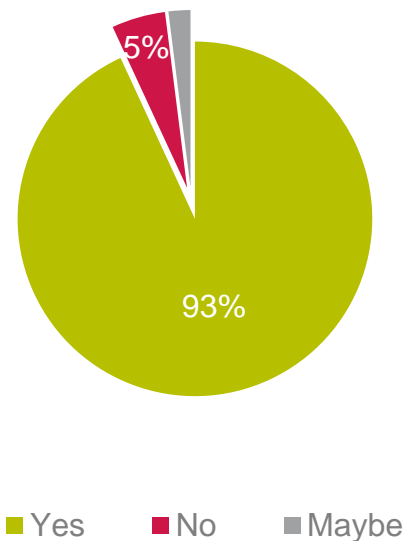


# Recommendation of EWOQ

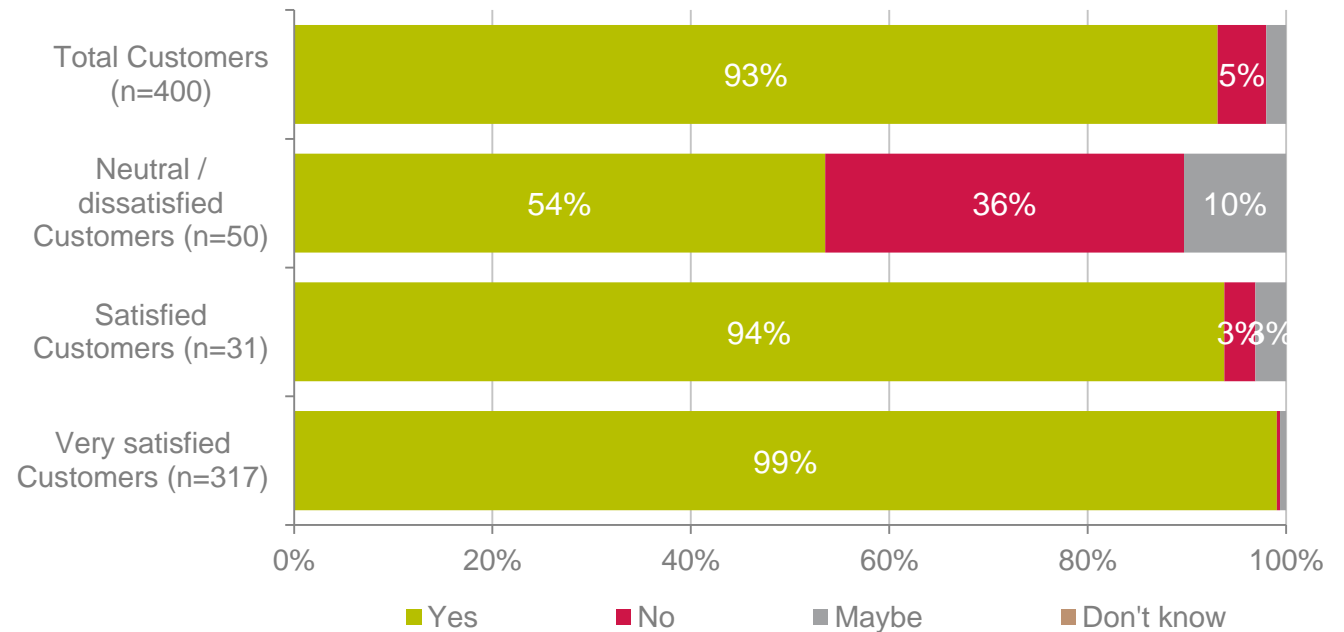


Overall likelihood to recommend EWOQ has remained stable at 93%. Likelihood to recommend EWOQ increases with overall satisfaction, with almost all of the very satisfied customers (99%) likely to recommend.

Total Customers



Split by Overall Satisfaction



Significantly higher compared to 2013



Significantly lower compared to 2013

**Q26.** If a friend had a complaint about their electricity, gas or water company that they couldn't resolve, would you recommend that they get in contact with the EWOQ?

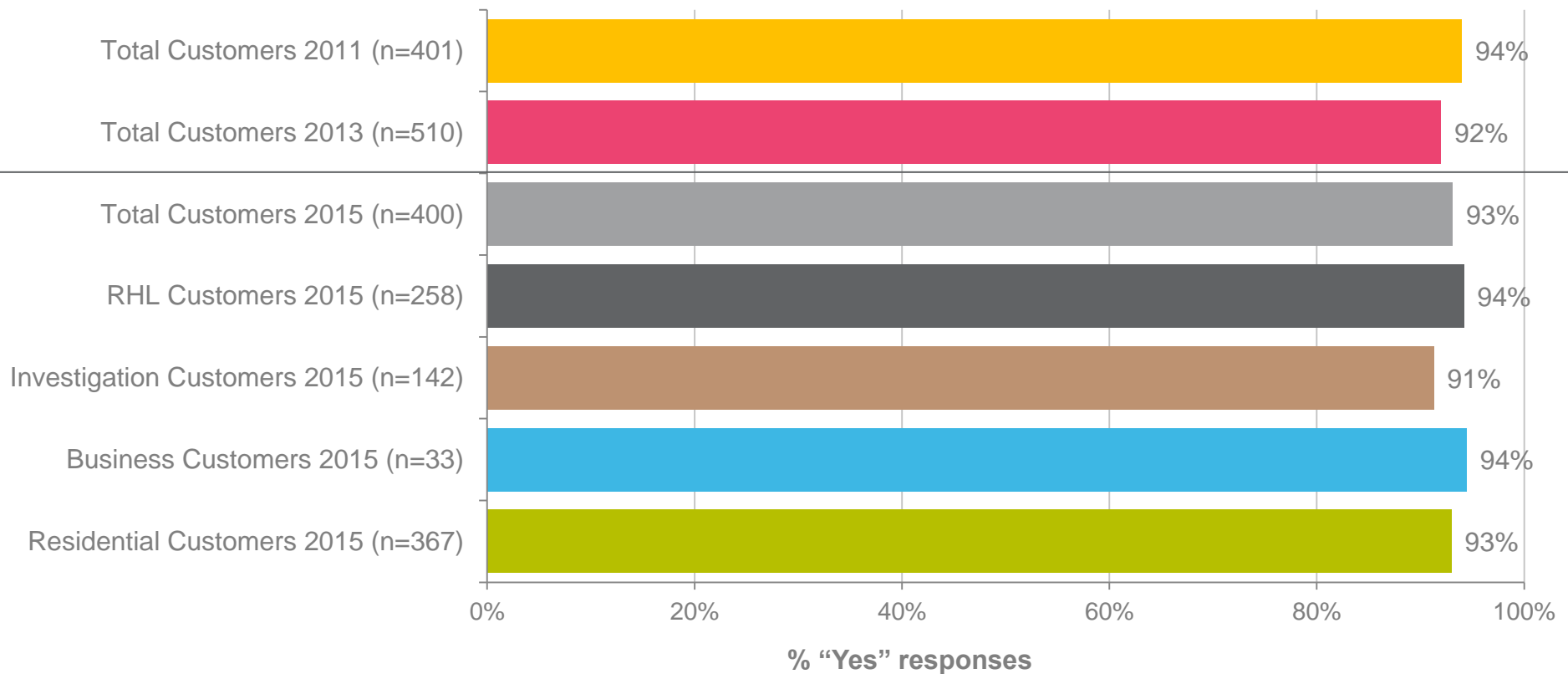
Base: Total customers (2015 n=400)



# Recommendation of EWOQ



Likelihood to recommend EWOQ has remained consistent with previous years. Further to this, there were no significant differences in likelihood to recommend between the different customer groups.



Significantly higher compared to 2013



Significantly lower compared to 2013

**Q26.** If a friend had a complaint about their electricity, gas or water company that they couldn't resolve, would you recommend that they get in contact with the EWOQ?

**Base:** Total customers (2015 n=400)



Accessibility.

# Awareness of EWOQ

Due to the high proportion of customers in 2011 indicating that they either did not know how they had come to first hear about EWOQ or they had just known (as indicated in 'Other'), Colmar Brunton included the option 'Had always known' into the 2013 questionnaire. This response has again come out as the main way most customers first learnt of the existence of EWOQ, with more than one third (36%) indicating they could not recall where they had first heard of EWOQ as they 'just knew' of the Ombudsman's existence. This result has remained stable from 2013, and continues to be highest for customers with high education qualifications and high incomes, who simply understood there would be an Ombudsman available to assist them and didn't have to be notified about their existence.

Awareness of EWOQ through a recommendation from another person is significantly higher in 2015, with a third of customers learning of EWOQ via recommendation (33%, from 20% in 2013). This is more likely for Sanctuary Energy customers (57%), and Female customers (41%).

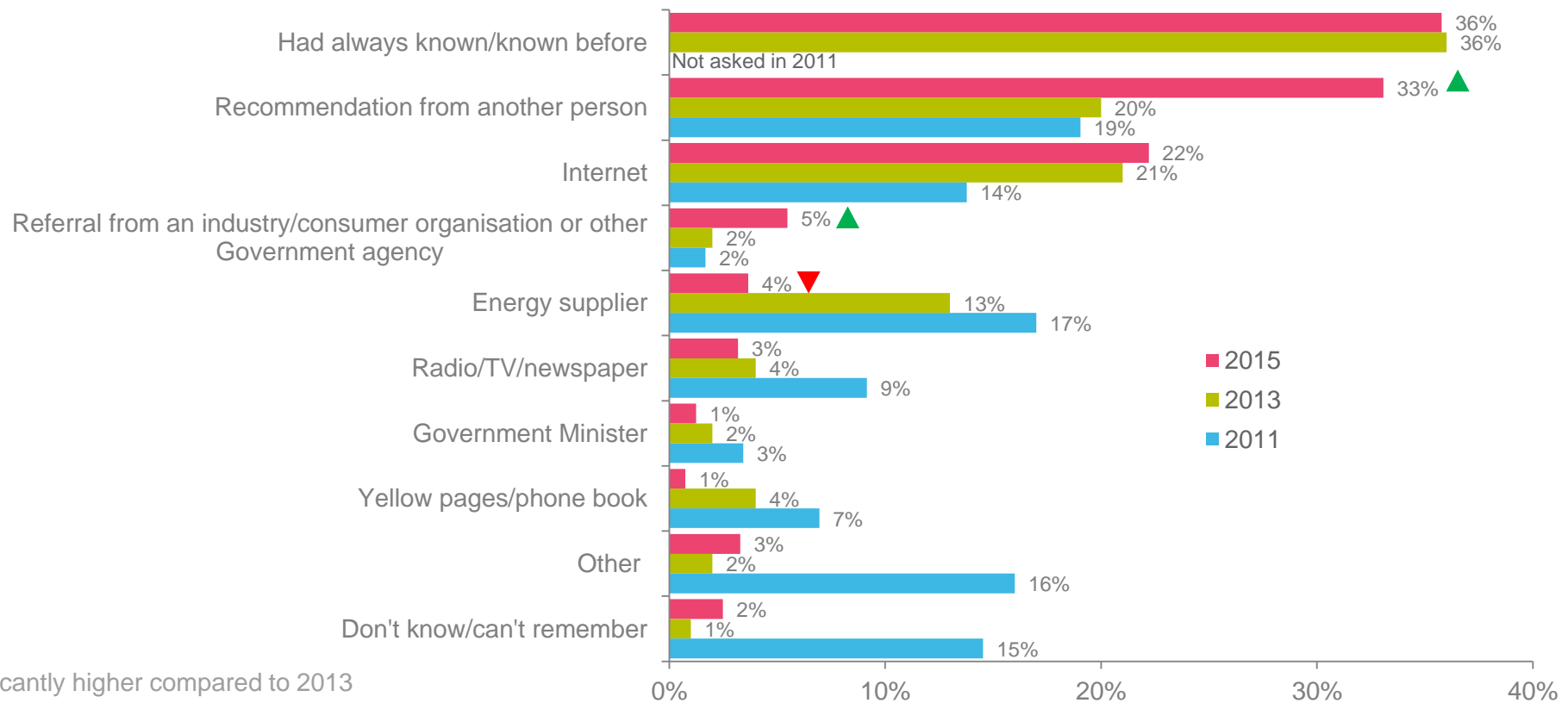
The Internet continues to be a key source of awareness of EWOQ, however the incline of awareness via the internet has eased off. In 2011 14% of customers indicated that they first learnt about EWOQ's existence via the Internet, and increased to 21% in 2013. In 2015 this has remained fairly steady with the previous results at 22%. Customers most likely to have used the Internet to identify EWOQ include those aged 35-44 years of age (30%), those in non-English speaking households (34%), those with higher education levels (Bachelor (33%), and those employed full time (33%) or self employed (29%).

Awareness through traditional media methods (radio / TV / newspaper) has remained fairly steady from 4% (2013) to 3% (2015).

# Awareness of EWOQ



Because of the general expectation in Queensland that an Ombudsman must exist, 'had always known' was again the most common response to how customers first learnt of EWOQ's existence. Awareness through the Internet has remained steady, while awareness through energy suppliers has significantly declined.



Q1. How did you first learn of the existence of the Energy Ombudsman?

Base: Total customers (2015 n=400)

Options with 0% for 2015 have been removed from chart.





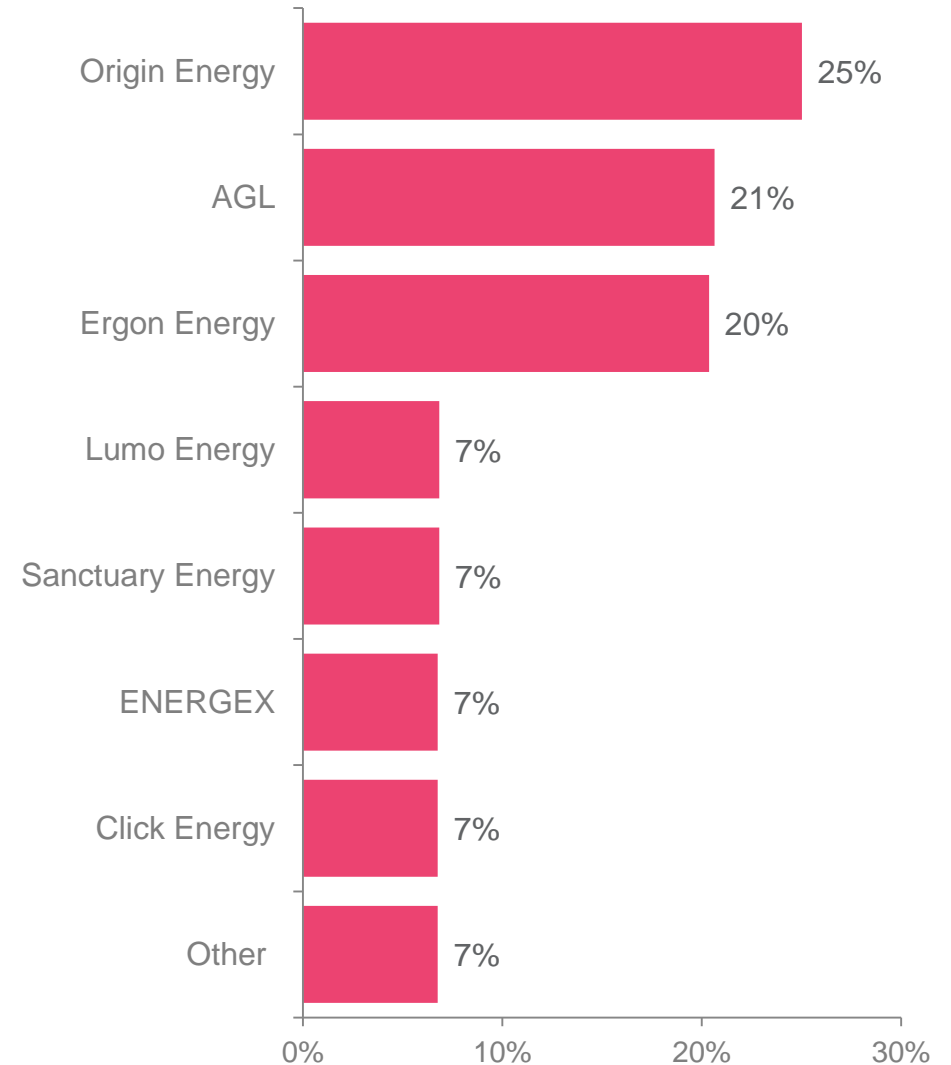
# Awareness through Supplier

The proportion of customers who have heard of EWOQ from Origin Energy has decreased from 39% in 2013 to 25% in 2015. In the same timeframe, awareness from AGL and Ergon Energy has increased to 21% (from 11%) and 20% (from 8%) respectively.

It is important to note that the proportion of customers hearing of EWOQ from a supplier has significantly decreased to just 4% (from 13% in 2013).



Origin Energy continues to generate the highest number of EWOQ referrals out of all electricity and water suppliers in Queensland, however this has declined from 39% in 2013 to 25%.



- ▲ Significantly higher compared to 2013
- ▼ Significantly lower compared to 2013

Q2. And which energy supplier was that?

Base: Those who heard about Energy Ombudsman through Energy Supplier (2015 n=15\*)

\*Insufficient sample (n<30), results indicative only



# Ease of Accessing EWOQ's Contact Details

Customers are finding it significantly easier to access EWOQ's contact details compared to 2013, with 85% claiming it is very easy. This is significantly higher than 79% in 2013 and 76% in 2011.

There were a number of varied opinions about the ease of finding EWOQ's contact details. Customers who believed these details to be significantly easier to find include those residing in privately rented homes (92%) and customers aged under 35 years (93%). While not significant, many other customer types claimed it was easy to access EWOQ's contact details including business customers (92%) and Sanctuary Energy customers (93%). Customers with low satisfaction levels, being dissatisfied or neutral satisfaction, were significantly less likely to agree these contact details were easy to find (69%).

Although not significantly different, customers with gas complaints were less likely to agree it was 'very easy' to find EWOQ's contact details (68%), compared to electricity (86%) or gas (86%) customers.

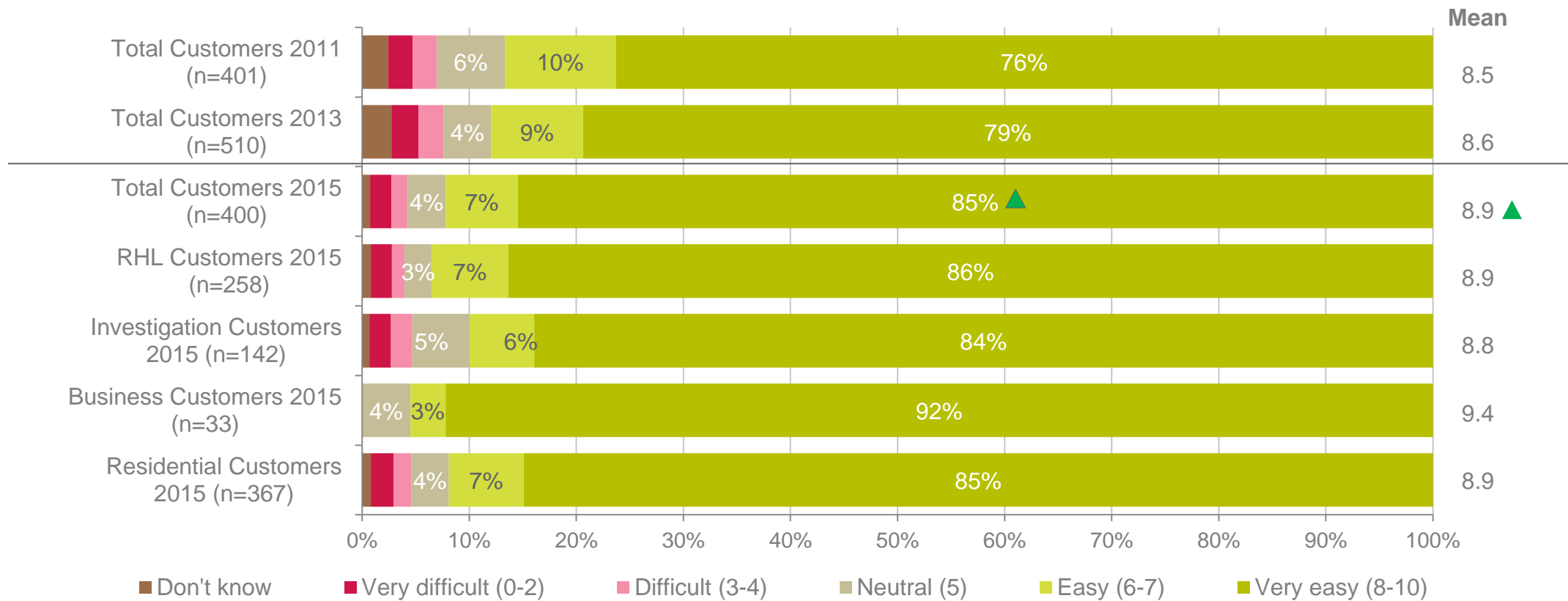
\* Gas sample at n=18 and Water sample small at n=7



# Ease of Accessing EWOQ's Contact Details



Customers are finding it significantly easier to access EWOQ's contact details compared to 2013, with 85% claiming it is very easy. This is significantly higher than 79% in 2013.



Significantly higher compared to 2013



Significantly lower compared to 2013

**Q3.** How easy was it to find the contact details for the Energy & Water Ombudsman? Please rate how easy or difficult it was on a 0 to 10 scale.

**Base:** Total customers (2015 n=400, "don't know" excluded for means)



# Ease of Making a Complaint

Most customers believe the process of making a complaint to EWOQ is either very easy (88%, from 84% in 2013) or at least easy (93%). The proportion of customers who found this process easy (93%) has remained the same as the 2011 and 2013 results.

Overall satisfaction with the service provided by EWOQ is also strongly correlated with the ease of making a complaint. Customers very satisfied with EWOQ's service are significantly more likely to believe that making a complaint is very easy (95%), compared to those dissatisfied or neutral with EWOQ's service (52% - very easy to make a complaint).

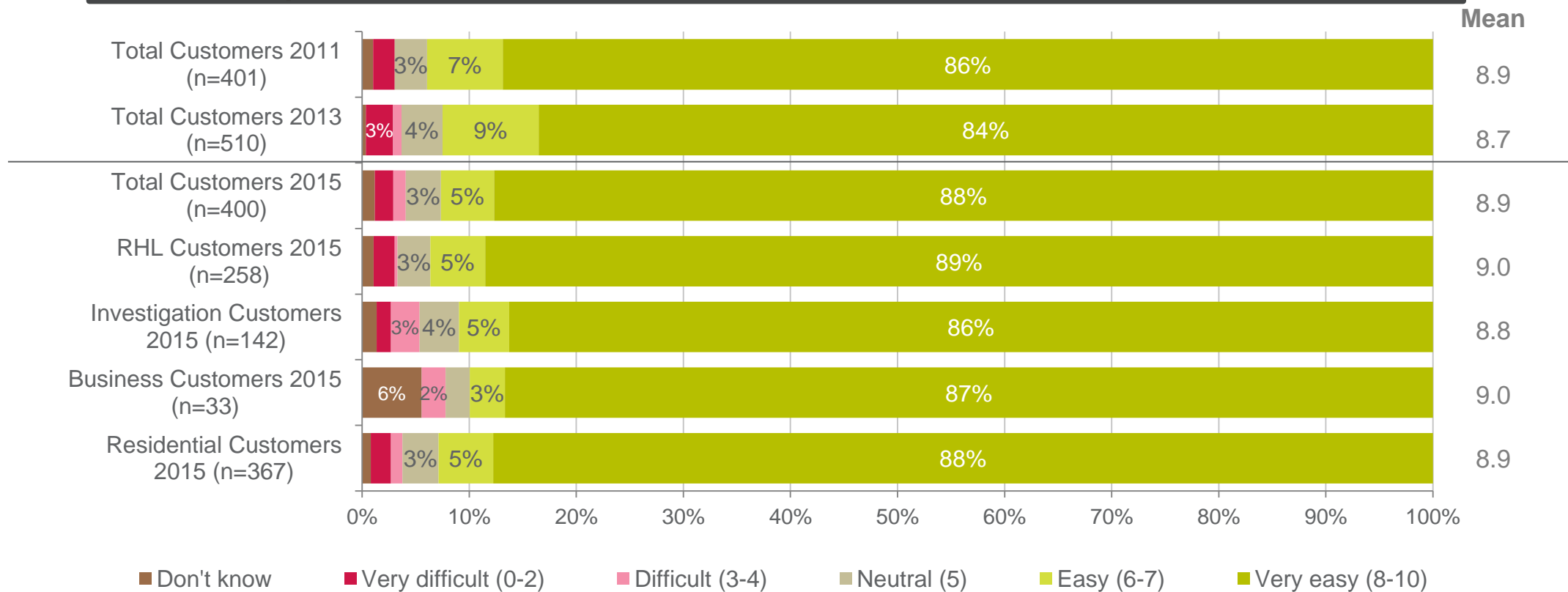
Customers who thought the time taken to resolve the issue was shorter than expected were also significantly more likely to believe that making a complaint is very easy (96%), compared to those who believe it was longer than expected (72% - very easy to make a complaint).

100% of Sanctuary Energy customers believe the process of making a complaint to EWOQ is very easy. When looking at the demographic differences, those with a household income of \$50,000 to \$90,000 were significantly more likely to state the process of making a complaint was very easy (95%).

# Ease of Making a Complaint



As with previous years, most customers find it very easy to make a complaint to EWOQ (88%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

**Q10.** How easy was it to make your complaint to the Energy & Water Ombudsman? Please rate the level of difficulty on the same 0 to 10 scale you used earlier .  
**Base:** Total customers (2015 n=400, "don't know" excluded for means)



# Process Adherence.



# Role as an Independent Dispute Resolution Service

The vast majority of customers (91%) believe that EWOQ staff adequately explained their role as an independent dispute resolution service at the beginning of their case process. This is a significant improvement from 84% agreeing with this in 2011 and 86% agreeing in 2013. Business customers were slightly more likely to believe this process was explained (93%) compared to residential customers (91%).

In 2015 there is no difference between customers that went through the Investigation process and RHL customers when it comes to the belief that EWOQ adequately explained their independent role (both 91%).

Most of the Sanctuary Energy customers (93%) believe that EWOQ adequately explained their independent role, slightly higher than the total.

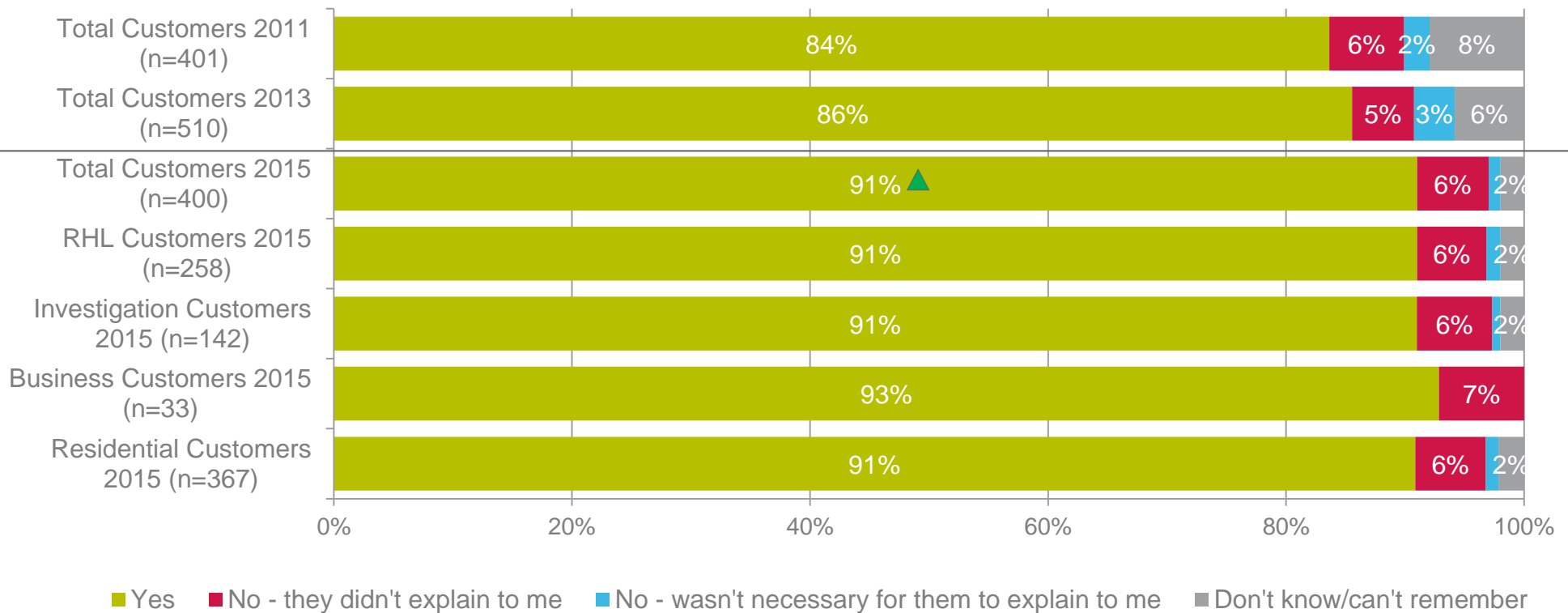
In line with 2013, customers who are dissatisfied with EWOQ are significantly more likely to believe they were not explained EWOQ's independence at the beginning of the case by a case worker (66% believe they were explained this, from 50% in 2013). Customers who are very satisfied with EWOQ's service (95%) are significantly more likely to believe they were explained this independence.

92% of customers believed that EWOQ gave a clear indication of the process they needed to go through in order to make a complaint and resolve their issue. This was significantly higher among business customers (98%), those who were adequately explained their role as an independent dispute resolution service (96%), those who are very satisfied with EWOQ overall (96%) and customers with a household income of over \$90,000 (97%).

# Role as an Independent Dispute Resolution Service



Significantly more customers feel that EWOQ's role as an independent dispute resolution service is being explained to them compared to 2013 (86% to 91%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

**Q4.** Was the Energy & Water Ombudsman's role as an independent dispute resolution service explained to you adequately at the beginning of the process by the consultant?  
 Base: Total customers (2015 n=400)

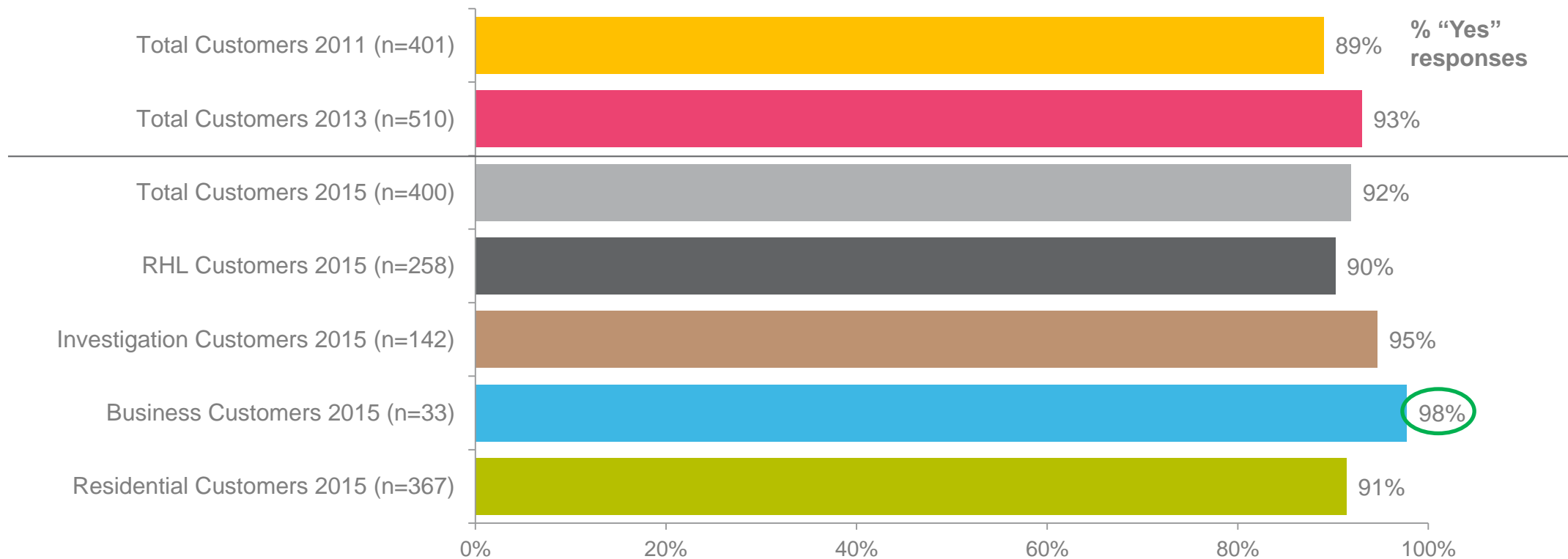




# Indication of the Process



Over nine out of ten (92%) customers believe that EWOQ gave a clear indication of the process they needed to go through in order to make a complaint and resolve their issue. This was significantly higher among business customers (98%).



- Significantly higher compared to the total
- Significantly lower compared to the total



Contact with  
EWOQ.

# Contact with EWOQ

The primary method of contact between EWOQ and customers remains over the phone (97%), however there was a significant increase in use of email or online channels (43% to 60%) and letters (23% to 40%). Meanwhile, face to face contact declined significantly from 5% to 1%. 100% of Sanctuary Energy customers contacted EWOQ via telephone .

Almost two thirds (63%) of customers only had one or two contacts with EWOQ before the case was resolved. This was significantly higher for RHL customers (77%), and significantly lower for those who went through the investigation process (38%) and business customers (45%). Sanctuary Energy customers were more likely to have had multiple contacts before the case was resolved (83%).

Following a decline in 2013, the proportion of customers who interacted with the same EWOQ staff member throughout their case increased significantly from 53% to 67%, while the proportion who dealt with a number of different people declined significantly from 15% to 7%.

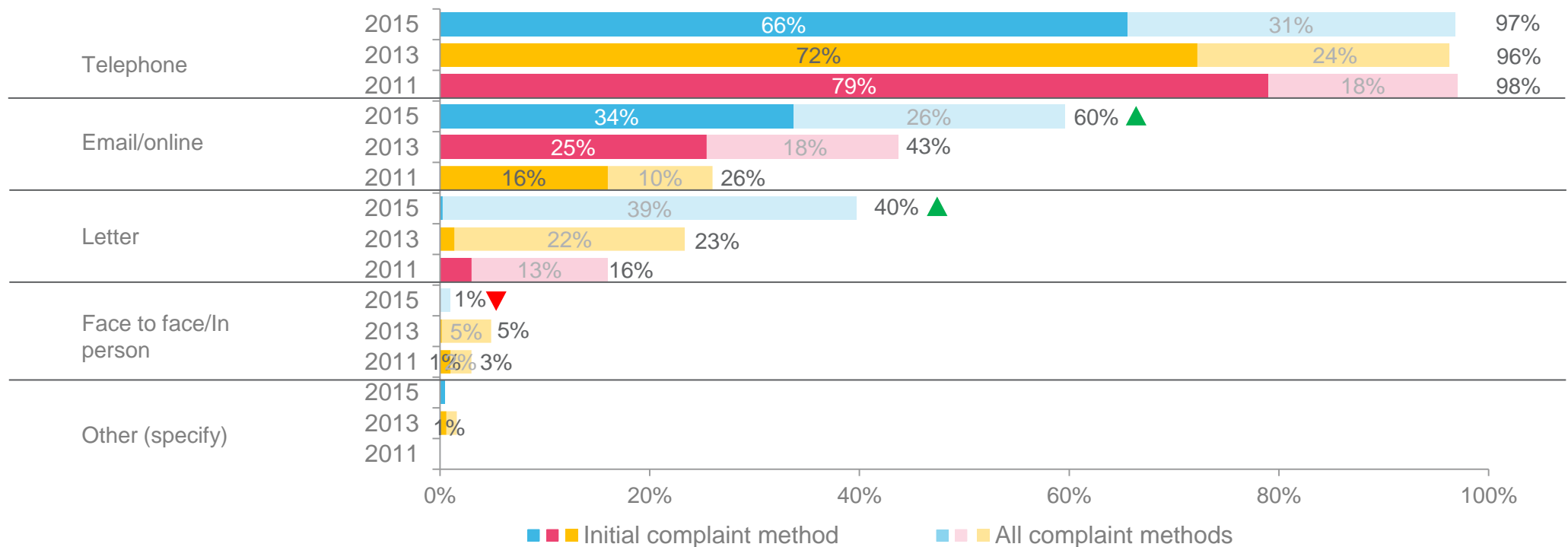
Significantly fewer customers claimed that it took longer than expected for EWOQ to deal with their complaint (26% to 18%). Meanwhile, 38% stated it took as long as expected and 40% said it took less time than expected. Naturally, those who went through the investigation process were significantly less likely (30%) to say that it took less time than expected for EWOQ to deal with their complaint.



# Method of Contact



Almost all customers contacted EWOQ via telephone (97%) at one point during the complaint journey, with 66% stating the initial complaint was made via telephone. However, there was also a significant increase in the proportion of customers who made contact via email or an online channel (43% to 60%) or through a letter (23% to 40%).



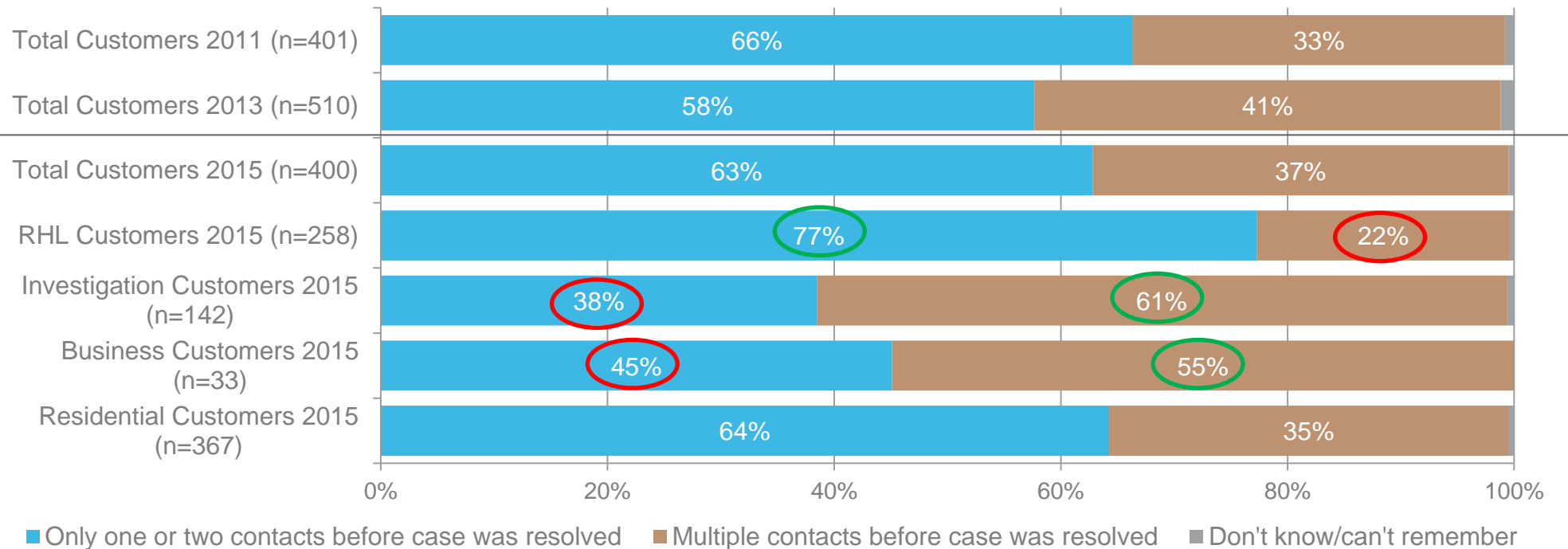
▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

Q6. How did you initially make your complaint to the Energy & Water Ombudsman?  
Q7. Over the course of your complaint did you have contact with the Energy & Water Ombudsman by...? Base: Total customers (2011 n=401; 2013 n=510; 2015 n=400)

# Number of Contacts



Almost two thirds (63%) of customers had their complaint resolved within one or two contacts with EWOQ. This was significantly higher among RHL customers (77%) and significantly lower among investigation (38%) and business customers (45%).



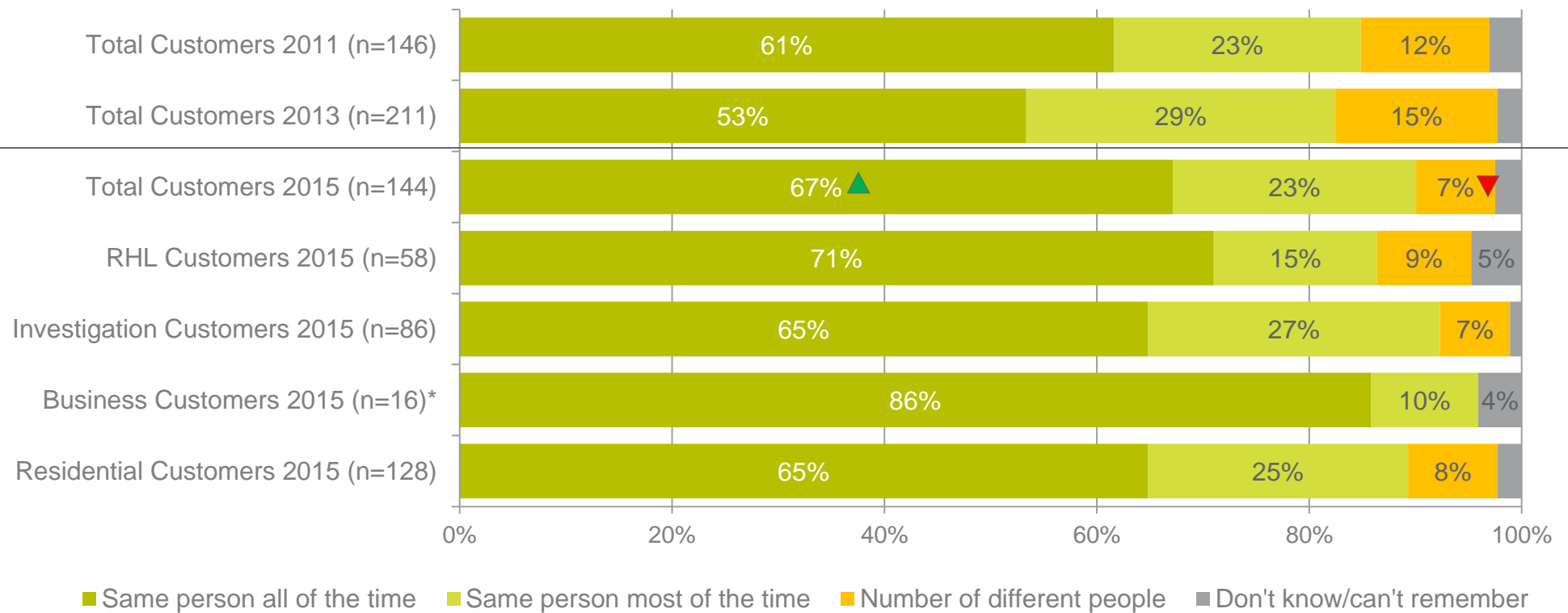
○ Significantly higher compared to the total  
○ Significantly lower compared to the total



# Case Handling



Significantly more customers are having the same person deal with their case (53% to 67%).



▲ Significantly higher compared to 2013

▼ Significantly lower compared to 2013

Q9. Was your case handled by .....

Base: Those who had multiple contacts (2015 n=144)

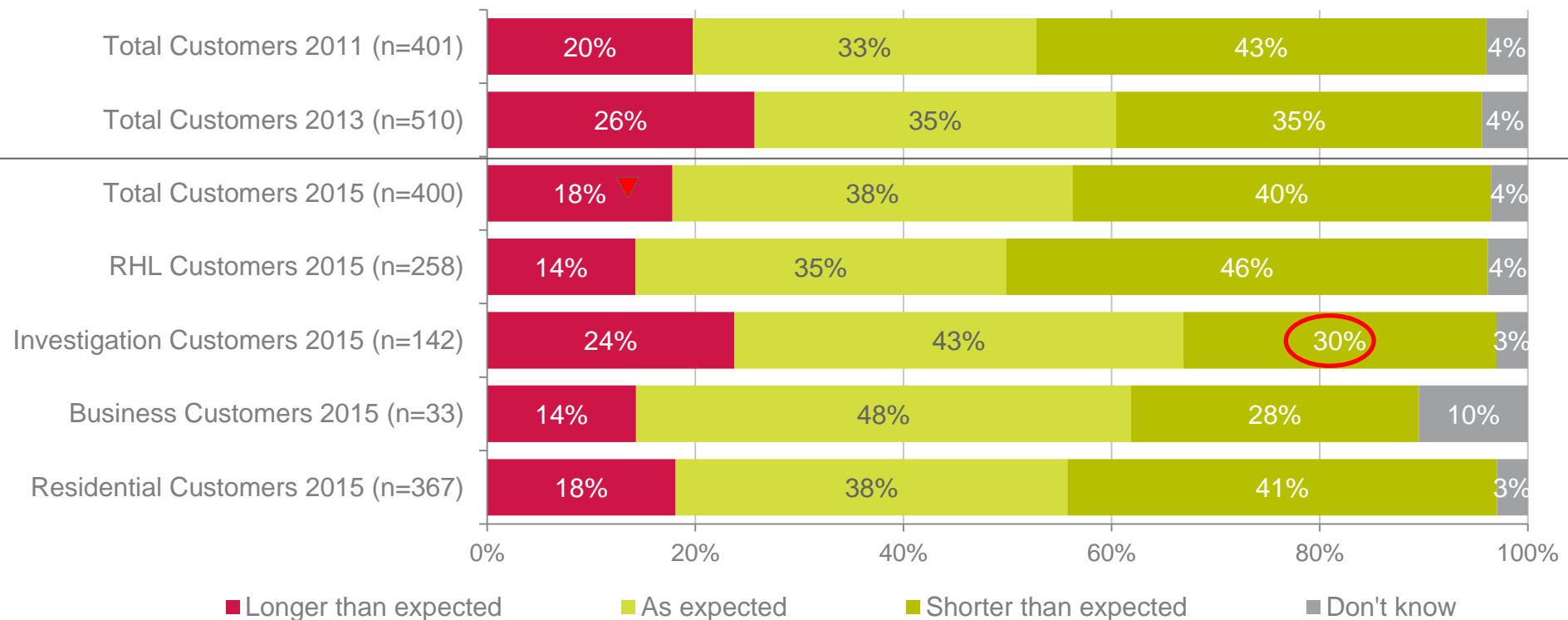
\* Insufficient sample size (n<30), results indicative only



# Length of Time to Deal with Complaint



The majority of customers feel that the time taken to deal with their complaint takes as long or less time than expected. Further to this, there has been a significant decline in the proportion of customers who feel it takes longer than expected (26% to 18%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013  
○ Significantly higher compared to the total  
○ Significantly lower compared to the total



Referral to  
Higher Level.



# Referral to Higher Level

Over half (56%) of all customers claim to have chosen to have their complaint referred to a higher level within their electricity or water supplier. This was down slightly from 2013 (60%). Four in ten (39%) of those who went through the referral process ended with an outcome in their favour, while 44% did not have an outcome in the favour and returned to EWOQ and 18% did not return to EWOQ.

Once going through the referral process, approximately a third were unsure of what to do next (32%). A similar proportion (36%) found their supplier to be difficult to deal with and half (50%) felt that their company did not handle their complaint fairly and impartially. Though in the end, six out of ten (59%) customers believed that the referral process was a useful step.

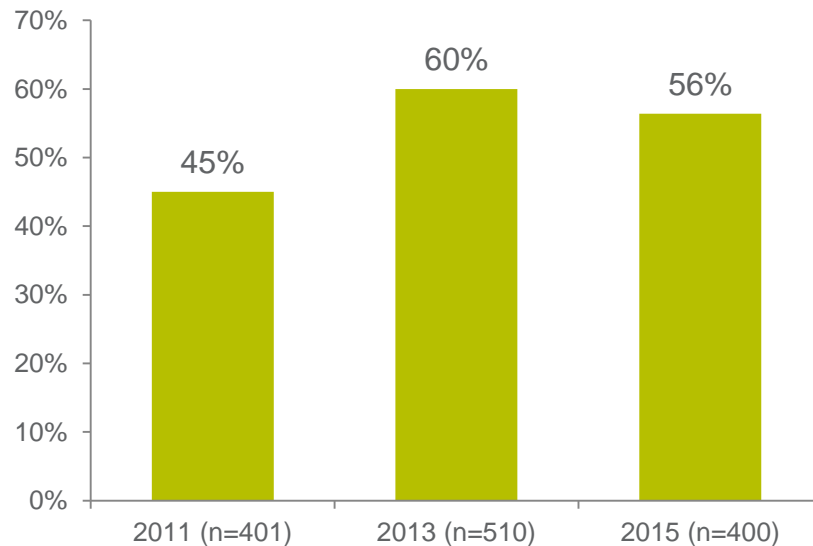
# Referral to Higher Level



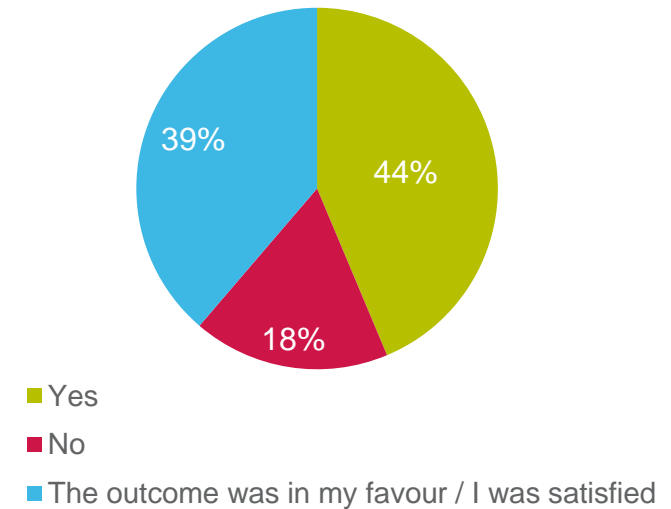
Over half of all customers believe they chose to be referred to a higher level within their energy or water supplier. Of these, 44% perceived they returned to EWOQ following this process, while 39% felt the outcome was in their favour or they were satisfied.

It is important to note that this is perceived behaviour, 44% of customers believe they contacted or returned to EWOQ when the outcome was not in their favour.

## Chose to have complaint referred to a higher level



## Returned to EWOQ 2015 (n=227)



- ▲ Significantly higher compared to 2013
- ▼ Significantly lower compared to 2013

**Q27.** When you originally contacted EWOQ, did you choose to have your complaint referred to a higher level within your energy or water supplier? **Base: Total customers (2015 n=400)**

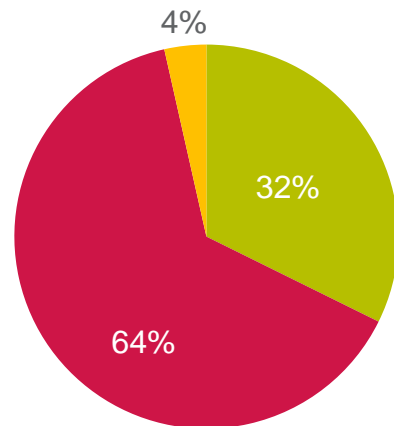
**Q28.** If the outcome of the Referral to Higher Level was not in your favour or you weren't satisfied with the process, did you return to EWOQ? **Base: RHL whose matter not resolved (2015 n=227)**

# Referral to Higher Level



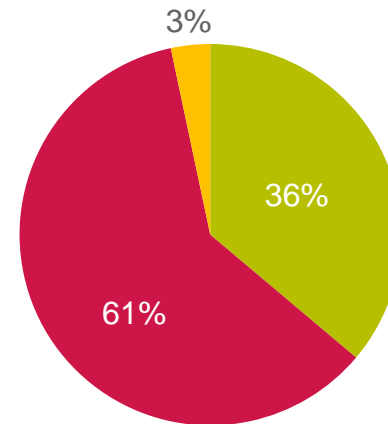
Less than a third (32%) of customers felt unsure about what would happen next during the referral process, while a similar proportion (36%) found their supplier to be difficult to deal with. When customers were referred back to their energy and water supplier, the majority (64%) felt they understood what would happen next.

Unsure what was next when referred (n=227)



■ Yes ■ No ■ Don't know

Difficult to deal with company (n=227)



■ Yes ■ No ■ Don't know

▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

**Q30.** When EWOQ referred you back to your energy or water company, did you feel unsure as to what would happen next? **Base: RHL (2015 n=227)**

**Q31.** Did you find it difficult to deal with the company again? **Base: RHL (2015 n=227)**

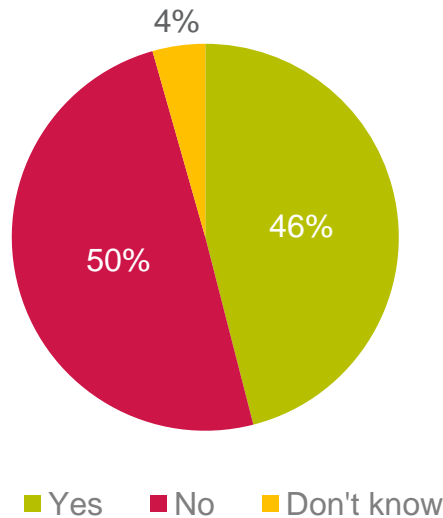


# Referral to Higher Level

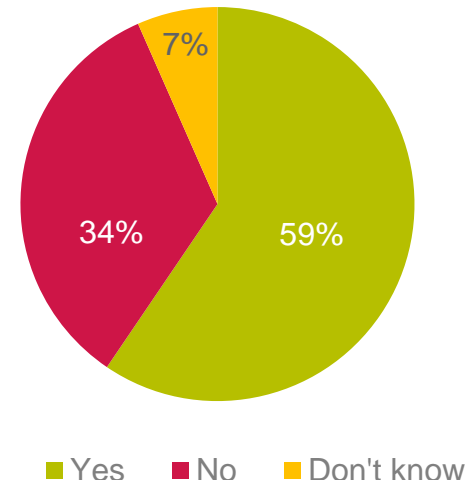


Almost half (46%) of those who went through the referral process felt that their supplier handled their complaint fairly and impartially. While almost six in ten (59%) found the referral process to be useful.

**Complaint handled fairly  
(n=227)**



**Referral useful  
(n=227)**



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

**Q32.** Did you feel that the company handled your complaint fairly and impartially when you were referred back to them? **Base: RHL (2015 n=227)**  
**Q33.** Did you feel that the referral back to the company was useful step to take? **Base: RHL (2015 n=227)**



Outcome for  
Customers.

# Outcome of Complaint

Consistent with the results found in 2013, half (51%) of all complaint outcomes were in the customer's favour. However, there was a statistically significant increase in the proportion of complaints that were a compromise between the customer and the energy or water supplier (from 17% to 24%).

Customers who were overall satisfied with EWOQ (though not very satisfied) were significantly more likely to have a compromise between themselves and their electricity or water supplier (44%). Meanwhile, those above the age of 64 were significantly more likely to have an outcome in their favour (62%).

Satisfaction with the final outcome of complaints has slightly increased in 2015, with 68% being very satisfied, up from 63% in 2013. Business customers were more likely to be very satisfied (77%) compared to other customer types, however this difference was not statistically significant due to the small sample size of business customers.

Of those who were dissatisfied with the outcome, the main reason was due to the result not being in their favour (37%). Significantly fewer dissatisfied customers claimed their dissatisfaction was due to the issue not being resolved (46% to 26%) or because nothing was done (33% to 10%).

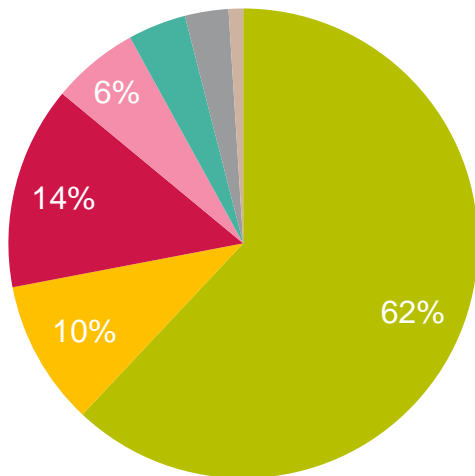
Regarding the explanation of the final outcome, satisfaction increased significantly, with the proportion of those who were very satisfied increasing from 49% in 2013 to 60% in 2015. The proportion of very satisfied customers was slightly higher for those whose complaint went through the investigation process (65%).

# Outcome of Complaint

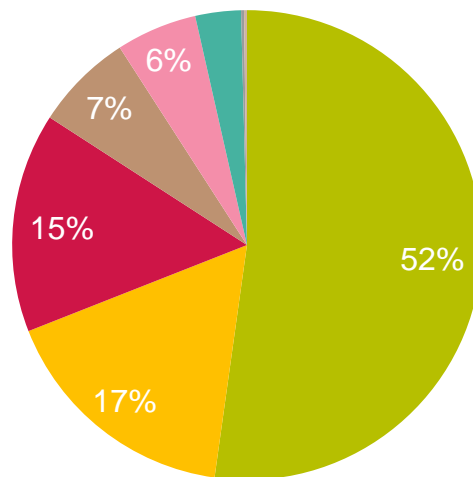


Half of all customers feel that the outcome of the complaint was in their favour (51%). While there has been a significant increase in the proportion who came to a compromise between their energy and water supplier (17% to 24%).

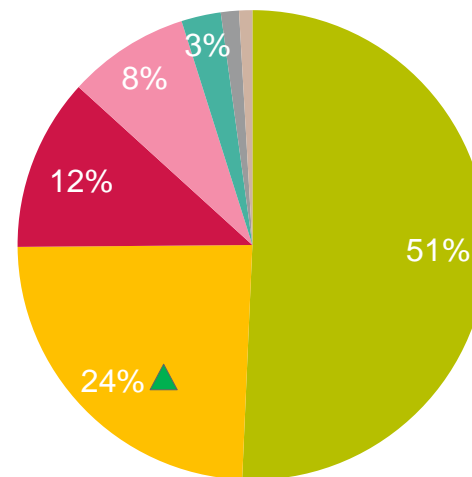
**2011 - The final outcome...**  
**Total Customers (n=401)**



**2013 - The final outcome...**  
**Total Customers (n=510)**



**2015 - The final outcome...**  
**Total Customers (n=400)**



- Was in my favour
- Was a compromise or agreement between me and the energy or water supplier
- The case is closed but I still believe the issue is unresolved
- The case is not closed
- Was not in my favour
- There was no clear outcome
- Other
- Don't know

- ▲ Significantly higher compared to 2013
- ▼ Significantly lower compared to 2013

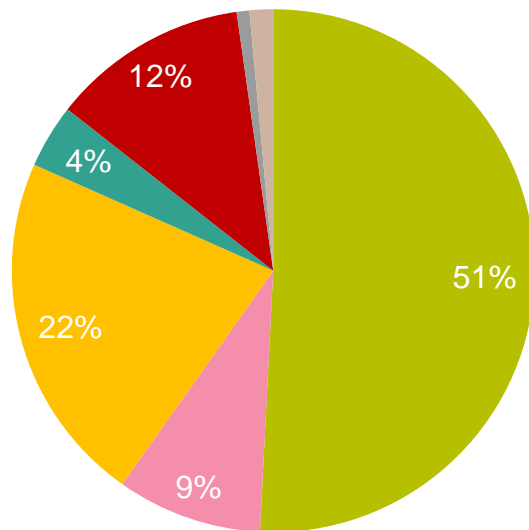
# Outcome of Complaint



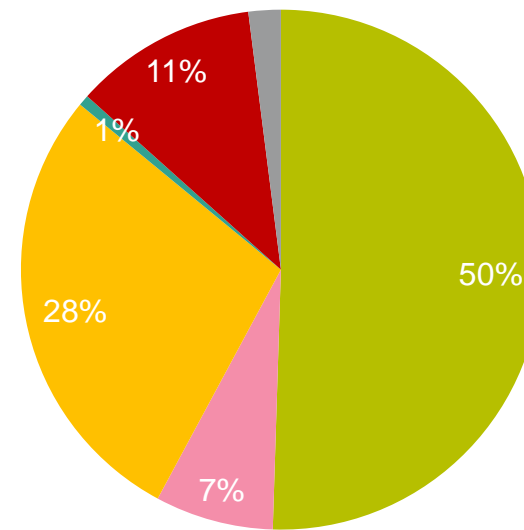
There were no significant differences in the outcome of a complaint between RHL and investigation customers.

## The final outcome of the complaint

RHL



Investigation



- Was in my favour
- Was not in my favour
- Was a compromise or agreement between me and the energy or water supplier
- There was no clear outcome
- The case is closed but I still believe the issue is unresolved
- The case is not closed
- Other
- Don't know

- ▲ Significantly higher compared to 2013
- ▼ Significantly lower compared to 2013

**Q11.** Which of the following statements best describes the final outcome of your complaint to the Energy & Water Ombudsman? The outcome .....

**Base:** RHL (2015n=258); Investigation (2015 n=142)

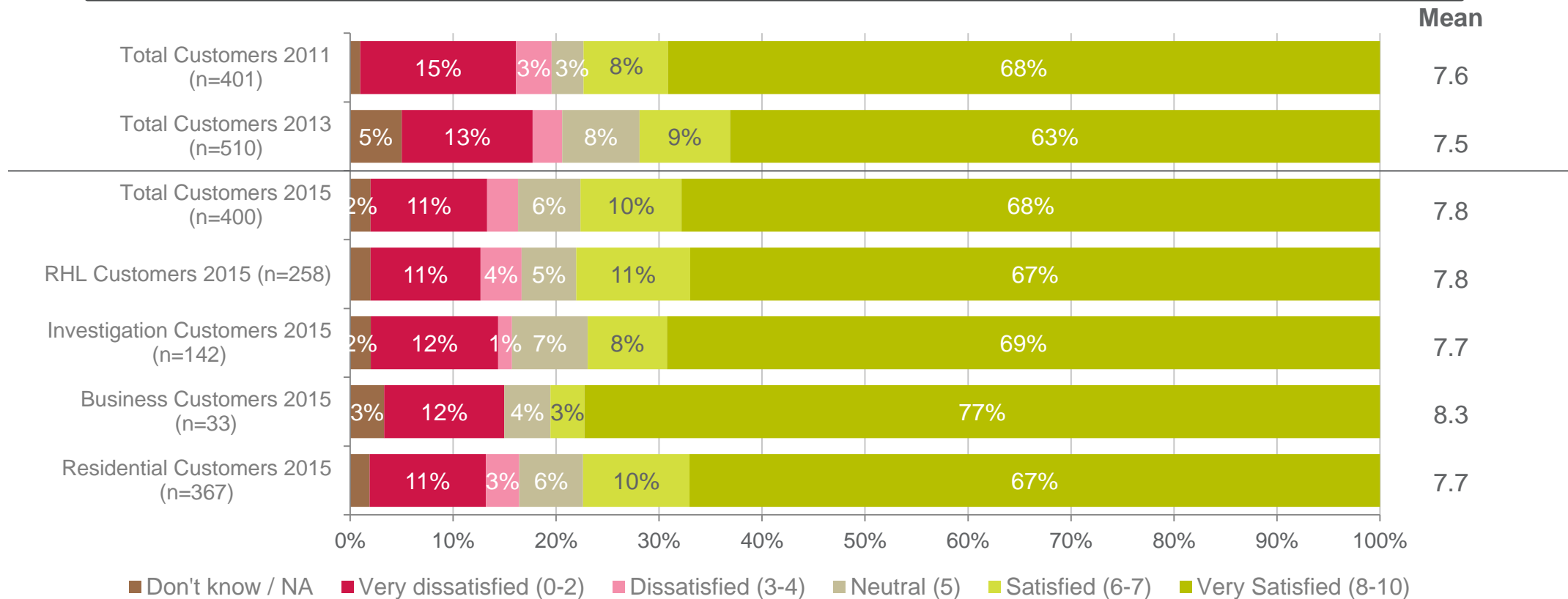




# Satisfaction with Final Outcome



Over two thirds (68%) of customers are very satisfied with the final outcome of their complaint.



Significantly higher compared to 2013



Significantly lower compared to 2013

**Q12.** How satisfied were you with the following aspects of your case? Please rate your satisfaction on a 0 to 10 scale.

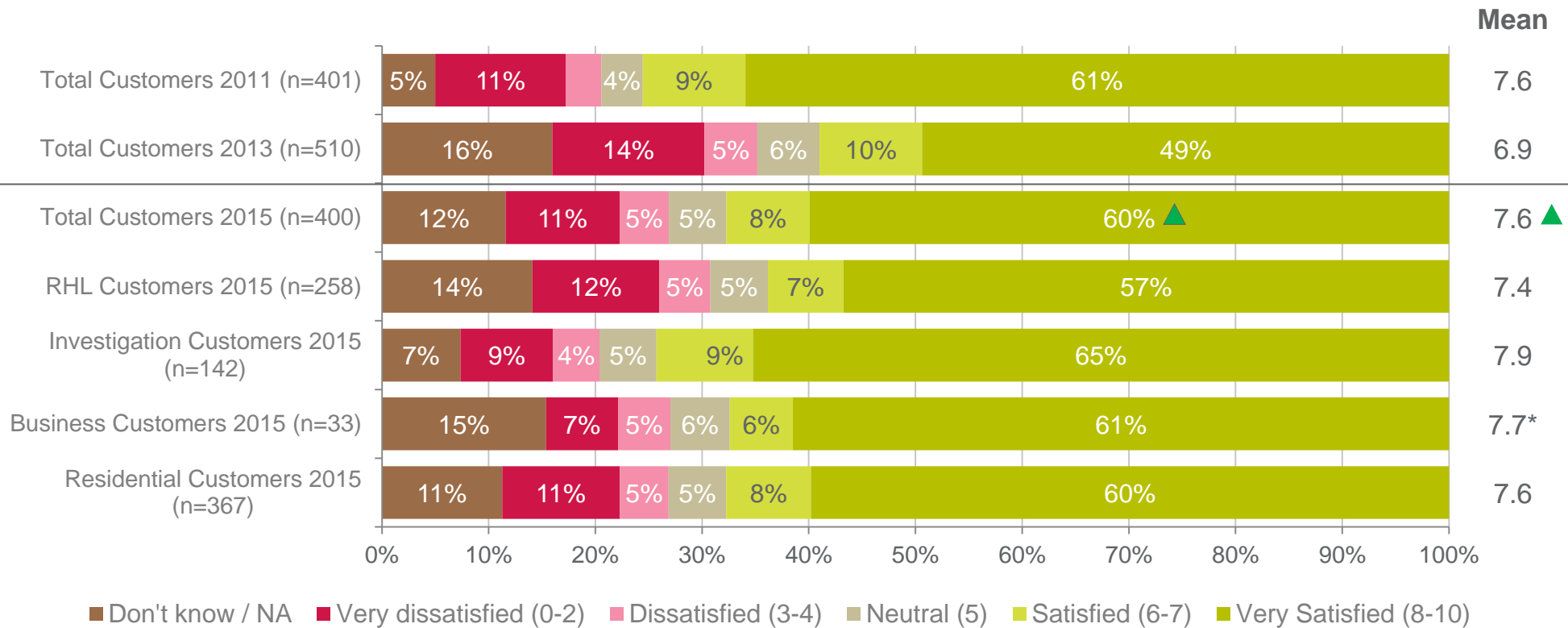
**Base:** Total customers (2015 n=400, "don't know" excluded for mean; "N/A" responses not shown)



# Satisfaction with the Explanation of the Final Outcome



Satisfaction with the explanation of the final outcome has returned to normal levels following a decline in 2013, with six out of ten (60%) now very satisfied.



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

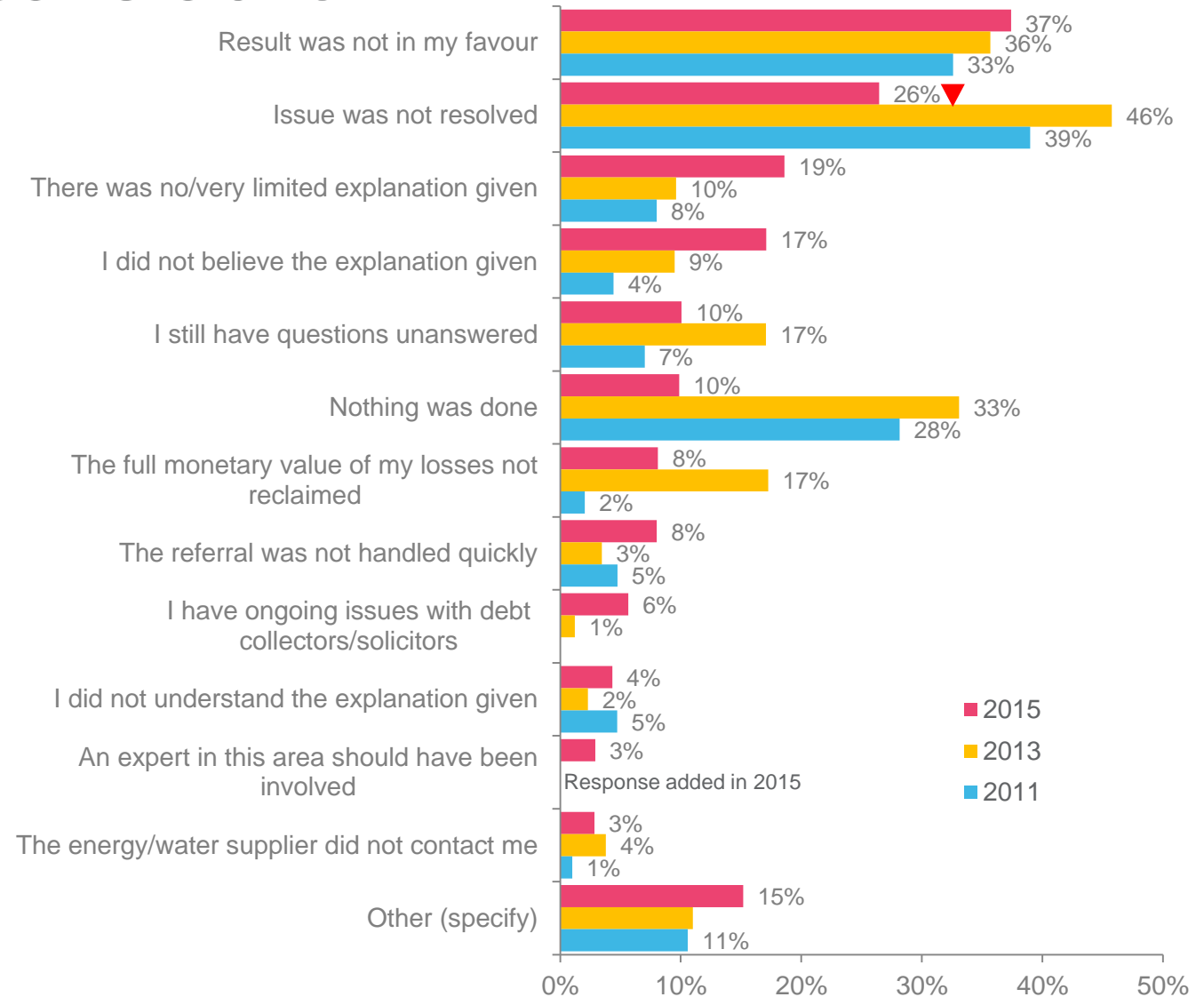
**Q12.** How satisfied were you with the following aspects of your case? Please rate your satisfaction on a 0 to 10 scale. **Base:** Total customers (2015 n=400, “don’t know” excluded for mean; “N/A” responses not shown)  
\* Insufficient sample size (n<30), results indicative only

# Outcome of Complaint - Reason for Dissatisfaction with Outcome



Customers are increasingly dissatisfied with the outcome of their complaint if the result is not in their favour.

There was also a significant decline in the proportion of dissatisfied customers because the issue was not resolved (26%) or because nothing was done (10%).



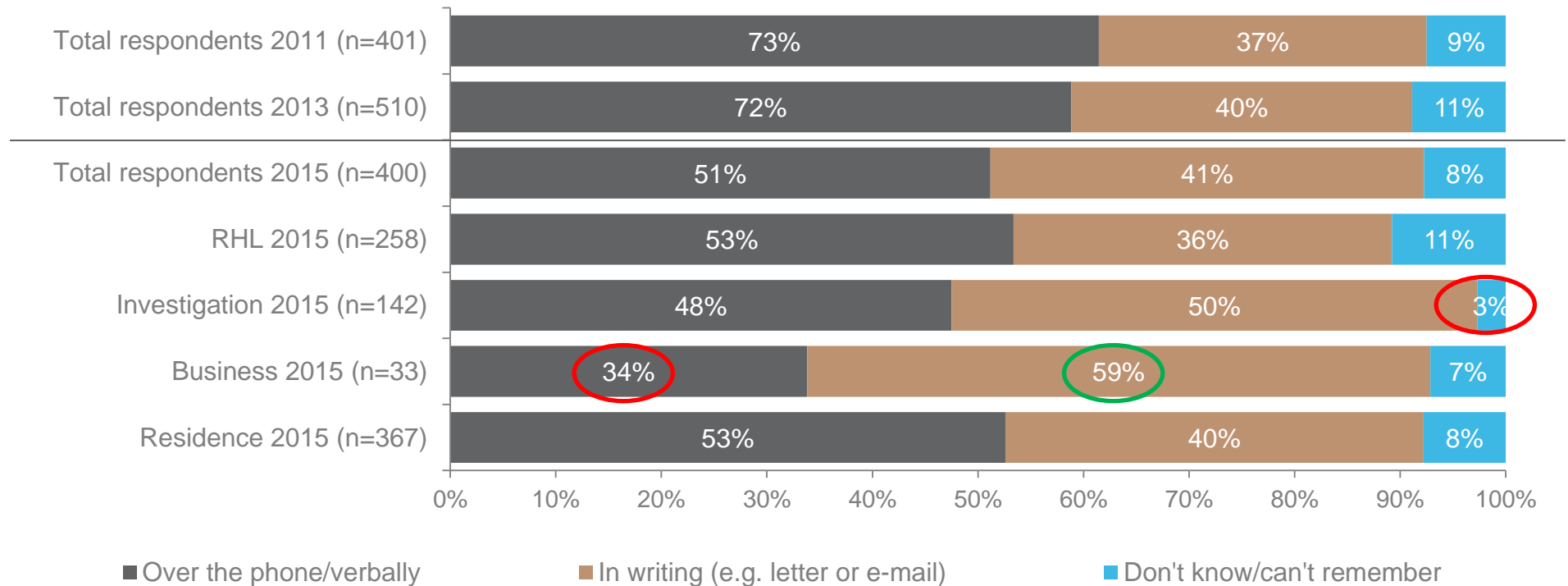
▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013



# Outcome of Complaint – How Outcome was Received



Half (51%) of all customers received notification of the outcome of their complaint over the phone, while 41% received theirs in writing (either a letter or e-mail). Business customers were significantly more likely to receive the outcome in writing (59%).



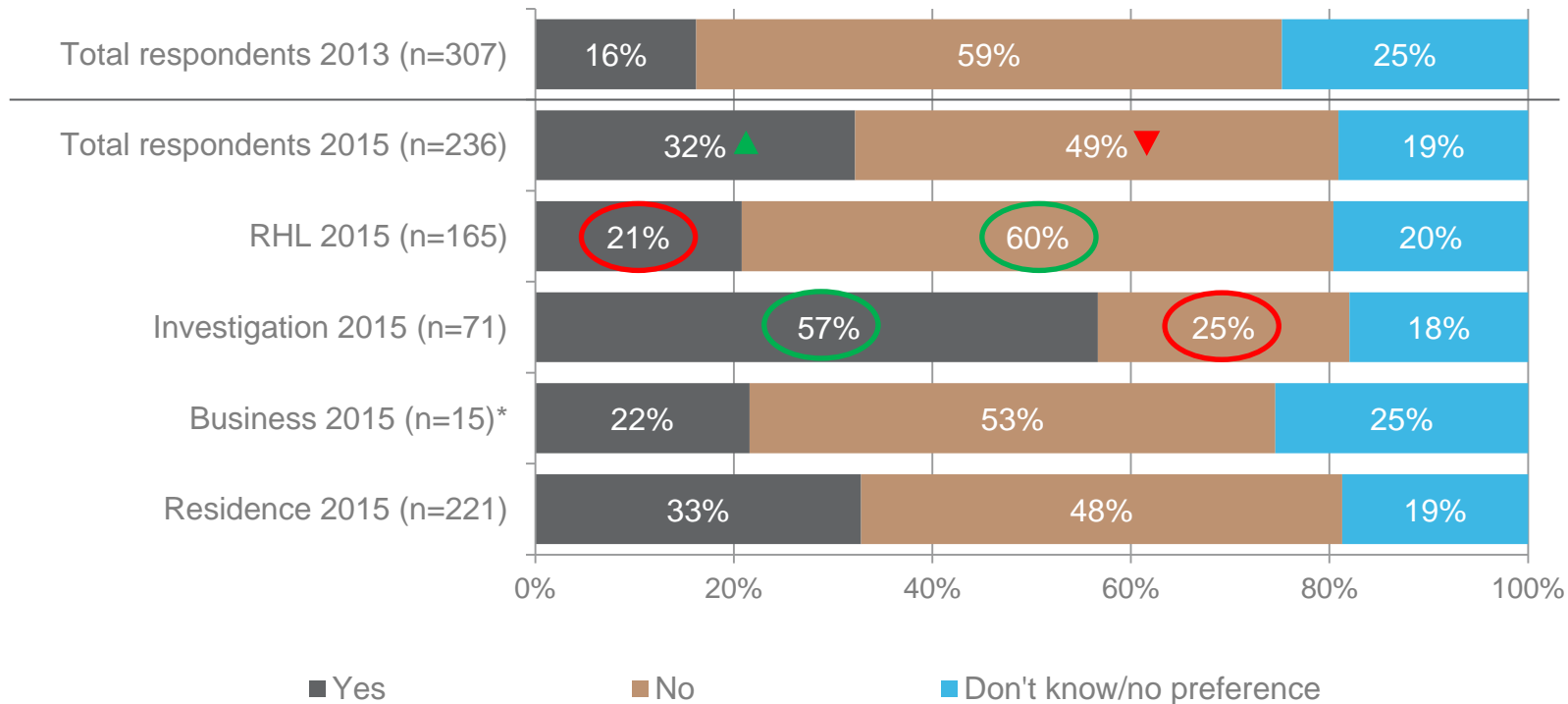
- Significantly higher compared to the total
- Significantly lower compared to the total



# Outcome of Complaint – Asked About Outcome in Writing



Of those who did not receive their outcome in writing, a third (32%) were actually asked. This is significantly higher from 2013 (16%).



- ▲ Significantly higher compared to 2013
- ▼ Significantly lower compared to 2013
- Significantly higher compared to the total
- Significantly lower compared to the total

**Q15.** Were you asked whether you would like the outcome of your complaint in writing?

**Base:** Those who did not receive outcome in writing (2015 n=236)

\* Insufficient sample size (n<30), results indicative only



# Customer Service Evaluation.

# Customer Service Evaluation

All aspects of customer service have improved in 2015; in particular, there have been significant improvements in the mean ratings of the ease of contact staff, the effort made to fully understand the complaint and the knowledge, skills and expertise of staff involved in the dispute.

The largest of these improvements was in the ease of contacting with 77% of customers being very satisfied compared to 74% in 2013. However, as with previous years, the courteousness and helpfulness of staff remains the strongest aspect of EWOQ's customer service with 86% of customers being very satisfied.

As with the previous wave of research, the most commonly reported reason for dissatisfaction with customer service was due to perceptions that EWOQ staff were not supportive or willing to help in the customer's case (44%) or because they did not assist with the enquiry (41%). In 2015, there has also been a significant increase in dissatisfied customers stating that the staff member dealing with their case was not always available (22%). However, there was a significant decrease in customers who felt staff did not try to fully understand their case (16%).

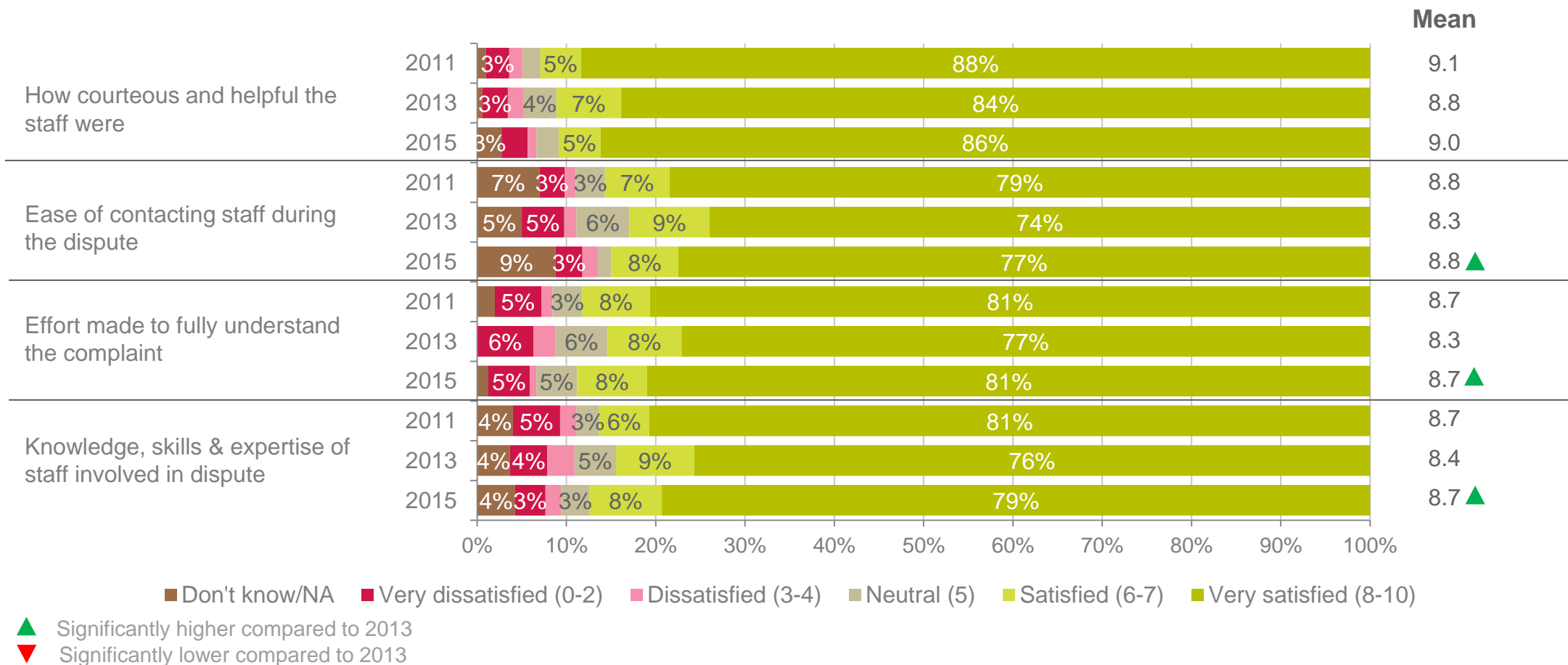
As with previous years, there were no significant differences in satisfaction with customer service between the different customer types.



# Customer Service Evaluation



In 2015, there have been significant improvements in the ease of contacting staff during the dispute, the effort made to fully understand the complaint and the knowledge, skills and expertise of staff involved in the dispute.



**Q16.** How satisfied were you with the staff who handled your complaint? Please rate how dissatisfied or satisfied you were on a scale of 0 to 10. **Base: Total customers (2011 n=401; 2013 n=510; 2015 n=400 “don’t know” excluded for mean; “N/A” responses not shown)**



# Customer Service Evaluation



There are no significant differences in mean ratings of satisfaction with customer service between the different customer types. Though business customers tend to give slightly higher ratings of customer service.

|  | Mean Satisfaction                    |                                   |                                 |   |                                     |                                       |
|--|--------------------------------------|-----------------------------------|---------------------------------|---|-------------------------------------|---------------------------------------|
|  | Total<br>2013<br><br>(min.<br>n=486) | Total<br>2015<br><br>(min. n=364) | RHL<br>2015<br><br>(min. n=228) | Investigation<br>s 2015<br><br>(min. n=135) | Business<br>2015<br><br>(min. n=29) | Residence<br>2015<br><br>(min. n=335) |
| How courteous and helpful the staff were                     | 8.8                                  | 9.0                               | 9.0                             | 9.0   | 9.4                                 | 9.0                                   |
| Ease of contacting staff during dispute                      | 8.3                                  | 8.8                               | 8.9                             | 8.7   | 9.2                                 | 8.8                                   |
| Effort made to fully understand complaint                    | 8.3                                  | 8.7                               | 8.7                             | 8.6   | 8.9                                 | 8.6                                   |
| Knowledge, skills and expertise of staff involved in dispute | 8.4                                  | 8.7                               | 8.7                             | 8.7   | 8.6                                 | 8.7                                   |

**Q16.** How satisfied were you with the staff who handled your complaint? Please rate how dissatisfied or satisfied you were on a scale of 0 to 10. **Base:** Total customers (2013 n=510; 2015 n=400; “don’t know” excluded for mean; “N/A” responses not shown)



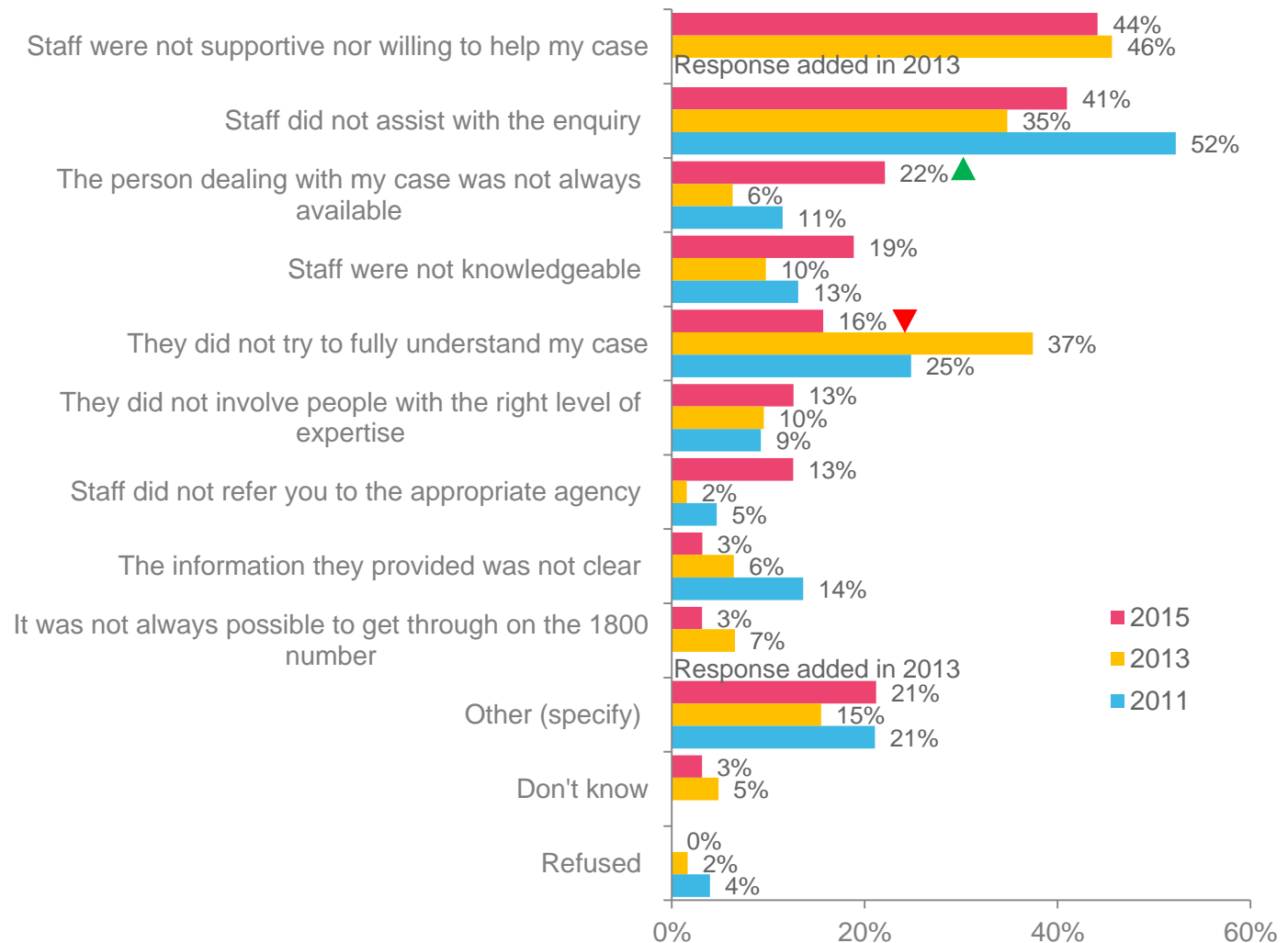
# Reasons for Customer Service Dissatisfaction



Perceptions that staff were not supportive or willing to help (44%) remains the main reason for dissatisfaction with customer service.

There was a significant increase in those who were dissatisfied due to staff being unavailable (6% to 22%).

While significantly fewer are dissatisfied because staff did not try to fully understand the case (37% to 16%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

Q17. Why were you particularly dissatisfied with this area?

Base: Respondents dissatisfied from Q16 (2011 n=35; 2013 n=63; 2015 n=32)



# Fairness of Process.

# Fairness of Process

In 2015, customers have become significantly more satisfied with all aspects of the processes followed by EWOQ. These include the opportunity to put their dispute forward, EWOQ's independence, the information provided on the process, the time taken to resolve the complaint, the assistance given to present their side of the case and the frequency of updates on the progress of the complaint.

Of those who are dissatisfied with the opportunity they were given to put forward their side of the dispute, the main reason for this is because of perceptions that staff did not listen to the customer (40%), they were not given the opportunity to fully explain (32%) or staff did not follow up on the query or complaint (32%).

Of those who were dissatisfied with EWOQ's independence, the two main reasons for feeling this way were because the customer thought EWOQ was not supportive or willing to help (41%) or EWOQ tended to be biased towards the supplier (33%).

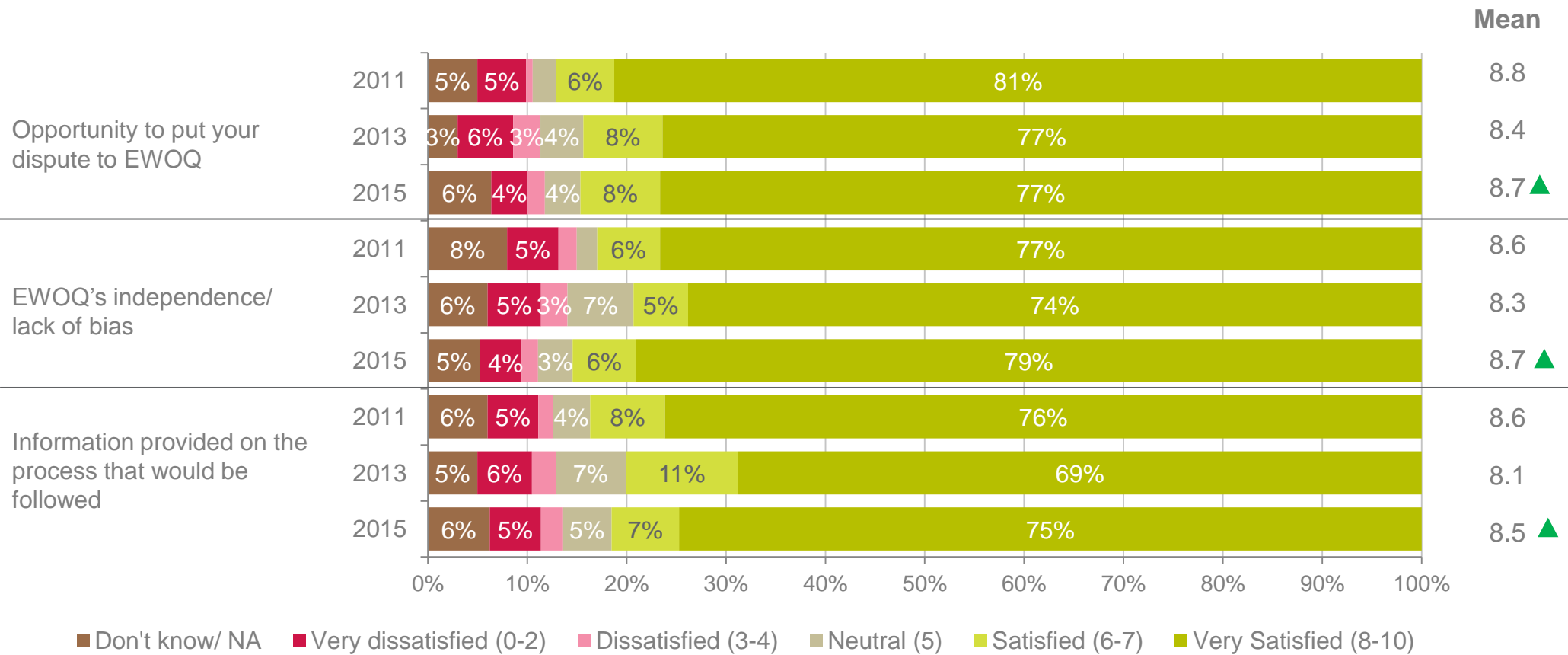
Meanwhile, of the 7% who were dissatisfied with the information provided, half (57%) stated that this was because insufficient or no information was provided.



# The Process Followed



Mean satisfaction scores have increased significantly across all areas relating to the process that was followed, this includes having the opportunity put the dispute to EWOQ, EWOQ's independence or lack of bias and the information provided on the process that would be followed.



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

**Q18.** What about the process that was followed? Please rate how dissatisfied or satisfied you were on the same 0 to 10 scale for the following.

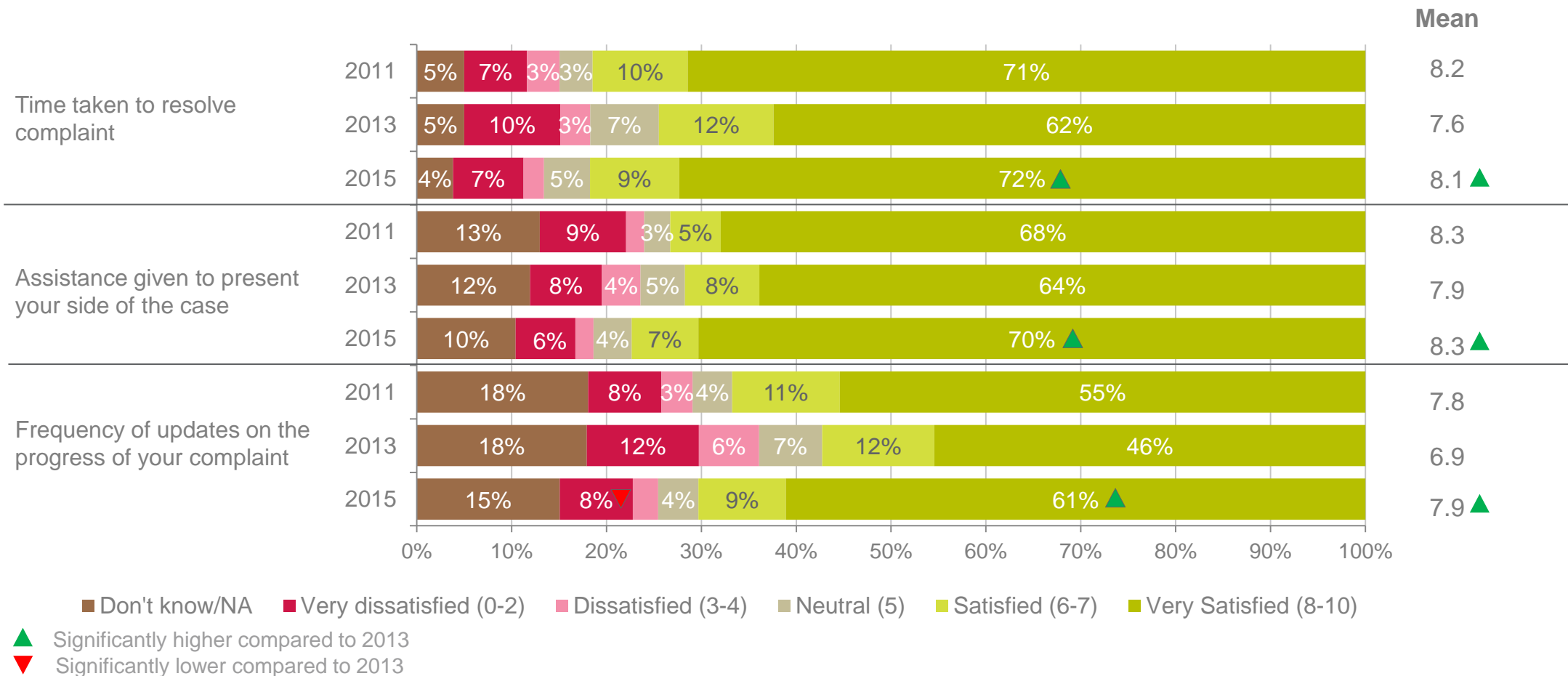
**Base:** Total customers (2011 n=401; 2013 n=510; 2015 n=400 “don’t know” excluded for mean; “N/A” responses not shown)



# The Process Followed



There was also a significant improvement in the mean scores for the time taken to resolve complaints, the assistance given to present the customer's side of the case and the frequency of updates on the progress of the complaint.



**Q18.** What about the process that was followed? Please rate how dissatisfied or satisfied you were on the same 0 to 10 scale for the following.

**Base:** Total customers (2011 n=401; 2013 n=510; 2015 n=400; "don't know" excluded for mean; "N/A" responses not shown)



# Why Wasn't the Process Followed

|  | Mean Satisfaction |               |              |                        |                  |                   |
|--|-------------------|---------------|--------------|------------------------|------------------|-------------------|
|  | Total<br>2013     | Total<br>2015 | RHL<br>2015  | Investigations<br>2015 | Business<br>2015 | Residence<br>2015 |
|  | (min. n=421)      | (min. n=339)  | (min. n=205) | (min. n=130)           | (min. n=27)      | (min. n=310)      |
| The opportunity you were given to put your side of the dispute to EWOQ             | 8.4               | 8.7           | 8.8          | 8.7                    | 8.8              | 8.7               |
| How independent/unbiased EWOQ's point of view was when dealing with your complaint | 8.3               | 8.7           | 8.8          | 8.6                    | 9.2              | 8.7               |
| The information provided on the process that would be followed                     | 8.1               | 8.5           | 8.5          | 8.4                    | 8.4              | 8.5               |
| The assistance given to present your side of the case                              | 7.9               | 8.3           | 8.3          | 8.3                    | 8.2              | 8.4               |
| The time taken to resolve your complaint   | 7.6               | 8.1           | 8.2          | 8.0                    | 7.9              | 8.2               |
| How frequently you were updated on the progress of your complaint                  | 6.9               | 7.9           | 7.9          | 7.9                    | 7.7              | 8.0               |

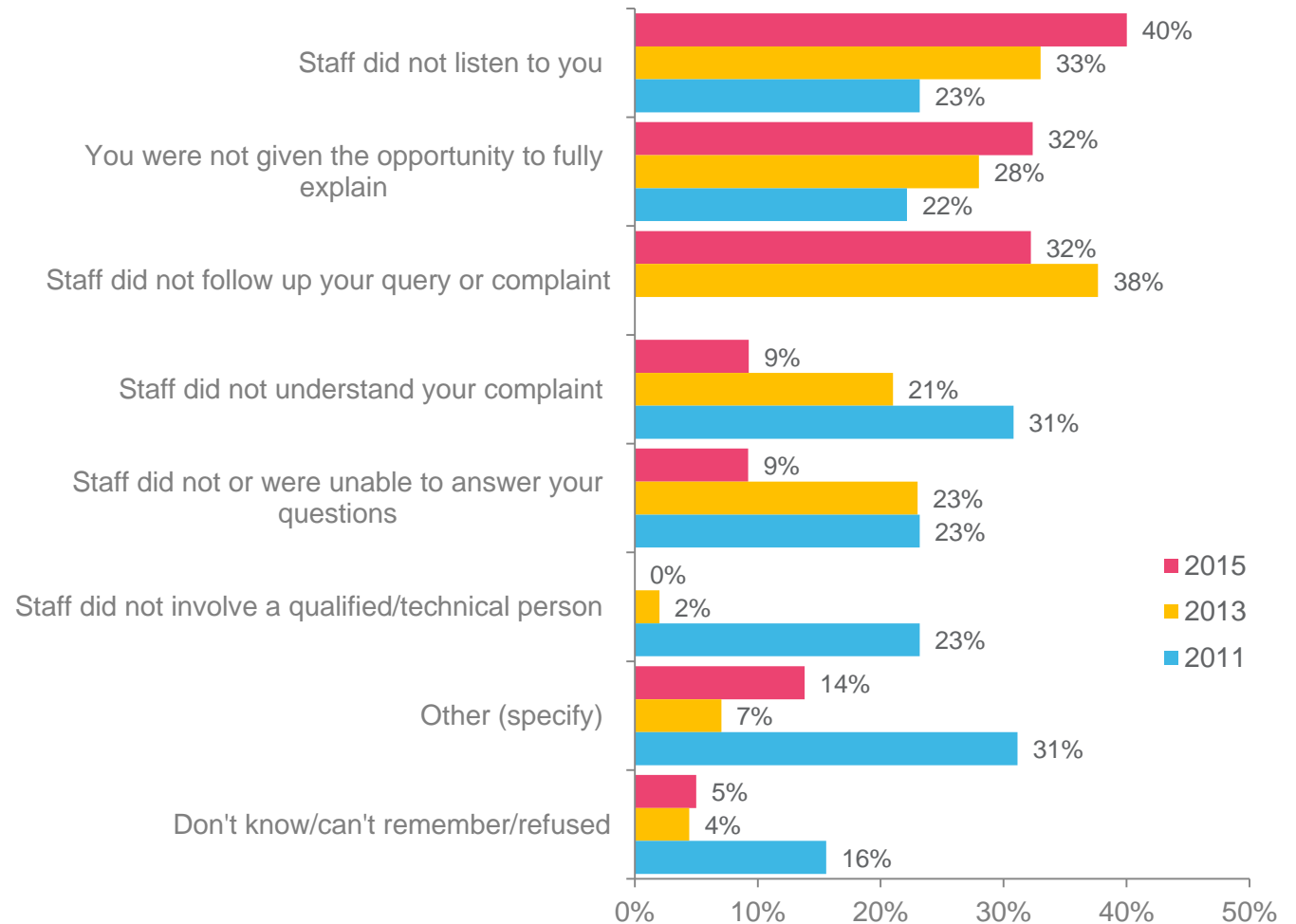
Q18. What about the process that was followed? Please rate how dissatisfied or satisfied you were on the same 0 to 10 scale for the following.  
Base: Total customers ("don't know" excluded)

# Dissatisfaction with Opportunity to Provide Dispute to EWOQ



Since 2011, there has been a steady increase in the proportion of customers who are dissatisfied with the opportunity provided because they believe staff did not listen to them (40%) or they were not given the opportunity to fully explain (32%).

Many were also dissatisfied with the opportunity provided because staff did not follow up on their query or complaint (32%).





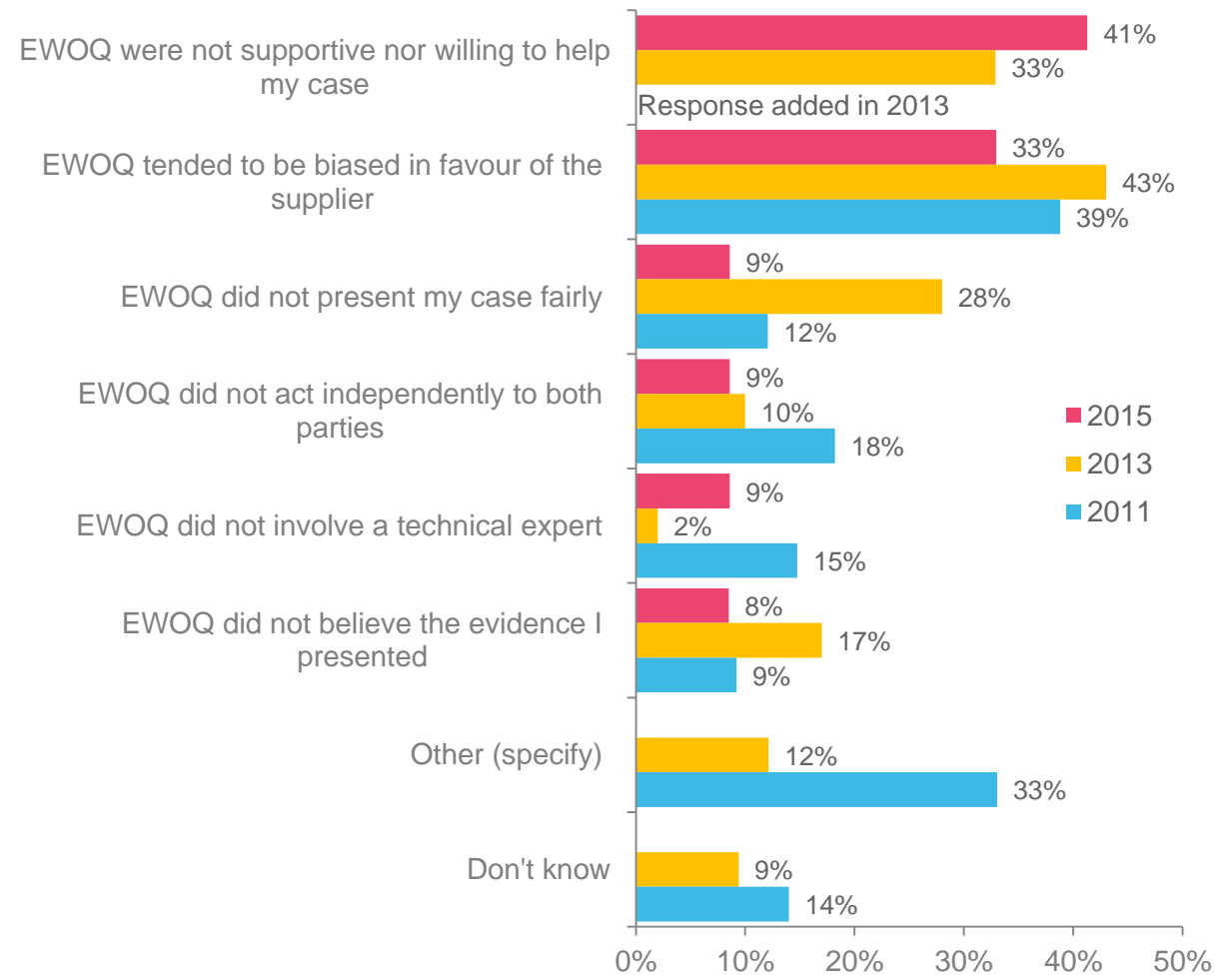


# Dissatisfaction with EWOQ's Perceived Bias



Of those who were dissatisfied with the independence of EWOQ, 41% felt EWOQ was not supportive nor willing to help their case.

Meanwhile, 33% felt EWOQ was biased towards the supplier.



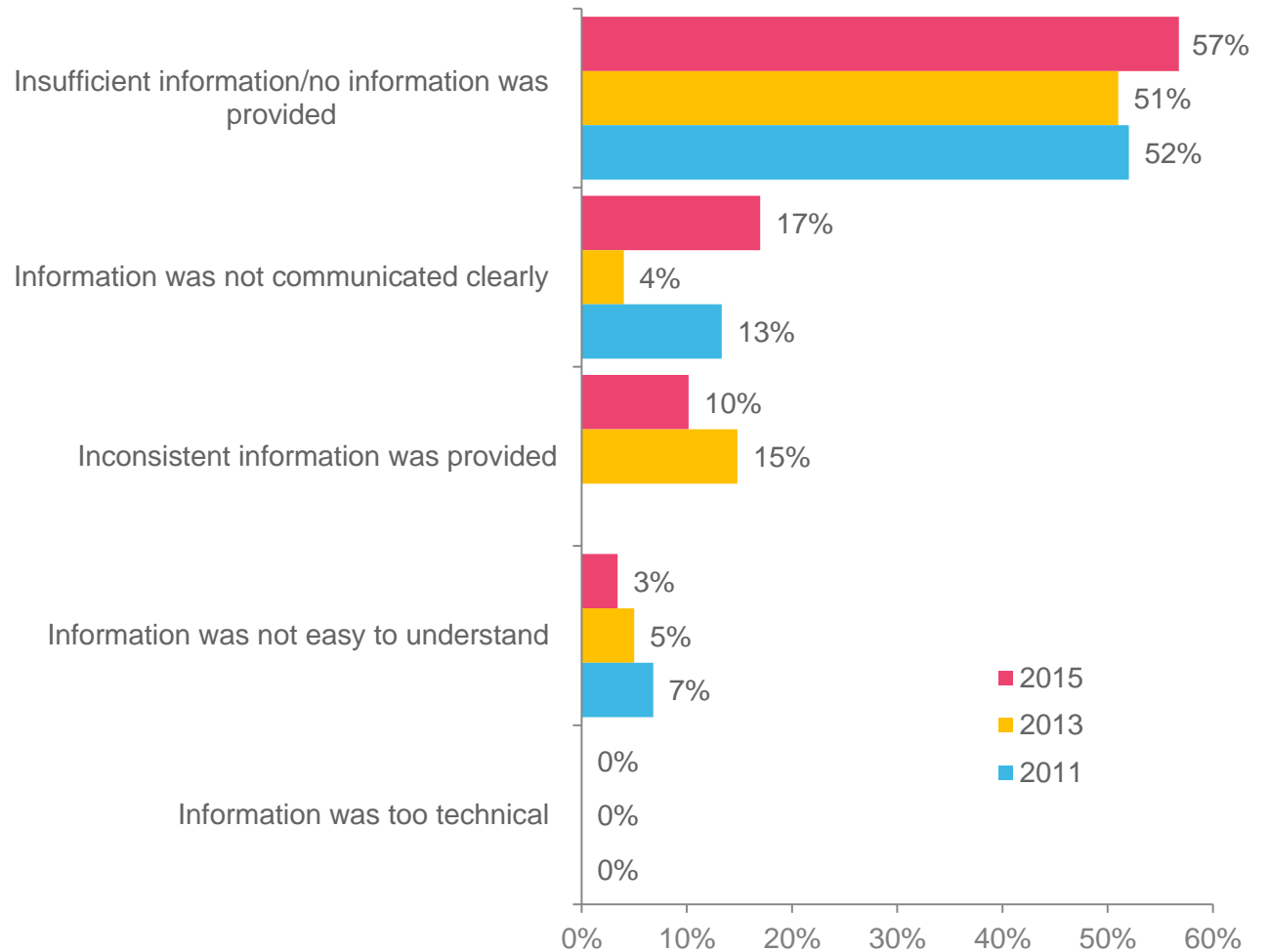


# Dissatisfaction with Information Provided



Similar to previous years, the primary reason for being dissatisfied with the information provided was because there was insufficient or no information (57%).

Meanwhile, information was not communicated clearly for 17% and the information was considered inconsistent for 10%.





Improvements  
Recommended.

# Areas of Improvement

## Overall Performance

At an overall level, there has been a significant increase in the proportion of customers who believe that there are no improvements necessary for EWOQ (60%). Of those who did mention an improvement, the most common of these were ensuring EWOQ has more power to act (10%), improved communication from EWOQ (7%) and more willingness to fight for the customer's case (6%).

Meanwhile, significantly fewer customers mentioned that staff need to listen more to their enquiries (2%) or that EWOQ was under-resourced (1%).

## Helping Present Case to EWOQ

Regarding assistance in presenting the customer's side of the dispute, there were a number of issues that were more frequently mentioned than previously. These included help in identifying relevant information (16%), someone willing to listen (13%), help in identifying the customer's rights (12%), help from a support person (12%), advice on what to expect (9%) and help in writing the complaint letter (5%).

Those who were overall dissatisfied with EWOQ were significantly more likely to want assistance in terms of having someone willing to listen (27%), more face to face contact (10%) and better quality customer service (19%).

Meanwhile, those who did not find the RHL step useful were significantly more likely to require assistance in identifying the relevant information (30%).



# Overall Improvements Recommended



Compared to previous years, significantly more customers stated that there are no improvements needed for EWOQ (60%).

The main improvement that was mentioned, was a gain that EWOQ needs more power (10%). This includes mentions of more power over legislation, laws and guidelines.



*"Letting the energy companies know that treating consumers this way is not accepted, and EWOQ possibly applying fines."*



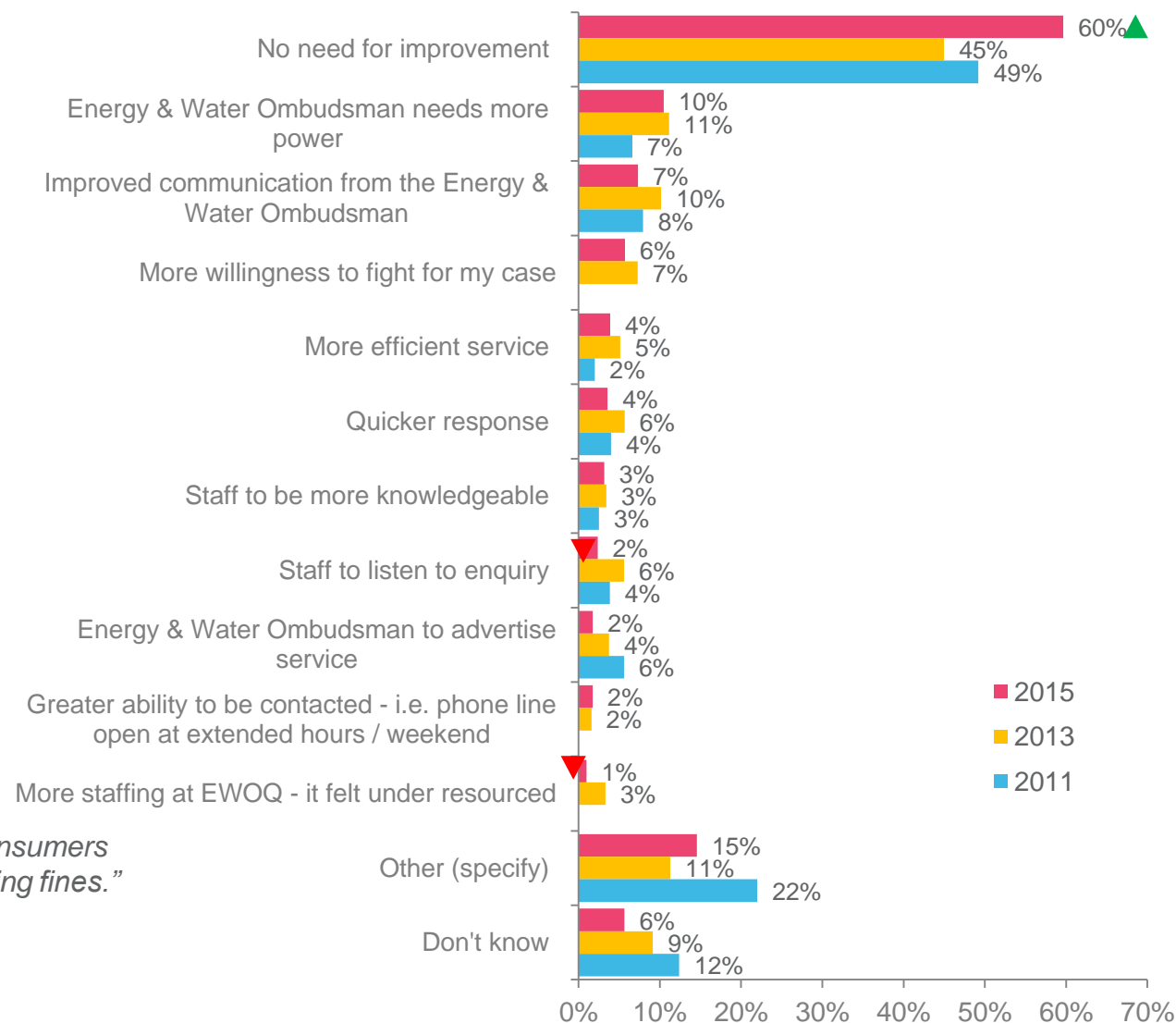
*"EWOQ needs more power over legislation."*



Significantly higher compared to 2013



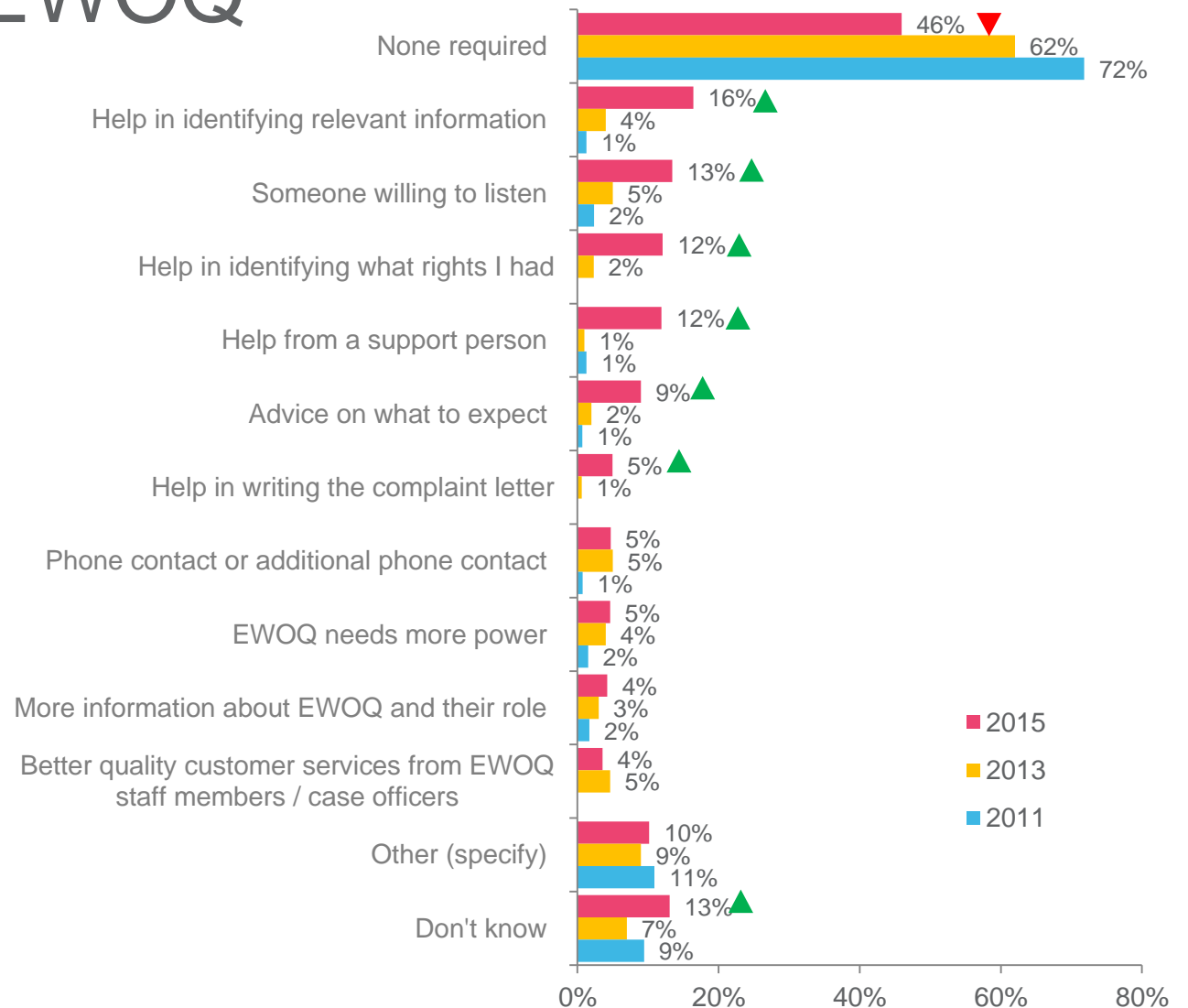
Significantly lower compared to 2013



# Specific Improvements for Helping Present Case to EWOQ



Significantly more customers mentioned specific improvements that were required for their case such as help in identifying relevant information (16%), someone willing to listen (13%), help identifying rights (12%), help from a support person (12%), advice on what to expect (9%) and help in writing the complaint letter (5%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

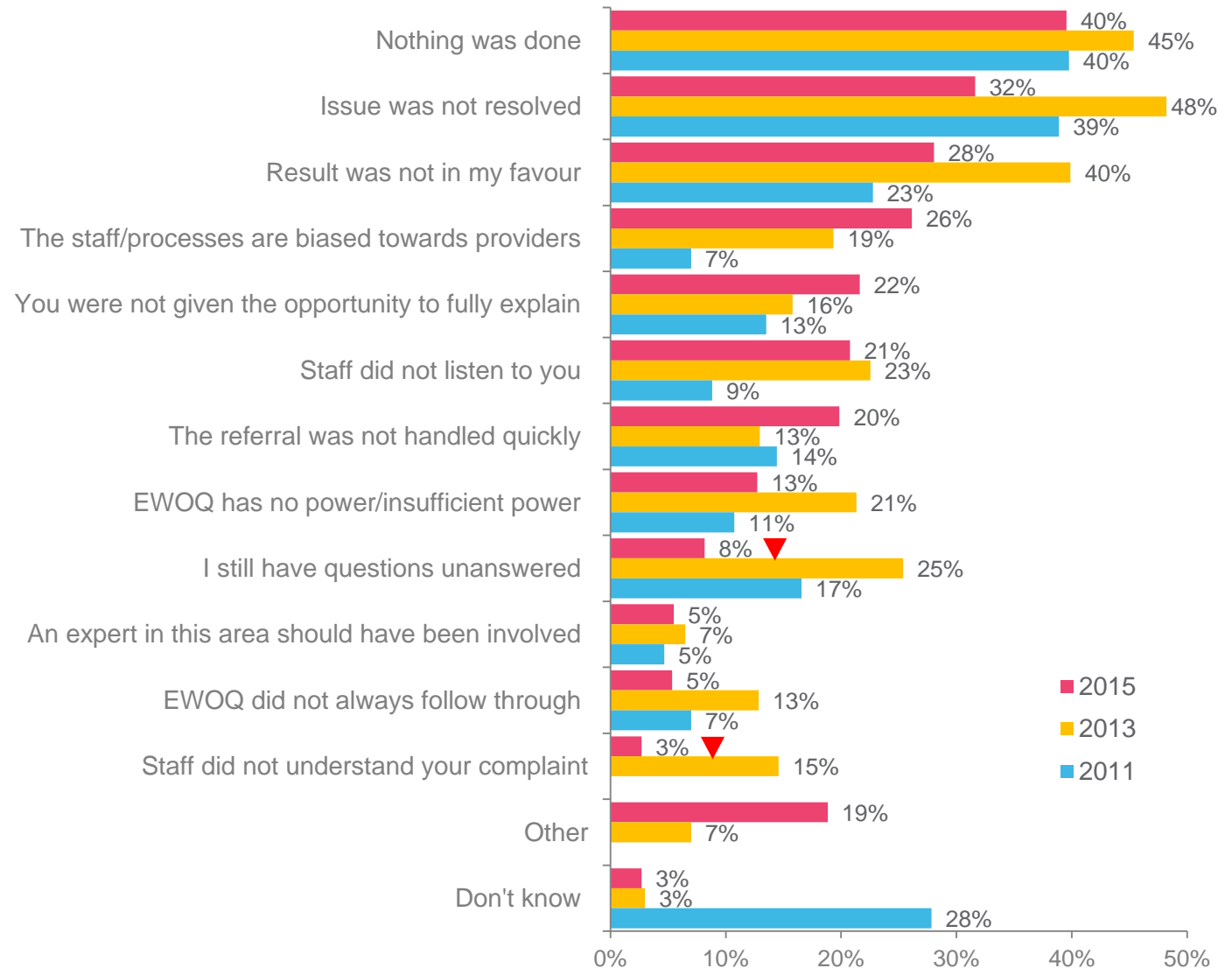


# Overall Reasons for Dissatisfaction with EWOQ



In 2015, the main reason customers were dissatisfied was due to perceptions that nothing had been done (40%) or because the issue was not resolved (32%).

Significantly fewer customers reported that the reason for their dissatisfaction was due to having unanswered questions (8%) or because staff did not understand their complaint (3%).



▲ Significantly higher compared to 2013  
▼ Significantly lower compared to 2013

Q23A. Why is that? (Based on Q22)

Base: Very dissatisfied and dissatisfied customers (2011 n=25\*; 2013 n=61; 2015 n=38)



# Appendix.

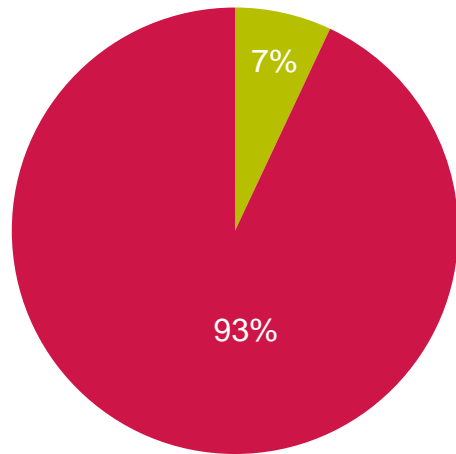




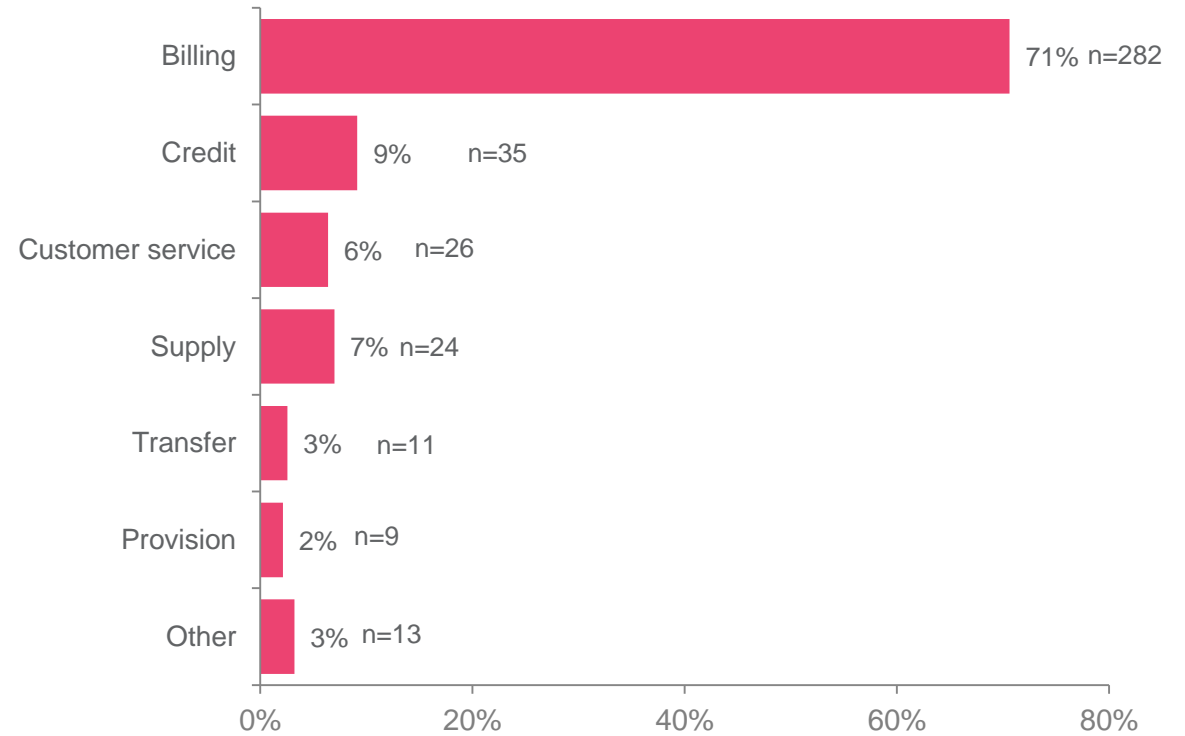
# Complaint Classification.



# Complaint Classification



■ Business Issue  
■ Residential issue



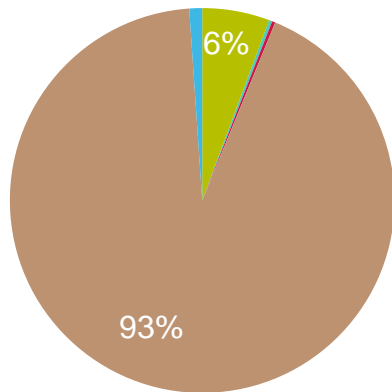
**S1B.** Thinking about your complaint made on [DATE] to the Energy & Water Ombudsman, was this complaint about a business or domestic/home issue?  
**Base:** Total customers (2015 n=400)

**S2.** What was your complaint to the Energy & Water Ombudsman about? Was it relating to...  
**Base:** Total customers (2015 n=400)



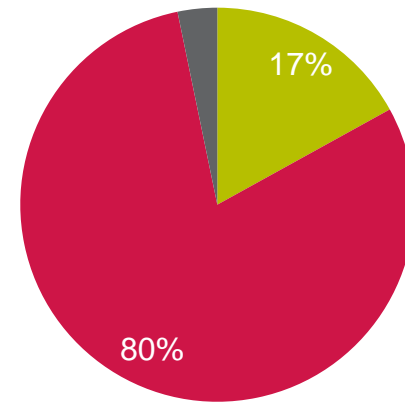
Demographics.

# Demographics



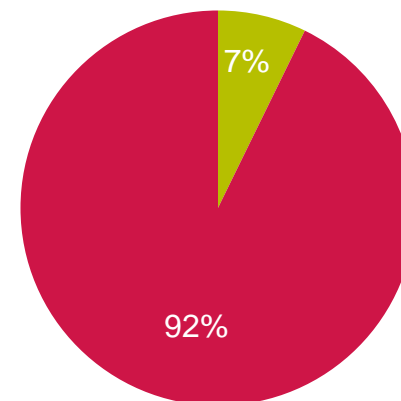
- Yes - Aboriginal
- Yes - Torres Strait Islander
- Yes - Australian South Sea Islander
- No
- Refused/prefer not to answer

**D8.** Do you identify yourself as an Aboriginal, Torres Strait Islander or Australian South Sea Islander? **Base: Residential customers (2015 n=366)**



- Yes - have disability
- No
- I prefer not to answer

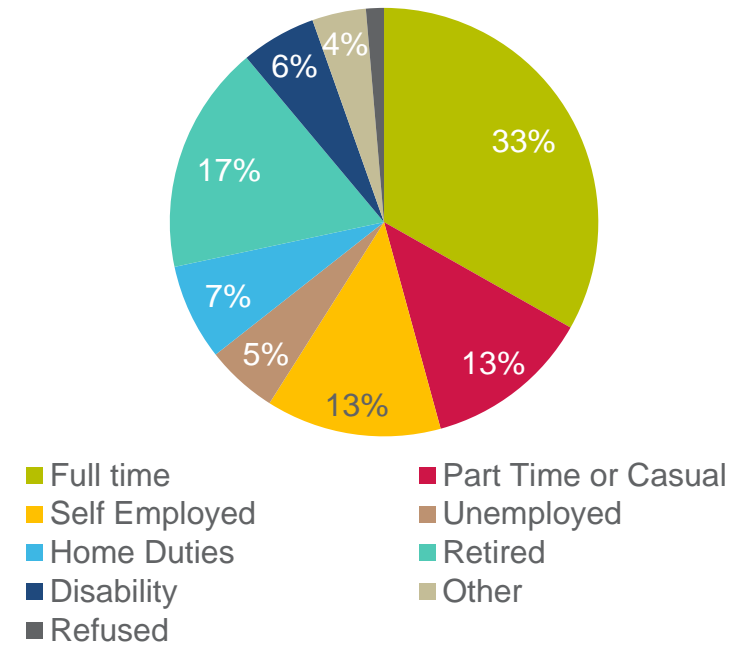
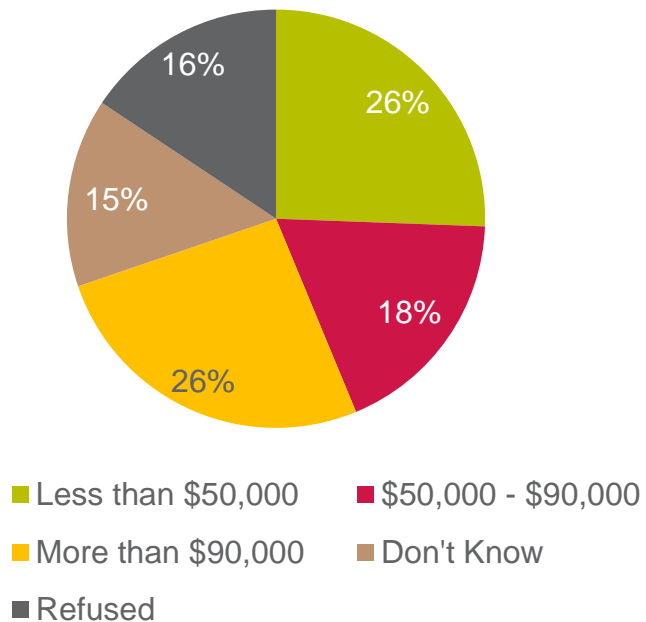
**D11.** Do you have a disability that restricts everyday activities and which has lasted or is likely to last for 6 months or more? **Base: Residential customers (2015 n=366)**



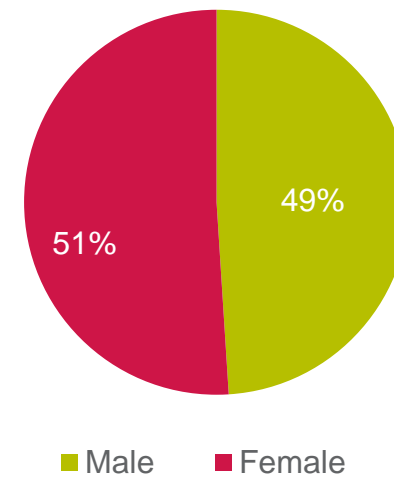
- Yes - I speak a language other than English at home
- No - English only

**D5.** Do you usually speak a language other than English at home? **Base: Residential customers (2015 n=366)**

# Demographics

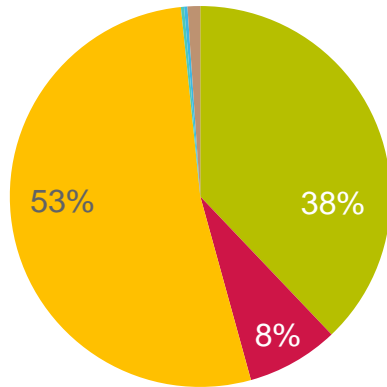


D7. Which of the following best describes what you currently do?  
Base: Residential customers (2015 n=366)



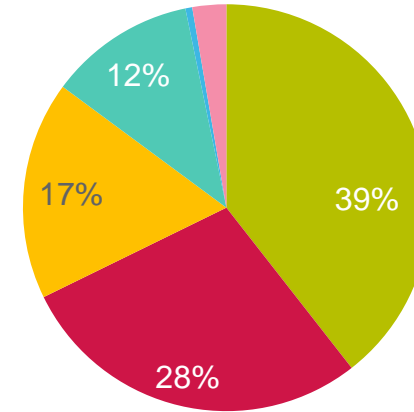
D4. Gender  
Base: Residential customers (2015 n=366)

# Demographics



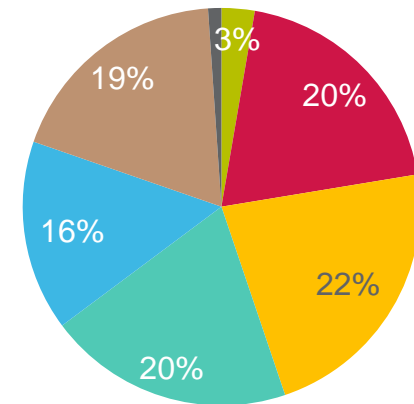
- Privately rented
- Owned or mortgaged
- Don't know
- Publicly rented
- Other
- Refused

**D1. Is your residence?**  
Base: Residential customers (2015 n=366)



- High school or lower
- Bachelor Degree
- Other
- Diploma or apprenticeship
- Post-graduate study
- Refused

**D6. What is the highest level of education you have attained?**  
Base: Residential customers (2015 n=366)



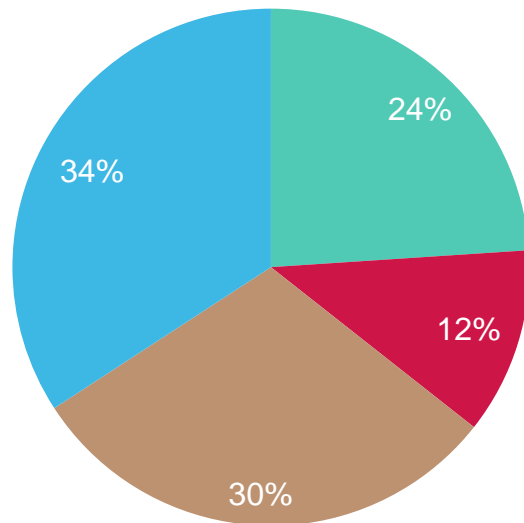
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or more
- Refused

**D3. Could you please tell me your age range?**  
Base: Residential customers (2015 n=366)



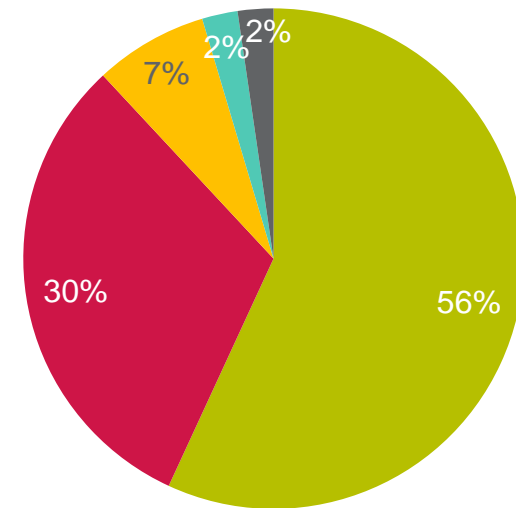
Firmographics.

# Firmographics



- Commercial offices / premises
- Factory
- Farm
- Other

F1. The main premise of your business is best described as a...  
Base: Business customers (2015 n=33)



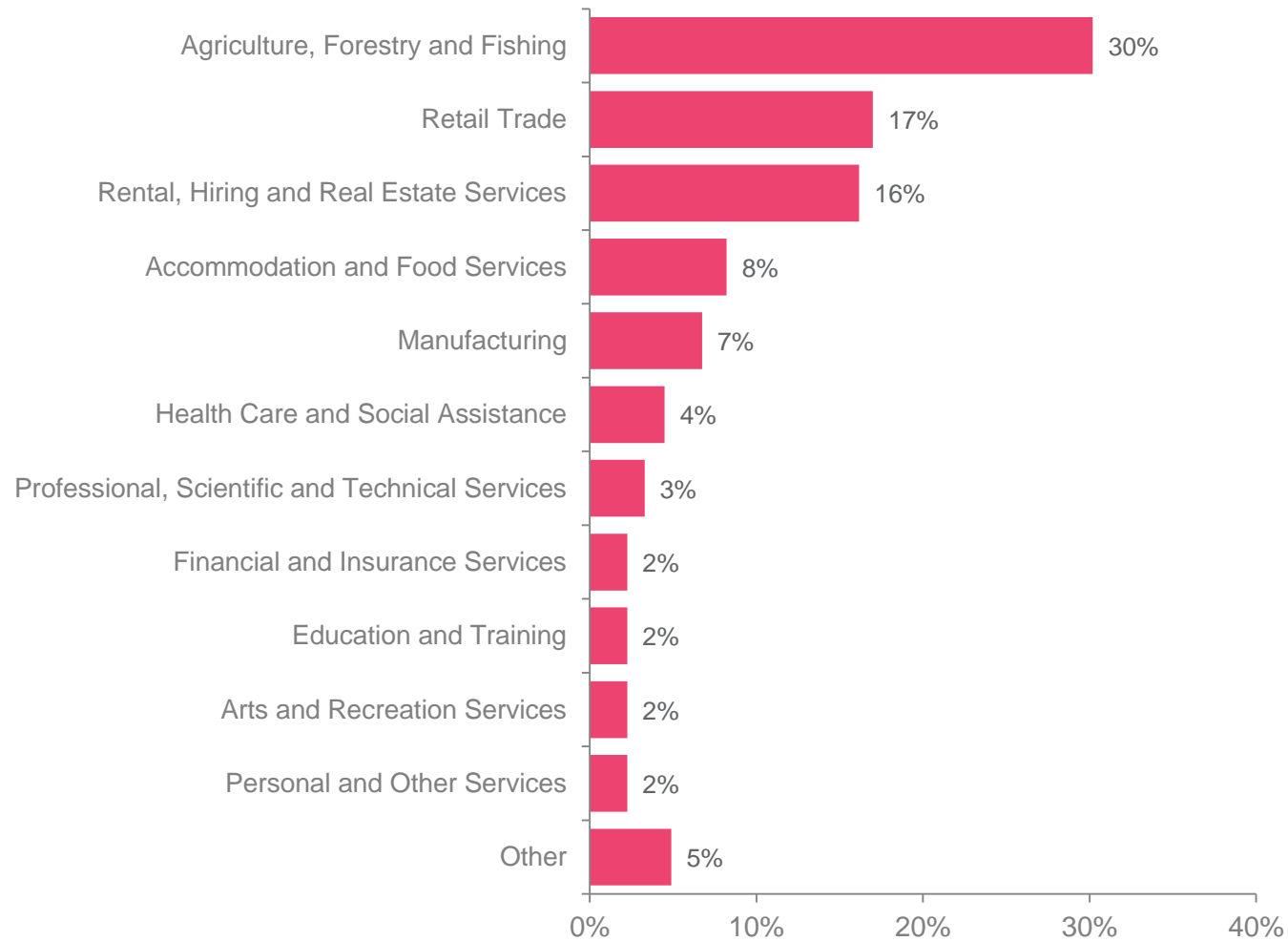
- 1-4 employees
- 5-19 employees
- 20-99 employees
- 100 or more employees
- Refused

F2. Including yourself, how many people does your business currently employ at this site? Please include all full-time, part-time and casual employees?  
Base: Business customers (2015 n=33)





# Firmographics





# ANZOA Benchmarks.

# Benchmark 1: Accessibility

**BENCHMARK  
ACHIEVED**

## **Principle:**

EWOQ makes itself readily available to customers by promoting the existence of its service and having no cost or fee barriers.

## **Purpose:**

To promote customer access to the scheme on an equitable basis.

## **Evaluation:**

Overall this benchmark has been **achieved** from a customer perspective.

## **Key Indicators:**

- Customers are finding out about EWOQ's existence through a variety of methods (Q1), mainly recommendations from others and the internet.
- It is easy to find EWOQ's contact details (92% agree - Q3)
- It is easy to make a complaint to EWOQ (93% agree - Q10)
- A variety of contact methods are available and used (Q6 and Q7)
- It is easy to contact EWOQ during the dispute (85% agree - Q16D).

# Benchmark 2: Independence

**BENCHMARK  
ACHIEVED**

## **Principle:**

The decision-making process and administration of the scheme are independent from scheme participant, consumer and government influence.

## **Purpose:**

To ensure that the processes and decisions of the scheme are objective and unbiased and are seen to be objective and unbiased.

## **Evaluation:**

Overall this benchmark has been **achieved** from a customer perspective, with scores increasing from 2013.

## **Key Indicators:**

- The role of EWOQ as an independent dispute resolution service is explained adequately at the beginning of the process (91% agreed - Q4)
- Customers are satisfied that EWOQ's point of view is independent/unbiased (85% satisfied - Q18).



# Benchmark 3: Fairness

BENCHMARK  
ACHIEVED

## Principle:

The scheme produces decisions which are fair and seen to be fair by observing the principles of procedural fairness, by making decisions on the information before it and by having specific criteria upon which its decisions are based.

## Purpose:

To ensure that the decisions of the scheme are fair and are seen to be fair.

## Evaluation:

Overall this benchmark has been **achieved** from a customer perspective.

## Key Indicators:

- EWOQ made sufficient efforts to fully understand their complaint (89% satisfied - Q16C)
- EWOQ's point of view is independent/unbiased (85% from 79% satisfied in 2013 - Q18D)
- They were given the opportunity to present their side of the case (83% from 85% satisfied in 2013 - Q18E)
- They were given the assistance needed to present their side of the case (77% from 72% satisfied in 2013 - Q18F)
- EWOQ provided them with a clear indication of the process the customer needed to go through in order to make a complaint and resolve their issue (92% agree - Q5)

In addition, almost half of customers believe the outcomes to be in their favour (51% from 2015 from 52% in 2013; 62% in 2011 - Q11).

# Benchmark 4: Accountability

NOT  
APPLICABLE

**Principle:**

EWOQ publicly accounts for its operations by publishing information about complaints and highlighting any systemic industry problems.

**Purpose:**

To ensure public confidence in the scheme and allow assessment and improvement of its performance and that of scheme participants.

**Key Indicators:**

This benchmark was not assessed in detail in the customer satisfaction survey.

# Benchmark 5: Efficiency

**BENCHMARK  
ACHIEVED**

## Principle:

The scheme operates efficiently by keeping track of complaints, ensuring complaints are dealt with by the appropriate process or forum and regularly reviewing its performance.

## Purpose:

To give customers and scheme participants confidence in the scheme and to ensure the scheme provides value for its funding.

## Evaluation:

Overall this benchmark has been **achieved** from a customer perspective. Overall customer satisfaction, increased from 82% satisfied (2013) to 87% satisfied (2015).

## Key Indicators:

- The benchmark of 80% customer satisfaction has been exceeded (87% satisfied - Q22)
- Most cases are resolved in two or less contacts (63% - Q8) and cases are mainly dealt with the same person all of the time (67% - Q9)
- Customers generally believed the time taken to resolve their case was either as expected (38%) or shorter than expected (40% - Q21)
- Customers are generally satisfied with the time taken to resolve their dispute (81% satisfied - Q18A).

# Benchmark 6: Effectiveness

**BENCHMARK  
ACHIEVED**

## **Principle:**

The scheme is effective by adhering to appropriate and comprehensive terms of reference and undergoing periodic independent reviews of its performance.

## **Purpose:**

To promote customer confidence in the scheme and ensure that the scheme fulfils its role.

## **Evaluation:**

Overall this benchmark has been **achieved** from a customer perspective.

## **Key Indicators:**

- Customers are satisfied that the role of EWOQ is adequately explained at the start of the process (91% satisfied - Q4)
- Approximately 6 in 10 customers (60%) indicated that EWOQ has no need for improvement. A further 1 in 10 customers (10%) state EWOQ needs more power (Q25)
- Customers are satisfied with the knowledge, skills and expertise of EWOQ staff (87% satisfied - Q16A).



