

Annual Report 2021-2022



**Energy & Water
Ombudsman**
Queensland

About this report

ENERGY AND WATER OMBUDSMAN QUEENSLAND 2021-22 ANNUAL REPORT

ISSN 1839-308X

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Communication objective

Energy and Water Ombudsman Queensland (EWOQ) provides a free, fair and independent dispute resolution service for residential and small business customers 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 2021 to 30 June 2022. 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 2021-22*.

Accessibility

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



This publication is available online from www.ewoq.com.au/annual-report

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

We acknowledge the Traditional Owners and their custodianship of the lands, seas and waters of Queensland. We 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 global society.





Using this report



Navigation

To improve accessibility and provide alternative ways of using this document by different audiences, our annual report is organised into sections that align with the core pillars of our organisation.

Within each of these sections, you can access information in a number of different ways.

 At a glance	Dip in and gain a top level overview of the section.
 Details	Provide a full and detailed account as required by legislation.
 Data and details	View meaningful related content in other sections and on our website, including case studies, further reading or additional data.
 Key data	As an organisation, we collect, report and analyse a lot of data about our cases. You'll find key data within each section (where relevant) and the rest of the case data in Appendix 2 and 3 starting on page 68.

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Letter of compliance

2 September 2022

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

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

Dear Ministers

I am pleased to submit for presentation to the Parliament the Annual Report 2021-22 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*, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements is provided on pages 82-83 of this annual report.

Yours sincerely

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

Jane Pires
Energy and Water Ombudsman

Our priorities

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 supplier.

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

VISION

Supporting Queenslanders with independent, respectful and effective ways of resolving disputes with energy and water providers.

VALUES



Respect

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



Integrity

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



Competency

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



Accountability

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



Excellence

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

HISTORY

The Energy and Water Ombudsman Queensland (EWOQ) was established 15 years ago on 1 July 2007 as the Energy Ombudsman Queensland (EOQ).

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

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

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

Our role

OUR ROLE, STRUCTURE AND STRATEGIC DIRECTION

Our role

Our primary functions are to:

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

We use a process that is free for consumers, fair and independent, as well as accessible, accountable, effective and efficient. We always consider the rights and responsibilities of customers and scheme participants under relevant legislation, codes and standards to achieve a fair and reasonable outcome.

Our structure

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 Energy and Water 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.

Strategic direction

Each year, we develop a 4-year strategic plan that guides our work and confirms our vision for the office.

During 2021-22, our priorities included:

- expanding our jurisdiction to include embedded network customers and welcoming exempt sellers as members
- supporting our people in uncertain times through skill development, health and wellbeing initiatives, and strong governance and leadership
- broadening our approach to awareness raising
- focusing on our ICT framework to simplify and connect our team, customers and other stakeholders to the information and services they need, when they need them, delivered in a secure and efficient environment
- contributing to public policy through insights and submissions
- investing in a process mapping tool to standardise and improve our practices, capture complex processes and share knowledge.

A review of our performance against the strategic plan is on page 20-23.

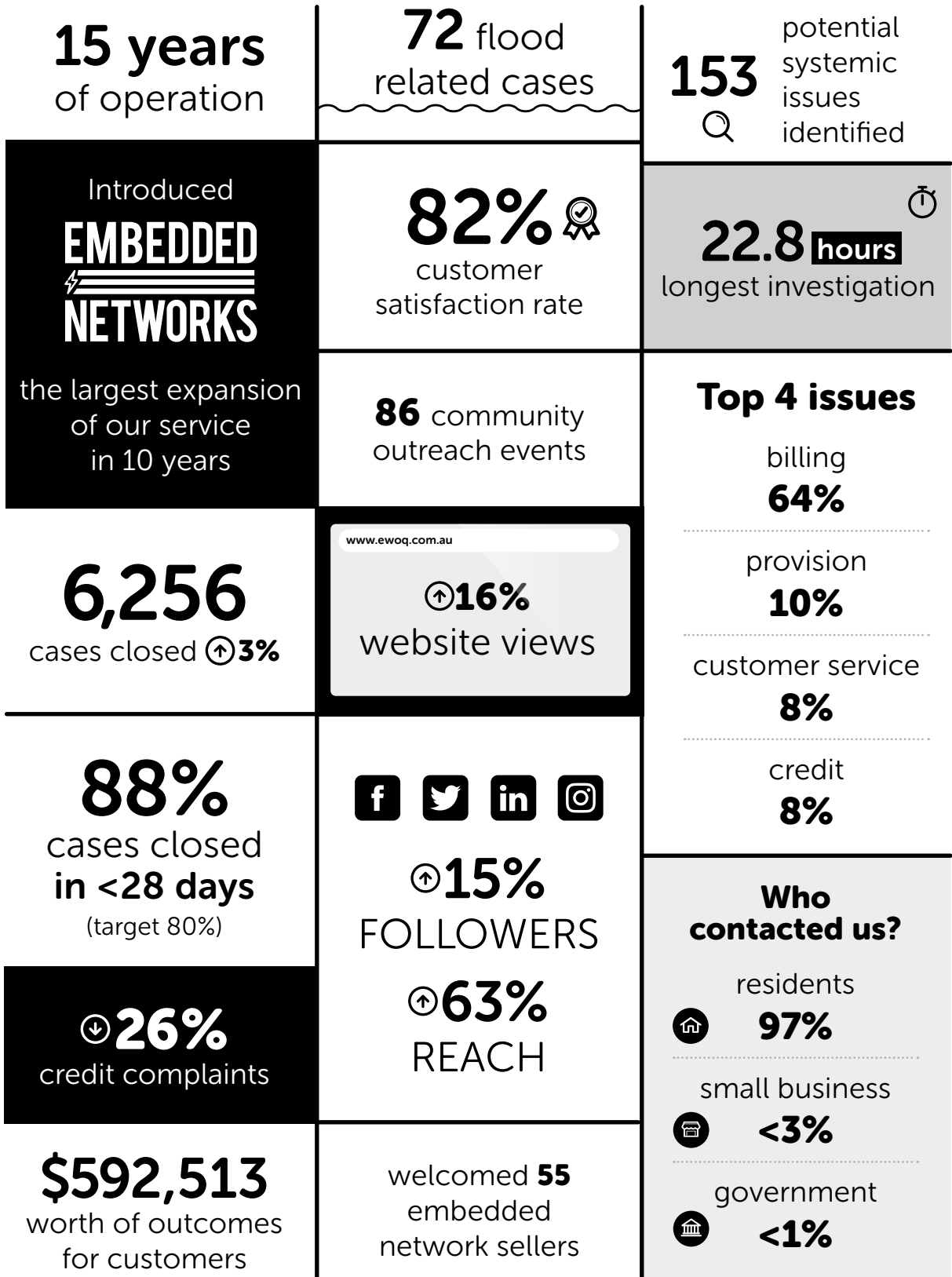
Looking forward

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

In 2022-23, our key strategic initiatives include:

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

2021-22 highlights



Message from the Ombudsman

As Energy and Water Ombudsman for Queensland, I am pleased to present the 2021-22 annual report. 2022 marks our 15th year of service and will be remembered as one of change, growth and challenge.

I think it's fair to say we all hoped this year would be easier than the previous few. However, the continued impact of COVID-19, multiple flood emergencies across the state, and rising prices have combined to make this a challenging year for both consumers and providers.

For our service, it meant working from home several times during the year, firstly because of lockdowns. As we were returning to working from the office, the building where our head office is located was affected by flooding, so it was back to working from home for our Brisbane team until the power was restored and the lifts were back in action.

On a more positive note, on 28 February 2022, we celebrated the largest expansion of our service in more than 10 years with the launch of our embedded network service. This long-awaited change means we can now help an estimated 187,000 residential embedded network customers resolve issues with their electricity bills and power supply. It's also been great to welcome exempt sellers as members of our scheme.

We have seen a slight increase in cases this year with 6,256 cases closed during the past 12 months (up 3% from 2020-21).

We have kept a close eye on case trends associated with payment difficulties, disconnections and default listings over the past 12 months, and increased our focus on awareness raising activities for customers struggling to pay their bills. This has included face-to-face community events as well as information sessions, social media campaigns and webinars to help spread the word about the help available for consumers.

As face-to-face outreach activities continued to be impacted by COVID-19 restrictions at times during the year, we made the most of those occasions when we could visit regional communities and connect with colleagues in the community sector. A personal highlight was meeting with communities in Barcaldine, Emerald and Longreach. We visited several community organisations and held pop-up events where residents could ask us questions and have a chat about their energy bills.

OUR CASES

During 2021-22, electricity made up the bulk of our caseload, accounting for 84% of the 6,256 cases closed.

The most common complaints we received were about billing, accounting for 64% of complaints closed, followed

by provision (which includes issues with existing and new connections and disconnection or restriction) then customer service, with credit-related complaints falling to just 8% of complaints closed.

We expected an increase in credit-related complaints this year after the Australian Energy Regulator's (AER) Statement of Expectations concluded at the end of last financial year. However, credit-related complaints continued to decline during the year, which could be an indication that energy and water companies continued the good work seen throughout COVID-19 in supporting customers experiencing hardship. We'll be watching this space carefully over the next year, especially given rising cost of living pressures and higher energy prices.

This year, we have been able to demonstrate the effectiveness of our updated service delivery model that commenced in May 2021. The new model introduced an early resolution team as the first point of contact for customers to manage referrals to other organisations, refer backs and refer to higher levels.

As a direct result of this change, we have seen a 29% increase in refer to higher level cases and a corresponding 29% decrease in our investigations. This change has been received positively by both customers and providers as it leads to a quicker resolution for customers and is more cost effective for our members.

OUR CONTRIBUTION

While the year had its share of challenges, I am proud to lead a committed team who are always looking for new ways to evolve our service in line with both consumer and member expectations.

Over the past 12 months, we have continued to focus on improving customer experience across all channels to provide a consistent experience of our service, irrespective of whether a customer contacts us via web chat, submits a complaint through our website or picks up the phone to call us.

This work is ongoing. In the past 12 months, we have invested in customer experience and plain English training for key team members, and conducted a user experience (UX) review of our website to identify areas for improvement. We are looking forward to showcasing the improvements over the next 12 months.

Our wider contribution includes developing submissions to influence policy and legislative changes affecting Queensland energy or water consumers, including

providing feedback on the AER's better bills guideline and draft consumer vulnerability strategy, and supporting the proposed rule change by the Australian Energy Market Commission to better protect customers affected by domestic and family violence.

OUR PEOPLE

During 2021-22, we continued to support our people by providing flexible working arrangements, which served us well when we have had to work remotely during lockdown periods. We have also prioritised culture, values, and health and wellbeing as we each manage the impacts of a hybrid working environment.

Workforce planning has been a priority and we have been looking at the future needs of the business to ensure we have the right people in the right roles. This has also informed our approach to learning and development.

We relaunched our employee achievement and recognition program – the All Star Awards – to provide ways to recognise consistent performers and high performing teams.

I am proud of our results in the 2021 Working for Queensland employee opinion survey, with 89% of our team sharing their thoughts and perceptions of what it's like to work at EWOQ.

Positive results were seen across key areas of the survey, particularly in relation to leadership and engagement, and flexible working arrangements. Our results were higher than the overall Queensland public sector scores and showed several key improvements on our 2020 results.

OUR CONNECTIONS

With consumers and providers facing ongoing challenges, our connections with community organisations, collaborations with other dispute resolution bodies and relationships with industry are more important than ever.

We strengthened connections with financial counsellors by co-hosting a webinar series with the Financial Counsellors' Association of Queensland. This provided a training opportunity for financial counsellors to build their energy literacy, and a chance for us to share more about how to work with us and with energy providers.

While these webinars enabled us to connect with financial counsellors from across the state from the comfort of our desks, I always value the insights I gain through meeting face-to-face. The 2022 Financial Counselling Australia national conference in Cairns in May was one such opportunity and I returned to the office afterwards feeling re-energised and focused on how we can continue to make a difference.

During the year we also increased our focus on digital outreach through targeted social media campaigns to raise awareness among a range of different customer groups, including small businesses, families and young people living in share houses.

We continued to foster connections with First Nations communities by delivering the commitments of our Innovate Reconciliation Action Plan (RAP). As we move towards our next RAP, I look forward to strengthening these relationships and embedding cultural awareness practices in our service delivery.

OUR FUTURE FOCUS

The next 12 months will be challenging on many fronts – for both consumers and our scheme participants. I feel the lessons we have learned, and the changes we have made to streamline and improve our service has us in a strong position to respond to these challenges.

We are working with the Australian and New Zealand Energy and Water Ombudsman Network (ANZEWO) to define the future of the Ombudsman within changing energy and water markets. This includes developing ways to ensure external dispute resolution and ombudsman services remain a key area of consumer protection.

MY THANKS

2021-22 has been a big year and I am grateful for the support I've received from across the industry, from my peers in the Ombudsman community and from my team at EWOQ. It's been a pleasure to welcome our new Advisory Council chair Rowena McNally, who has a wealth of knowledge about our sector, and whose insights and guidance will be integral for our service over the next 12 months and beyond.

I was immensely honoured to be awarded the Standards Australia Meritorious Contribution Award – National in May. This would not have been possible without the feedback and input from my colleagues across the dispute resolution community over the past decade, who continue to support best practice complaints handling and management standards.

One of my guiding philosophies is a quote by Reba McEntire:

“To succeed in life, you need three things: a wishbone, a backbone and a funny bone.”

This quote adorns the walls of our offices and a postcard-sized version was provided to team members for their home office spaces. I believe demonstrating innovation, bravery and a sense of humour will help us face the challenges and opportunities of the next 12 months as we continue to support Queensland's energy and water consumers.

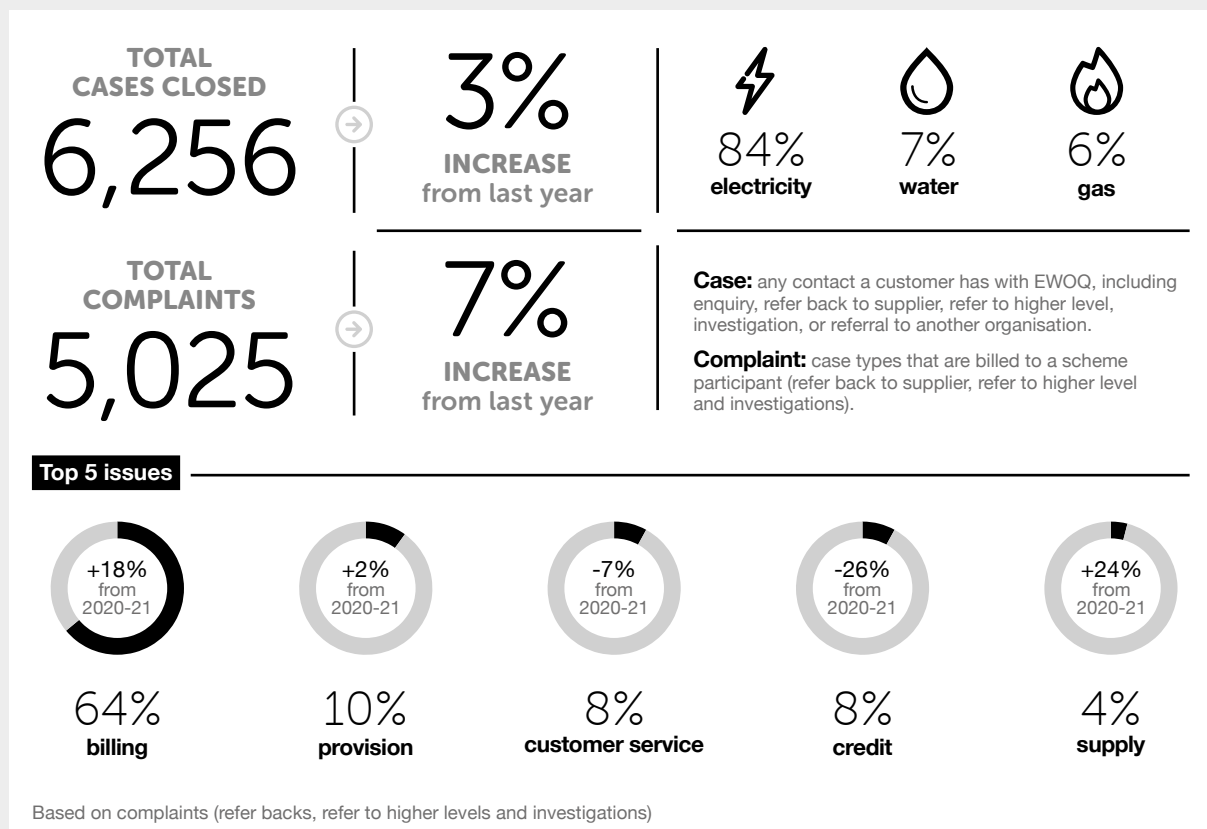


Jane Pires
Energy and Water Ombudsman

Our service



2021-22 at a glance



MONETARY OUTCOMES

We negotiated a total of **1,379 outcomes** worth **\$592,513** for customers.

Top 5 monetary outcomes

		Number	Amount
1	Goodwill gesture	669	\$175,798
2	Billing adjustment	265	\$164,301
3	Refund processed	94	\$96,145
4	Debt waiver	104	\$42,061
5	Payment plan offered	95	\$38,211



Data and details

For the data see Appendix 2

Dispute resolution



At a glance

At EWOQ, we help Queenslanders work out problems with their electricity, gas and water providers.

When a customer contacts us, we listen to their issue and classify it as an enquiry, refer them to another organisation or back to their energy or water provider, refer the case to a higher level with their provider, or investigate the matter.

Of the 6,256 cases we closed in 2021-22:

- 34% were referred to a higher level (RHL) within the energy or water provider
- 32% were referred back to an energy or water provider
- 14% were investigated
- 10% were referred to another organisation
- 9% were enquires that were general in nature.

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



In detail

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

We seek to establish the facts and issues to help our customers and their provider better understand the problem at hand, and each other's point of view.

The outcome of a complaint may be achieved by agreement between the customer and the provider, or through conciliation based on what we deem as a fair and reasonable outcome.

WHAT WE DO

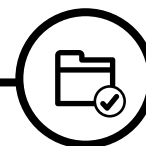
Our service was established to assist residential and small business customers who use less than **160 megawatt hours of electricity** per year or **one terajoule of gas** per year. In South East Queensland, we can also help residential and small business water customers with complaints when their water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

We can investigate unresolved disputes about:

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

CASES AND COMPLAINTS

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



CASE TYPES

› Enquiry

592 = 9% of cases closed

Sometimes customers contact us with an enquiry about their energy or water. We can provide them with advice and if we're unable to help, we refer them to an organisation who can. This year enquiries increased by 3%.

› Refer back

2,027 = 32% of cases closed

Before we can help, customers need to give their provider a chance to fix the problem first. If a customer contacts us and they haven't contacted their provider to discuss the issue, we note the case as a refer back. This year, refer backs to energy and water providers increased by 11%.

› Referral to other organisations

639 = 10% of cases closed

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

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

This year, referrals to other organisations decreased by 19%. More than half (58%) of these cases were referred to the Office of Fair Trading, including complaints about bulk hot water, bottled gas and solar installation. Referrals to the Australian Energy Regulator (AER) accounted for 26% of referrals.

Refer to higher level (RHL)

2,124 = 34% of cases closed

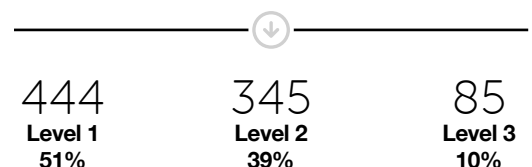
This process escalates a complaint to a higher level within the energy or water provider. Based on the complaint, an early resolution team member determines whether the matter could be resolved through an RHL or should be investigated.

We prepare an RHL notice with a summary of the customer's issue for the provider, who are required to contact the customer within 5 business days. If contact is not made, or the problem remains unresolved, customers can request us to investigate.

This year, we have seen a 29% increase in refer to higher level cases and a corresponding 29% decrease in investigations because of a change in our service delivery model.

Investigation

874 = 14% of cases closed



Once an investigation commences, we prepare a notice of investigation detailing the customer's issue. The provider is required to respond back to us within 10 business days. We will liaise between the customer and provider to achieve a fair and reasonable resolution.

Where our investigations determine the provider's actions were appropriate, the complaint will be closed, and the parties advised of the decision and our reasons. Where an error is found, we will try to negotiate a suitable outcome, for example:

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

This year, we closed 874 investigations (down from 1,237 in 2020-21).

Investigation levels are based on the time spent on the complaint. Level 3 investigations are the most complex and take many hours to resolve. In 2021-22, Level 3 investigations took an average of 9.6 hours to resolve, with the longest taking 22.8 hours.

› **Final order**

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

Firstly, a decision can be made under section 22 of the Act to not investigate or to discontinue the investigation. There were 21 cases finalised this way in 2021-22.

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

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

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

Notice of withdrawal ◀

A customer can withdraw a case during its investigation. There were 3 notices of withdrawal during 2021-22.

QUALITY ASSURANCE

We conducted regular quality assurance assessment cycles throughout 2021-22 across multiple complaint types and investigation levels. More than 240 cases were reviewed and results analysed to ensure our data accuracy and case management practices were effective, efficient and compliant.

Improvements

Throughout the year, quality benchmarks were regularly examined to ensure they remain agile within our diverse sector.

A review of our quality assurance model was undertaken to transition from a quality assurance to a quality management perspective. Key changes included:

- tailoring our monthly quality assurance activities to include key pain points identified in the monthly voice of customer feedback
- changing the metric from a met/not met to a percentage to provide a true reflection and story of the assessment, with a strong emphasis on our customer experience and the associated communication
- expanding quality measures across our customer service processes, creating a pathway for a holistic quality management framework. Three customer journeys were considered as part of the quality assessment cycles, with findings and areas for improvement shared with the dispute resolution team to deliver a unified approach to providing high quality customer experiences.

TIME TAKEN TO RESOLVE COMPLAINTS

This year, we exceeded our service standard targets, closing 88% (5,499) of cases in less than 28 days, 98% of cases in less than 60 days (6,158) and more than 99% of cases in less than 90 days (6,228).

The increase in the percentage of cases closed within 28 days this year demonstrated our continued commitment to maintain our service delivery standards while also improving our service for customers.

Time taken to close cases

	Target	2021-22	
Less than 28 days	80%	5,499	88%
Less than 60 days	90%	6,158	98%
Less than 90 days	95%	6,228	> 99%
More than 90 days	< 5%	28	< 1%



Data and details

For the data see Appendix 2

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

For more information

www.ewoq.com.au/complaints

Related reading

Our customers – see page 16

Our complaints – see page 36

Embedded networks



At a glance

During 2021-22, our jurisdiction was expanded to include embedded networks, giving residential electricity customers who are supplied power via a privately owned electricity network access to a free, fair and independent dispute resolution service. We also welcomed exempt sellers as members of our scheme.



In detail

On 28 February 2022, amendments to the *Energy and Water Ombudsman Regulation 2007* came into effect, expanding our jurisdiction to include residential embedded network electricity customers.

This change was the largest expansion of EWOQ's services in more than 10 years, providing an estimated 187,000 Queenslanders access to the same consumer protections available to other electricity customers.

WHAT IS AN EMBEDDED NETWORK?

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

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

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

WHO BECAME ELIGIBLE TO JOIN AS MEMBERS?

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

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

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

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

No case management fees are charged for embedded network cases at this time.

COMPLAINTS WE CAN HELP WITH

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

- high bills and disputed accounts
- credit issues, including default listings
- access to payment plans, rebates and concessions
- disconnection of supply
- connection issues
- poor customer service
- body corporate decisions about the embedded network.



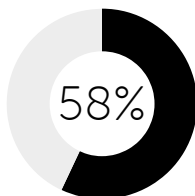
Key data

55 embedded network complaints closed

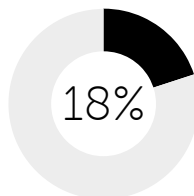
(28 February to 30 June 2022)

36 authorised retailer complaints **19** exempt seller complaints

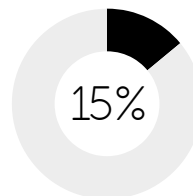
Top issues



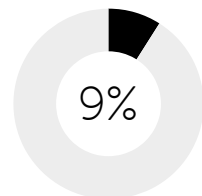
billing



credit

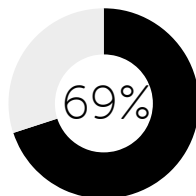


customer service

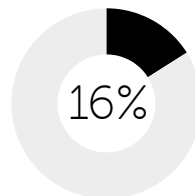


provision

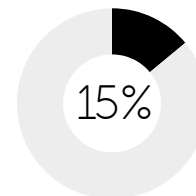
Case types



refer back



refer to higher level



investigation

Number of embedded network scheme participants (as of 30 June 2022)

47 exempt sellers

8 authorised retailers
on-selling to embedded
network customers



Systemic issues



At a glance

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

In 2021-22, there were **153 potential systemic issues** recorded, a 20% increase from the previous year. This year, billing overtook customer service as the most common type of systemic issue registered, accounting for 43% of potential systemic issues.



In detail

CAUSES OF SYSTEMIC ISSUES

Many factors can cause a systemic issue, including human error, a system failure, or a lack of policies or procedures.

IDENTIFYING AND MEASURING SYSTEMIC ISSUES

We identify potential systemic issues in several ways:

- our investigation team monitor complaints and identify potential systemic issues through our case management system
- we stay informed about current and emerging systemic issues through advice from the Advisory Council, our relationships with regulators, government organisations and our peer networks with other ombudsmen offices
- scheme participants may tell us about a systemic issue.

RESOLVING SYSTEMIC ISSUES

In 2021-22, **91 systemic issue notices** were issued to scheme participants.

When a potential systemic issue is identified, we advise the scheme participant, request information on how they will address it, and ask them to determine how many customers may be impacted.

We also tell the relevant regulator when a systemic issue could breach or violate a legislative code or licence.

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

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

SYSTEMIC ISSUE OUTCOMES

Of the 175 potential systemic issues closed in 2021-22, 76 were monitored and a systemic issue notice was not required.

For the remaining systemic issues that were closed in 2021-22, scheme participants identified the following outcomes to address:

- 23 led to process improvements
- 11 were addressed by training
- 1 led to policy changes
- 64 issues resulted in no action taken by the scheme participant.

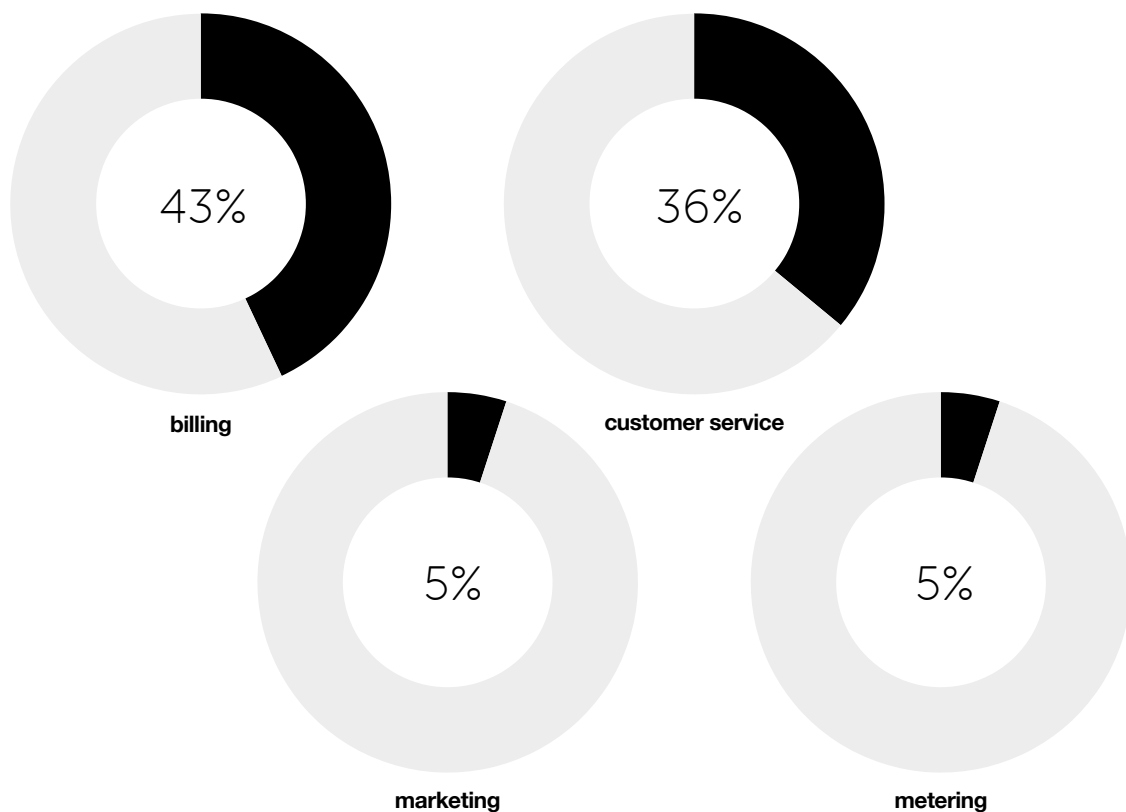


Key data

153 potential systemic issues

91 systemic issue notices sent

Top 4 potential systemic issues



Data and details

Read systemic issue customer stories

www.ewoq.com.au/customer-stories

For the data

See Appendix 2

For more information

www.ewoq.com.au/systemic-issues

Related reading

Dispute resolution – see page 9

Governance – see page 28

Our customers



At a glance

The majority of our customers are based in South East Queensland, with 85% of complaints coming from 11 local government areas within this region.¹

Residential customers accounted for 97% of our cases with most preferring to submit their complaint by phone (58%). Complaints received via web chat and the online complaint form on our website are growing in popularity.



In detail

TOP 10 CUSTOMER LOCATIONS²

Brisbane City Council

30% (1,127 complaints)

Ipswich City Council

5% (199)

City of Gold Coast

16% (595)

Redland City Council

4% (154)

Moreton Bay Regional Council

11% (431)

Fraser Coast Regional Council

3% (97)

Logan City Council

7% (267)

Noosa Shire Council

2% (78)

Sunshine Coast Regional Council

7% (263)

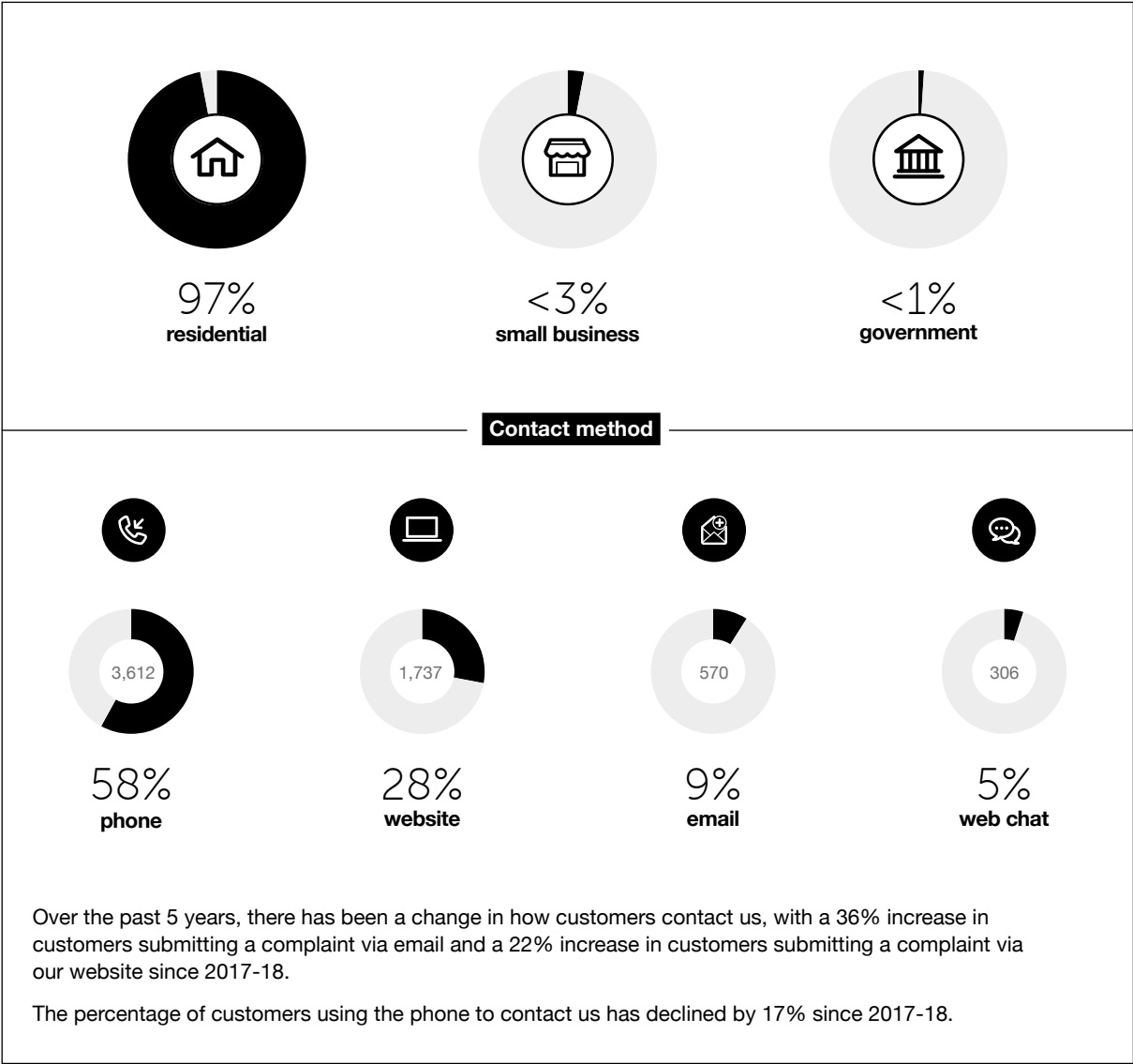
Toowoomba Region

2% (61)

¹ For complaints where an incident address was provided, 85% were from South East Queensland, which includes the local government areas of Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast.

² Location figures are based on the incident address and exclude non-residential complaints, and residential complaints where the customer did not disclose a Queensland suburb or postcode or was from interstate or overseas.

WHO CONTACTED US?



Data and details

For location map

Visit www.ewoq.com.au/2021-22-locations to view the number of complaints across Queensland's local government areas.

For the data

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

See Appendix 2

Related reading

Our service – see page 8

CUSTOMER SATISFACTION



At a glance

During 2021-22, we surveyed customers to gather feedback about their experience of our service. The surveys were sent to customers who had indicated they would participate in our customer satisfaction survey, and had also had their complaint:

- referred to a higher level within their electricity, gas or water provider
- investigated by EWOQ, or
- referred back to their electricity, gas or water supplier.

These surveys help us improve our service for customers, including how we handle complaints, the information we give our customers about our complaints process, and our skills in talking with customers about their complaints.

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



Key data

TOP WAYS CUSTOMERS LEARNED ABOUT US

49%

online search
or social media

9%

electricity, gas
or water provider

81%

of surveyed customers
said they would
recommend EWOQ
to others

92% of customers were satisfied or very satisfied with how courteous, friendly and helpful our team members were – an increase from 91% last year

91% of customers were satisfied or very satisfied with the ease of finding an ombudsman to complain about an electricity, gas or water retailer – an increase from 89% last year

74% of customers were satisfied or very satisfied with the time we took to investigate and resolve their complaint – a decrease from 76% last year

82% of customers were satisfied or very satisfied with their overall experience – a decrease from 91% last year.

66 EWOQ went above and beyond to get my power connected. The investigation officer really listened and explained all possible outcomes so I was fully informed.

To be honest, I had expected to be told they could not help me. I was so grateful for everything they did to get me up and running again.

In detail

TRENDS AND KEY FINDINGS

According to the survey results, customer satisfaction levels vary between those who have their complaint referred back to the provider, referred to a higher level or investigated, with the following key measures standing out.

Key measure (very satisfied)	Refer back	Refer to higher level	Investigation
The effort made by EWOQ team member to listen and fully understand your side of the complaint	78%	93%	74%
The knowledge, skills and expertise of EWOQ team member involved in your complaint	81%	93%	74%
The final outcome of your complaint	76%	74%	60%

Refer to higher level (RHL) customers who responded to the survey indicated they were more satisfied compared to investigations customers who responded.

Customer experience improvements

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

- expanding our customer surveys to measure a customer's overall experience and satisfaction with being referred to higher level
- following up on qualitative feedback provided by customers to close the loop
- updating our customer charter
- developing a 3-year customer experience plan to align our objectives to key projects and measures to enhance the customer experience
- implementing a new quality assurance scoring matrix with a focus on customer experience
- actioning improvements identified through our annual scheme participant survey.

Data and details

For more information

www.ewoq.com.au/customer-surveys

www.ewoq.com.au/customer-charter

Related reading

Dispute resolution – see page 9

Our connections – see page 24

Our performance against the strategic plan

A 4-year strategic plan is prepared annually and describes our vision, objectives, strategic initiatives and performance indicators. The strategic plan informs our business plan, which details the activities we need to undertake to achieve our strategic objectives.

KEY ACHIEVEMENTS

The 2021-25 strategic plan identified 7 key strategic initiatives with the following key achievements in 2021-22:

KEY STRATEGIC INITIATIVE	KEY ACHIEVEMENTS 2021-22
Building future capabilities	<p>Commenced work on a workforce planning strategy.</p> <p>Focused on change management and project management skills and digital capabilities to build a workforce for tomorrow.</p>
Contributing to reconciliation with First Nations people	<p>Delivered the actions of the Innovate Reconciliation Action Plan, including cultural awareness training for team members and installing Traditional Acknowledgement signage at the entrance of each of our offices.</p> <p>Partnered with an Aboriginal and Torres Strait Islander owned group training organisation to deliver a traineeship in our Cairns office.</p>
Driving efficiencies and effectiveness	<p>Implemented a business process mapping tool to drive efficiencies in our processes.</p> <p>Implemented an asset management system.</p> <p>Developed a data strategy.</p> <p>Ombudsman-led innovation and ideation sessions across teams to determine focus areas from the Working for Queensland results.</p>
Enhancing member management	<p>Implemented improvements to the scheme participant portal.</p> <p>Enhanced the onboarding process for new scheme participants.</p> <p>Enhanced reporting insights for scheme participants.</p> <p>Introduced regular scheduled contact between dispute resolution manager or team leaders and scheme participants to enhance continuous improvement.</p>
Enriching customer experience	<p>Continued our customer experience program with a focus on human-centred design and improved communication skills.</p> <p>Worked on improving our digital accessibility and ensuring our website is accessible for all users.</p>
Expanded jurisdiction (embedded networks)	<p>Implemented new systems and processes to manage embedded network cases and welcome exempt sellers as members.</p>
Raising awareness of our service	<p>Introduced a new awareness raising strategy to suit a changing environment, including social media campaigns, hosting webinars and providing editorial content for niche publications.</p>
Reviewing our customer relationship management solution	<p>Commenced planning and investigating alternative options for a future customer relationship management solution for case management and stakeholder relations.</p>

The 4 key objectives of the 2021-25 strategic plan are customer, people, service and connections.

OUR CUSTOMER

We resolve complaints efficiently and effectively, communicating meaningfully and building trust with our customers. If we can't help, we explain why and suggest who can.

- We deliver fair and reasonable outcomes for consumers and members.
- We listen to and respect our customers to build and maintain their trust.
- Our teams have the skills to resolve wide-ranging problems for our internal and external customers.

INDICATORS OF SUCCESS	PERFORMANCE
Achieve agreed targets in customer and member surveys	<ul style="list-style-type: none"> • 82% overall customer satisfaction rate • 77% overall scheme participant satisfaction rate
Achieve agreed dispute resolution targets	<ul style="list-style-type: none"> • 88% cases closed in less than 28 days (target: 80%) • 98% cases closed in less than 60 days (target: 90%) • less than 1% cases closed in more than 90 days (target: <5%)
Continuously improve quality and customer service	<ul style="list-style-type: none"> • 6% (244) of complaints were assessed as part of quality assurance performance cycle and performance results were discussed with team members as part of performance improvements • 277 customer survey responses received, with the associated complaints reviewed against the quality performance measures • 9 complaints received about our service. Of these, 3 complaints resulted in further action and 6 complaints resulted in no further action

OUR PEOPLE

We are committed problem solvers, working together to improve our service and ourselves. Our values guide our motivations and our outcomes.

- We attract, develop and retain committed professionals who are motivated by our values
- We have an empowered, high-performing and resilient team
- We build the capabilities of our people and develop their skills.

INDICATORS OF SUCCESS	PERFORMANCE
Increase engagement result of Working for Queensland (WFQ) survey	<ul style="list-style-type: none"> • 63% agency engagement (6% higher than Queensland public sector result)
Retain My Workgroup factor result in the top quartile (>75%) of WFQ comparison data	<ul style="list-style-type: none"> • 83% for My Workgroup factor (6% higher than the Queensland public sector result)
Professional development completed	<ul style="list-style-type: none"> • 99% compliance-related training completed, including code of conduct, fraud control, privacy, risk management and workplace bullying • 78% of corporate training completed, including human-centred design, plain English, meeting protocols, cyber security, and cultural awareness

OUR SERVICE

We provide a free, fair and independent dispute resolution service, which is evolving with the changing landscape of our sector.

- We embrace change and adapt to emerging technologies
- Our business is accountable, efficient and effective.

INDICATORS OF SUCCESS	PERFORMANCE
Invest in our systems and processes to ensure they remain fit for purpose	<ul style="list-style-type: none"> • introduced a change advisory board to assess change requests, including: <ul style="list-style-type: none"> - 32 change requests implemented in the case management system (Resolve) - 3 change requests implemented for the telephony system (Genesys) - 4 major change requests implemented in the member portal and website to include embedded network providers in our jurisdiction.
Deliver our services effectively within the required, agreed response targets	<ul style="list-style-type: none"> • produced stakeholder reports within agreed timeframes • risk reviews completed on time • media inquiries acknowledged within 24 hours and 100% responded to within required timeframes • financial reporting provided within agreed timeframes • systems and website available >99.9% of the time

OUR CONNECTIONS

We create impact through our connections, raising awareness of our service among communities who may need us and providing value to our members and industry.

- Everyone who needs our help knows who we are and how to contact us
- We educate consumers about how we can help with energy and water issues
- We collaborate with community organisations who support energy and water consumers
- We connect and influence our stakeholders to improve outcomes for the sector.

INDICATORS OF SUCCESS	PERFORMANCE
<p>Share our insights and experiences to collaboratively improve the sector for all</p>	<ul style="list-style-type: none"> • 15 policy submissions completed • 5 ANZOA member meetings and 6 ANZEWON meetings attended by the Ombudsman • 8 ANZOA interest group meetings attended by team members each quarter
<p>Provide information to help our stakeholders understand and help resolve the issues their customers are experiencing</p>	<ul style="list-style-type: none"> • 211 stakeholder events with members and regulators attended • 153 potential systemic issues were identified, and 91 systemic issue notices sent to scheme participants • provided scheme participants with regular reporting on cases • complaint statistics published monthly on website and Queensland Government open data portal • published 22 timely and informative articles and case studies on our website
<p>Meet with communities across the state via in-person and virtual methods</p>	<ul style="list-style-type: none"> • 86 community outreach events attended, including interagency networks and family fun days • presented at the 2022 Financial Counselling Australia national conference and 10 online forums, and hosted 2 webinars for financial counsellors and community workers
<p>Increase awareness of our service through a variety of traditional and digital channels</p>	<ul style="list-style-type: none"> • added Instagram as a social media channel • 15% increase in total follower count across 4 social media profiles (Facebook, Instagram, LinkedIn and Twitter) • 63% increase in total social media reach • 16% increase in website page views • 9 electronic newsletters published reaching an audience of 6,381

Our connections



At a glance

One of our roles is to promote our services to people who may need our help. In 2021-22, we delivered a variety of awareness raising initiatives and community outreach activities to spread the word. We grew our connections online through social media campaigns and by publishing timely and informative content on our website.

Our reconciliation journey continued as we finalised our Innovate Reconciliation Action Plan (RAP) and entered a period of reflection before developing our next RAP.

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

Our members – or scheme participants – help to promote the scheme to their customers and provide us with valuable feedback. This year, we worked with them on outreach and information sessions along with an online panel discussion with financial counsellors.

Drawing on our insights and experiences with customers and suppliers, we made policy submissions on a variety of issues relevant to energy and water consumers.



In detail

RAISING AWARENESS

During 2021-22, we connected with a range of community organisations throughout Queensland with a focus on information sessions for community workers, visits to community and neighbourhood centres, and attendance at interagency meetings.

These activities aim to ensure that customers in financial difficulty and other vulnerable situations know about our service. It also gives our team a chance to learn more about issues customers are facing with their energy and water.

We also connected with consumers directly at financial literacy sessions, community expos, anti-poverty week and seniors' week events.

We fostered strong connections with community workers and financial counsellors by attending the Financial Counselling Australia (FCA) conference and by hosting webinars in partnership with the Financial Counsellors' Association of Queensland (FCAQ).

Stories about us featured in the *Courier Mail*, *Gold Coast Bulletin*, *Townsville Bulletin*, *Gympie Today*, *South Burnett Today* and *Council Leader*, a quarterly magazine published by the Local Government Association of Queensland.

Supporting regional Queensland

During 2021-22, team members travelled to Barcaldine, Bundaberg, Cairns, Cardwell, Cherbourg, Emerald, Gold Coast, Gympie, Hinchinbrook, Innisfail, Kingaroy, Longreach, Rockhampton, Townsville and Yarrabah. While in these regions we provided information to help customers understand the issues we can help with, and their rights and responsibilities when making a complaint.

We also participated in face-to-face and online interagency meetings throughout the year. These meetings allow us to connect with community workers and government services in a particular region to find out about local issues and how we can help.

Connecting online

Building awareness online and engagement through our website and social media channels has been a growing focus this year. With a 15% increase in total follower count, our social media reach has grown by 63% during 2021-22, and in April we added Instagram as our fourth channel. During the year, we published 451 posts reaching more than 395,000 people and ran several online campaigns targeting lower socio-economic regions, young people living in share houses, families, small businesses, and flood-affected consumers.

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

We collaborated with FCAQ to deliver a webinar series focused on energy literacy for financial counsellors. We also presented a webinar with the Queensland Council of Social Service (QCOSS) focused on water bill hardship, and joined a meeting with one of their stakeholder groups to talk about our new embedded network service.

First Nations outreach

One of the priorities of our outreach program is to help Aboriginal and Torres Strait Islander people become confident and informed consumers, and ensure they are

aware of their right to assistance with issues relating to their energy services, and water services for customers in South East Queensland.

During 2021-22, we continued to grow our connections with Aboriginal and Torres Strait Islander support networks. We visited community leaders in Cherbourg to discuss energy issues unique to their community and took part in the Yarrabah Yarnin' Energy Day. We participated in the Moreton Bay Murri Network and attended the Murri Expo at Morayfield in May.

OUR RECONCILIATION ACTION PLAN

As an independent dispute resolution service, we're passionate about creating equal opportunities for all, and a culture of respect and understanding for Aboriginal and Torres Strait Islander people.

Our reconciliation journey

Our relationship with First Nations people, organisations and communities is important to the success of the work we do.

In December 2021, we finalised our Innovate Reconciliation Action Plan (RAP). Our key achievements from this RAP centred on strengthening and growing our First Nations networks and partnerships while providing a service with manners, respect and courtesy to First Nations consumers.

This work involved fostering professional and community partnerships and using our influence in the wider community to engage, encourage and promote partnerships with Aboriginal and Torres Strait Islander communities and organisations.

We continued to look for opportunities to develop cultural competency and capacity across our team. In July 2021, we launched an online cultural training program, Starting the Journey, to complement our new cultural learning strategy. By 30 June 2021, 88% of team members had completed the program.

Continuing the journey

On the recommendation of Reconciliation Australia, we started a 12-month reflection period in January 2022. During the reflection period, the RAP working group continue to meet monthly to discuss ways to continue to embed our reconciliation practices across the organisation.

This included marking key days of significance and encouraging team members to join NAIDOC Week and National Reconciliation Week celebrations.

For National Reconciliation Week 2022, we launched a travelling canvas, with team members from each of our 3 offices invited to add a painted handprint to the canvas in either red, yellow or black from the Aboriginal flag, or blue or green from the Torres Strait Islander flag. The canvas made its way from Cairns to Rockhampton then onto Brisbane, where it will be displayed in our office.

Our connections

We have maintained strong productive working relationships with peak and representative Aboriginal and Torres Strait Islander organisations throughout Queensland, including the Indigenous Consumer Assistance Network (ICAN).

By meeting to discuss common issues and working collaboratively, we gain a greater understanding of energy and water issues experienced by Aboriginal and Torres Strait Islander people and communities, and how we can help.

Understanding the importance of procurement opportunities for First Nations-owned businesses, we continued to engage First Nations suppliers during the year.



Key data

How many First Nations consumers contacted us?

227 cases closed for customers identifying as Aboriginal and/or Torres Strait Islander. This represents 4.6% of cases where the customer responded to the First Nations question.

Cases closed

227

Complaints

196



By comparison, for complaints where the customer did not identify as Aboriginal or Torres Strait Islander, 65% were about billing and 6% about credit in 2021-22.

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

OUR CONTRIBUTION TO PUBLIC POLICY

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

Australian Energy Market Commission (AEMC)

- Responded to the Metering services directions paper.
- Consultation and in-principle endorsement of the Better bills guideline.
- Joint submission with ANZEWO¹ and EWOSA¹ supporting the Protecting customers affected by family violence rule change proposal.

Australian Energy Regulator (AER)

- Joint submission with EWOSA supporting the draft Consumer vulnerability strategy.
- Supported the objectives of the draft Export tariff guideline.
- Joint submission with EWOSA broadly supporting Retailer authorisation and exemption review – issues paper.

Additional submissions, responses and feedback

- Joint submission with EWON², EWOV³ and EWOSA supporting the Energy Senior Officials, Consumer Data Right for Energy – National Electricity Law (NEL) / National Energy Rules (NER).
- Supported the Queensland Attorney General – Privacy Act Review Discussion Paper.
- Drafted a response to the ACCC⁴ – Debt collection agencies.
- Developed a response to the Department of Energy and Public Works on proposed legislative amendments to the *Energy and Water Ombudsman Act 2006*.

Key outcomes

Key outcomes from 2021-22 include significant and effective advocacy around the AEMC's Better bills guideline, supporting vulnerable customers, and supporting appropriate reforms to ensure consumer protection frameworks evolve with the transforming energy landscape.

PEER NETWORKS

We maintain strong links with the Australian dispute resolution community as a member of the Australian and New Zealand Ombudsman Association (ANZOA) and the Australian and New Zealand Energy and Water Ombudsman Network (ANZEWO¹). We are also actively involved in cross-sector collaboration through the Thriving Communities Partnership.

ANZOA

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

Our team members are actively involved in ANZOA's 8 interest groups, including:

- complaints management
- corporate
- data and analytics
- indigenous engagement
- people and development
- public relations and communications (facilitated by EWOQ)
- systemic issues and policy influence
- vulnerable consumers.

Our ombudsman Jane Pires is the executive sponsor of the public relations and communication interest group, which is facilitated by Sonia Cahill, Manager, Communications and Engagement.

ANZEWO¹

ANZEWO¹ is a network of energy and water ombudsmen and utilities complaints commissioners from across Australia and New Zealand. They work together to explore and address industry and policy developments that affect Australian and New Zealand consumers.

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

The Ombudsman attended 6 ANZEWO¹ meetings throughout the year.

¹ Energy and Water Ombudsman South Australia

² Energy and Water Ombudsman New South Wales

³ Energy and Water Ombudsman Victoria

⁴ Australian Competition and Consumer Commission

Thriving Communities Partnership

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

Our ombudsman Jane Pires chairs the Queensland chapter, which has focused on a disaster planning and recovery collaborative research project and developing solutions based on this research over the past 12 months. This has helped us connect with different community organisations and to understand more ways we can assist when a community has been involved in a natural disaster.

OUR MEMBERS

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

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

As at 30 June 2022, we had 64 authorised retailer and distributor scheme participants, up from 55 in 2020-21.

From 28 February, exempt sellers with 2,000 or fewer customers were automatically deemed an EWOQ scheme participant. These scheme participants are onboarded as members once there is a complaint against them or they complete an application form. During 2021-22 we onboarded 47 new exempt seller scheme participants.

In October 2021, EWOQ and the FCAQ co-hosted a webinar series called 'Power and paying' which brought together scheme participants AGL, EnergyAustralia, Ergon Energy Retail, Origin Energy and Red Energy to talk about challenges and initiatives to support Queensland electricity consumers.

We also hosted the annual energy and water forums to share data insights and service updates with scheme participants. These events also provided a chance for an open discussion with all scheme participants where they can share improvement ideas and any feedback they have on our service.

Member feedback

During March and April 2022, we conducted our annual scheme participant satisfaction survey. This year's questions were divided into 4 sections:

- dispute resolution benchmarks
- interaction with EWOQ
- dispute resolution processes
- satisfaction with EWOQ as a scheme.

The first section – dispute resolution benchmarks – is based on the 6 benchmarks for industry-based customer dispute resolution. In 2021-22, the dispute resolution benchmark satisfaction scores – rating our accessibility, fairness, accountability, efficiency, effectiveness and independence – ranged between 75% and 87%.

Satisfaction with our dispute resolution processes rated between 74% and 76%. Overall satisfaction with our scheme was 77% (down from 85% in 2021). There was a 9% increase in satisfaction with awareness and promotion (79%) and a 6% increase in satisfaction with our scheme accessibility (90%) in the 2022 survey results.

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

Promoting external dispute resolution

This year, we collaborated with EWON, EWOV and EWOSA to promote the expectations of members promoting external dispute resolution (EDR) to their customers.

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



Data and details

For more information

www.ewoq.com.au/members

www.ewoq.com.au/submissions

Related reading

Our customers – see page 18

Appendix 5 – Scheme participants – see pages 84-85

Our governance



At a glance

Our governance framework outlines how we manage our business, minimise our risks and meet our legislative obligations.

Our systems are based on strong ethical foundations and a commitment to fairness, accountability and transparency.

Risk management is a key governance principle and forms an integral part of our everyday activities.

The following committees oversee our governance:

- Advisory Council
- Audit and risk management committee
- Executive management group
- Information steering committee
- Workplace health and safety committee.



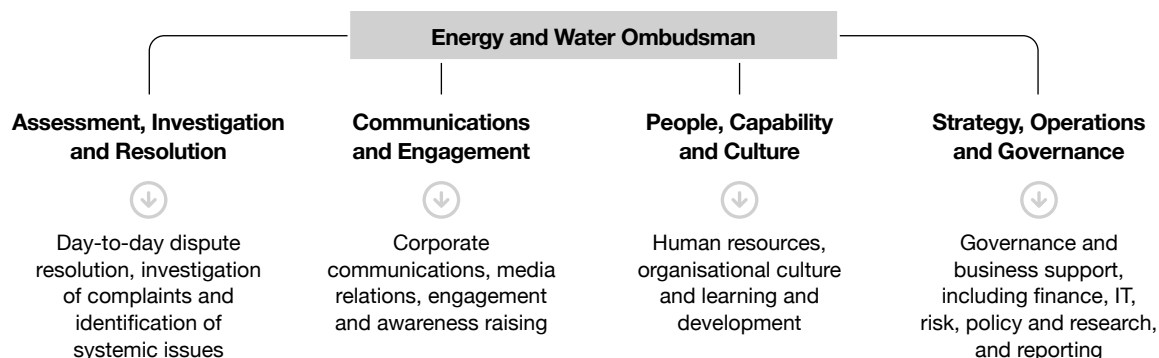
In detail

GOVERNANCE FRAMEWORK

Our governance framework underpins the strategies, policies, procedures, processes and resources 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 and opportunities.
	IMPROVEMENT	Actively enhancing our performance across all aspects of our business.
	SERVICE DELIVERY	Customer and scheme participant focused service delivery, stakeholder engagement and collaboration.

ORGANISATIONAL STRUCTURE



EXECUTIVE MANAGEMENT GROUP

In 2021-22, our executive management group members were:

Jane Pires Energy and Water Ombudsman

Jane Pires 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.

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

Jane chairs the Standards Australia QR-015 Complaints handling committee responsible for the new Australian Standard AS 10002:2022 *Guidelines for complaint management in organizations*, published in March 2022.

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

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

John Jones General Manager – Assessment, Investigation and Resolution

John Jones leads the complaint investigation and dispute resolution functions, providing a timely, effective and independent way of resolving disputes.

His wealth of experience in dispute resolution makes him a valued representative of EWOQ at forums with state and national jurisdictional regulators, and industry and consumer representatives.

Sonia Cahill Manager – Communications and Engagement

Sonia Cahill leads the communications and engagement function, with responsibility for raising awareness of the scheme through a range of communication initiatives and engagement activities.

She has extensive expertise in corporate communications, media relations, and website and social media management across both the public and private sectors.

Eleanor Bray General Manager – Strategy, Operations and Governance

Eleanor Bray leads the strategy, operations and governance team. She supports our business by providing corporate services including finance, risk and compliance, information communication technology, policy and research, and performance reporting to the broader team.

Eleanor has more than 30 years' experience across both the public and private sectors globally. Her experience and drive ensure our business is customer centric, forward focused, and conducted efficiently and effectively within our resource limitations.

Leonie Jones Manager – People, Capability and Culture

Leonie Jones leads the people, capability and culture team, managing and implementing a range of strategic human resources, organisational culture and development initiatives that support our strategic objectives.

She has more than 25 years' experience within the public sector and brings a depth of management and human resources experience to EWOQ.

ADVISORY COUNCIL TO THE ENERGY AND WATER OMBUDSMAN

The Advisory Council 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 EWOQ. This helps to ensure the scheme is fair and effective for consumers and suppliers.

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 the Ministers responsible for energy and water on the funding of the Ombudsman's functions at the end of the financial year
- advises the Ministers on the Ombudsman's independence and functions of the office during the financial year.

Advisory Council membership

The Advisory Council meets every quarter and includes an independent chair and at least 6 other members 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 Act, at least 2 of the industry members must represent the interests of energy retailers, at least one must represent the interests of energy distributors, and at least one must represent the interests of the water entities.

The Chair may hold office for up to 5 years. There is no restriction on the length of terms of ordinary members. Council members represent the interests of the sector and must act in the best interests of the scheme when exercising their council responsibilities. To ensure they fulfil the requirements, members receive an induction to help them understand the scheme and how the office operates when they are appointed.

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 council members discharge their responsibilities under the *Public Sector Ethics Act 1994*. While not a prescriptive code, it contains the ethics, principles and values which council members have agreed to put into practice.

Council 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*.

MEMBERS AS AT 30 JUNE 2022

Independent chair

- Rowena McNally

Industry representatives

- Anthony Hamill
- Chris Owen
- David Ackland
- Iain Graham

Consumer representatives

- Damian Finitis
- Ian Jarratt
- Maree Adshead
- Robyn Robinson
- Wendy Miller



Data and details

For more information

www.ewoq.com.au/advisory-council

Related reading

Appendix 1 – Advisory Council remuneration – see page 67

CODE OF CONDUCT AND ETHICS

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

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

All new team members undertake ethics and code of conduct training during their induction. Refresher training for the code of conduct is provided annually.

We are committed to fraud and corruption prevention and have a policy and plan in place. Mandated training in fraud control and corruption prevention was completed by all team members during 2021-22, along with a tailored online program about bullying and harassment.

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.

We are committed to acting in a way that is compatible with our human rights obligations when we promote our services and interact with the community.

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 us to publish details of any:

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

During 2021-22, we introduced a requirement that all reviews of our policies, procedures and plans must assess whether the documents promote and are compatible with human rights.

Several key EWOQ documents have since been reviewed for compatibility with human rights and all prospective document reviews will be reviewed against this criterion.

EWOQ received no human rights complaints between 1 July 2021 and 30 June 2022.

Visit www.ewoq.com.au/human-rights for more information.

RISK MANAGEMENT AND ACCOUNTABILITY

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

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

Audit and risk management committee

Members of the Audit and risk management committee (ARMC) are appointed by the Energy and Water Ombudsman. The committee provides independent comment, advice and counsel to assist the Ombudsman's oversight of:

- the integrity of EWOQ's financial statements and internal controls
- compliance with legislative and regulatory requirements
- the process relating to internal risk management and control systems
- the performance of the internal audit function.

The external members of the committee are Queensland public sector employees and do not receive additional remuneration in relation to this committee, as per the *Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards*.

Committee members 2021-22

- Gavin Holdway, Chair
- Brydie Bodnar, external member
- Eleanor Bray, internal member

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

During 2021-22, the committee met on 4 occasions and invited both external and internal audit representatives to attend.

Key achievements for 2021-22

- Endorsed the 2020-21 financial statements and considered all audit recommendations by external audit
- Endorsed the strategic and annual internal audit plan for approval by the Energy and Water Ombudsman
- Monitored progress of the annual internal audit plan and outcomes from audits undertaken
- Reviewed the risk management framework and policy, including business continuity plan
- Reviewed the new governance framework
- Provided oversight of the ongoing risk management activities within the organisation, including COVID-19 risks to the business and cyber security risks.

Internal audit

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

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

Internal audit activities can include financial, compliance and operational reviews; information system and data integrity reviews; and special review assignments as requested by management.

This team reports to the ARMC and operates independently of our management and our external audit function.

Key achievements for 2021-22

Provided reports to the ARMC and the Ombudsman on the results of internal audits undertaken, and monitored and reported on the implementation of recommendations for corporate card, dispute resolution process, and project management.

Business continuity management

Our external service provider, CAA, maintains a business continuity plan which provides for the recovery and/or continuity of our information technology, human resources and finance functions.

We have a comprehensive internal business continuity plan which was activated periodically during 2021-22 as a result of the COVID-19 pandemic and flooding of the building where our Brisbane office is located.

The health and safety of our team continues to be closely monitored and is supported through hygiene and physical distancing practices.

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

Information technology and systems management

The information steering committee is responsible for issues associated with information technology, information management and information security projects, and to ensure the efficient use of current and future information communication technology (ICT) resources.

Information systems and record keeping

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

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

We have an electronic document and records management system (EDRMS) and an information management officer to oversee records governance. The security of the EDRMS is managed in accordance with our information security management system.

Information security attestation

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

Workplace health and safety

Our workplace health and safety committee guides the direction for managing health, safety and wellbeing issues; and addresses operational matters, where appropriate.

Right to information and protection of personal information

We provide 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 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 2021-22 have been released under the Administrative Access Scheme. We also participated in the Office of the Information Commissioner Queensland (OIC) 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 Commissioner (OAIC) under the *Privacy Act 1988*. We are required to report on serious or repeated interference with privacy or systemic privacy issues relating to these bodies to the OAIC every quarter.

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 website (www.data.qld.gov.au):

- consultancy spending
- language services expenditure.

An overseas travel expenditure report for the 2021-22 reporting year was not required as there was no overseas travel undertaken by our team members.

Our people

WORKFORCE PROFILE



At a glance

On 30 June 2022, 43 officers were employed on a full or part-time basis. We have embraced flexible working arrangements with all team members benefiting from the flexibility provided by telecommuting.

Work continued with our strategic workforce planning agenda. Workshops with our leadership team and a range of team members were held to collect and prioritise current and future organisational capabilities with the aim of developing a future-focused capability framework and strategic workforce plan.

A deliberate focus on culture, values, and health and wellbeing was our proactive response to COVID-19 impacts. Our transition back to the office was stop-start, though open and consistent communication and flexibility allowed us to manage through this uncertainty.

We continue to prioritise learning, with human-centred design and communication skills a priority to support our customer experience and continuous improvement agendas. Project management and change management training also served us well when undertaking these bodies of work.



Key data

41.25

Total FTE for EWOQ

Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	27	62.79%
Man	16	37.21%
Non-binary	0	
Diversity groups	Number* (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	27	62.79%
Aboriginal Peoples and Torres Strait Islander Peoples	< 5	
People with disability	< 5	
Culturally and Linguistically Diverse – Born overseas	< 5	
Culturally and Linguistically Diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	< 5	
	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women in leadership roles†	2	4.65%

* < 5 has been used to ensure privacy where there are less than 5 respondents in a category

† Women in leadership roles are considered those positions that are Senior Officer and equivalent and above



In detail

Flexible working arrangements

EWOQ has embraced the Public Service Commission's flexible by design framework. Our team members access a range of flexible work arrangements, including:

- telecommuting
- compressed hours
- flexible start and finish times
- alternative place of work
- part-time arrangements.

We are committed to an agile and flexible workforce, and our flexible working arrangements help support the wellbeing, productivity and performance of employees. These qualities are key to creating an innovative and diverse workforce, capable of responsive service delivery.

A continued focus on team building has occurred across 2021-22 to address the impact of ongoing and impromptu working from home requirements. Resources to support team members and leaders adapt to remote working and its impact on teams has been made available and a number of leaders have attended sessions about mental health, psychological safety and leading cultures with a focus on hybrid work environments.

All team members are benefiting from the flexibility available through telecommuting, with the majority working at least 3 days per week in the office.

Leadership development

During 2021-22, our leadership team undertook a number of development activities that resulted in outcomes directly related to our focus on culture and strategy. This included broader involvement and responsibility in strategic and workforce planning; participation in ombudsman-led innovation and ideation sessions as a way of addressing key areas identified from our employee opinion survey results; budgeting and finance; and recruitment.

Work identifying critical successors continued and knowledge management was prioritised to ensure ongoing transfer of knowledge through coaching and mentoring.

Early retirement, redundancy and retrenchment

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

Employee relations

The EWOQ consultative committee co-chaired with Together Union continued to facilitate consultation around matters such as workload management, organisational change and restructuring, training and work/life balance.

Learning and development

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

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

During 2021-22, the impacts of working from home then returning to the office provided new challenges to our learning and development needs and delivery methods. We provided technical, compliance, role-specific and professional development activities on a range of topics, including:

- coaching and mentoring for our leadership team
- human-centred design and customer experience
- business process mapping and automation
- data reporting and interpretation
- managing virtual teams and COVID-related compliance.

Performance management framework

Our performance management framework provides our employees with the opportunity to fulfil their potential through an understanding of expectations, a focus on continuous improvement and feedback and their development for current and future needs. Through this, we can deliver the best possible outcomes for our customers, community and stakeholders. The framework aims to develop personal leadership, vision, innovation, goals and achievements that support our strategic plan and business plans.

Further enhancement to our online performance and development plan saw the introduction of a performance self-assessment as well as ongoing alignment and consistency of our performance objectives and measures of success. Active participation and engagement with our monthly one-on-one process continued and further alignment of this process with our culture and values focus is underway.

Workforce diversity

EWOQ is committed to diversity of thought, experience, perspective and gender. Some of our initiatives include unconscious bias, diversity and inclusion training.

In 2021-22, we improved our diversity and inclusion capability by:

- completing the inaugural Aboriginal and Torres Strait Islander traineeship based in our Cairns office and partnership with an Aboriginal and Torres Strait Islander-owned group training organisation through this initiative
- providing team members with access to an Employee Assistance Program with specialist support for minority groups
- reflecting on and embedding actions from our second Reconciliation Action Plan, the Innovate RAP
- outreach and engagement to strengthen and grow our networks and partnerships within the communities we serve
- reviewing our human rights, discrimination, and inclusion and diversity support material on our intranet.

Anti-discrimination results from the Working for Queensland employee opinion survey are encouraging, with an 85% positive response to this factor. This result is 20 centiles higher than the Queensland public sector overall rate. With the development of a Diversity and Inclusion Plan in 2022-23, we hope to make further improvements in this area.

Workplace health and safety

The mental and physical wellbeing of our team is of the utmost importance and has proven particularly critical to allow our successful navigation through COVID-19. Resilience, team support, open communication of decision-making and hygiene have been high on the agenda throughout the year. Strategies to minimise risk of exposure and spread of COVID-19 have been actioned across our executive management group, leadership team, and workplace health and safety committee.

Our workplace health and safety committee meet every 3 months and, in addition to emergent COVID-19 issues, have focused on:

- continuing our wellness program, ensuring employees have access to flu vaccinations, nutritional information, mental health and wellbeing seminars, domestic and family violence programs, and corporate memberships for health insurance and fitness centres
- implementing and encouraging the BeUpstanding program, with the aim to encourage movement throughout the work day given a sedentary lifestyle can increase health risks
- remote worker safety with the exploration of apps and a process to ensure check-ins and location finding for those undertaking travel.

The committee also reviewed workplace health and safety policies and procedures to support legislative compliance.

Employee achievement and recognition program

During 2021-22, we relaunched our employee achievement and recognition program called the EWOQ All Stars.

An initiative of the celebration of success working group, the awards were updated to cover the following categories and timeframes.

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

There are also two informal awards: the Shining Star Award, for going above and beyond; and the Rock Star Award, which celebrates team members making a difference, paying it forward or simply making the team laugh.

Our complaints

ELECTRICITY COMPLAINTS ⚡



At a glance

We closed 4,514 complaints about electricity during 2021-22, 360 more than the previous year. Refer to higher level was the most common type of electricity complaint (44% of complaints), followed by refer backs (39%) and investigations (17%).

Billing was the most common primary issue with 64% of complaints closed.

Credit complaints, which have historically been the second highest primary issue, fell from 11% to 8% of

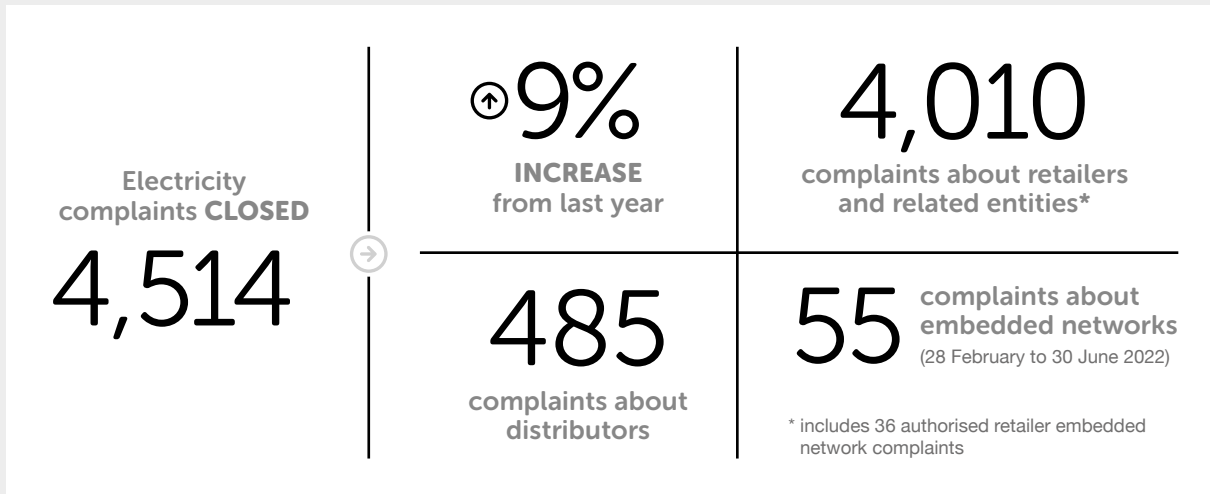
complaints in 2021-22, and were overtaken by complaints about provision and customer service as the second and third most common primary issue.

For investigations, credit remained the second most common primary issue, with 14% of investigations being about credit, a small increase from the previous year's 13%. Billing investigations dropped from 62% of investigations last year to 60% in 2021-22.



Key data

During 2021-22



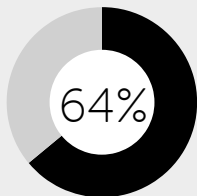
Closed electricity complaints by case type

44%
refer to higher level

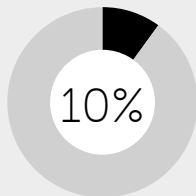
39%
refer back

17%
investigation

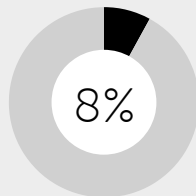
Electricity complaints by primary issue



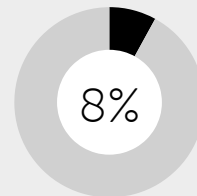
billing



provision



customer service



credit

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

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	1,032	1,418	461	2,911
Provision	172	178	85	435
Customer service	136	199	40	375
Credit	147	95	105	347
Supply	92	25	39	156
Transfer	42	47	12	101
Land	24	26	17	67
Marketing	17	15	7	39
Other	83	0	0	83
Total	1,745	2,003	766	4,514

INVESTIGATIONS

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

Table 2: Electricity investigations by primary and secondary issues

Primary issue	Secondary issue	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	High	368	280	331	223	143
	Estimation	75	104	153	91	70
	Error	122	81	139	78	64
	Meter	39	47	29	43	33
	Delay	24	30	27	20	31
	Tariff	21	31	64	46	30
	Opening/closing account	50	43	41	31	27
	Backbill	34	34	42	21	22
	Rebate/concession	53	30	38	30	11
	Refund	13	3	14	30	11
	Incorrect account details	13	8	4	4	8
	Fees and charges	31	17	23	14	6
	Format	2	1	0	2	1
	Period	2	12	5	7	0
	Re-bill	5	3	5	2	0
Other	22	10	40	25	4	
Total		874	734	955	667	461
Credit	Collection	234	190	162	98	51
	Disconnection/restriction	80	130	143	9	28
	Payment difficulties	57	37	64	21	14
	Hardship	-	11	10	6	8
	Privacy	2	5	3	4	4
Total		373	373	382	138	105

Continued on next page.

ELECTRICITY COMPLAINTS

Primary issue	Secondary issue	2017-18	2018-19	2019-20	2020-21	2021-22
Provision	Existing connection	107	109	112	84	61
	New connection	27	17	34	15	13
	Disconnection/restriction	11	18	25	5	11
Total		145	144	171	104	85
Customer service	Incorrect advice or information	20	22	28	30	14
	Poor service	25	33	39	29	12
	Failure to consult or inform	12	12	11	10	6
	Failure to respond	8	12	5	10	6
	Privacy	0	2	2	2	1
	Poor/unprofessional attitude	2	3	2	1	1
	Refund	4	9	6	3	0
Total		71	93	93	85	40
Supply	Off supply (unplanned)	9	8	28	21	24
	Variation	6	5	7	6	8
	Off supply (planned)	2	8	5	7	7
	Quality	6	1	2	6	0
Total		23	22	42	40	39
Land	Network assets	2	5	7	6	9
	Property damage/restoration	4	5	6	4	5
	Vegetation management	1	2	2	2	1
	Easement	1	0	0	0	1
	Street lighting	0	0	0	0	1
	Other	1	1	0	1	0
Total		9	13	15	13	17
Transfer	Without consent	39	37	17	8	5
	Delay	11	12	18	5	2
	Billing	2	5	2	0	2
	In error	9	8	6	4	1
	Objection/rejected by retailer	8	3	2	3	1
	Site ownership	2	5	4	2	1
	Error	6	0	1	4	0
	Cooling off rights	9	8	2	1	0
Total		86	78	52	27	12
Marketing	Contract	2	1	1	2	2
	Misleading	15	2	7	1	2
	Pressure/coercion	2	1	0	0	2
	Information	0	2	1	0	1
	Non account holder	0	1	0	0	0
	Door to door	2	0	0	0	0
	Other	0	2	0	0	0
Total		21	9	9	3	7
Grand total		1,602	1,466	1,719	1,077	766

ELECTRICITY RETAILER AND DISTRIBUTOR PERFORMANCE

Table 3: Electricity retailer and distributor performance

Provider ¹	Electricity customer numbers ²	Complaints closed per 10,000 customers	Complaints closed 2021-22	Complaints closed 2020-21	% Variance
First tier retailer³					
Origin Energy Electricity Limited	500,001 - 1,000,000	16	990	1,268	-22%
Ergon Energy Queensland Pty Ltd	500,001 - 1,000,000	7	477	376	27%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 - 500,000	16	663	695	-5%
Second tier retailer					
Alinta Energy Retail Sales Pty Ltd	100,001 - 500,000	40	827	481	72%
EnergyAustralia Pty Ltd	100,001 - 500,000	23	237	264	-10%
Dodo Power & Gas Pty Ltd	10,001 - 100,000	80	97	58	67%
Simply Energy	10,001 - 100,000	72	98	92	7%
ReAmped Energy Pty Ltd	10,001 - 100,000	50	89	41	117%
Powerdirect Pty Ltd	10,001 - 100,000	22	34	35	-3%
Red Energy Pty Ltd	10,001 - 100,000	21	104	75	39%
Locality Planning Energy Pty Ltd	10,001 - 100,000	12	48	27	78%
1st Energy Pty Ltd	3,001 - 10,000	80	25	27	-7%
Sumo Power Pty Ltd	3,001 - 10,000	69	58	17	241%
Elysian Energy Pty Ltd	< 3,001	560	34	2	1600%
CovaU Pty Ltd	< 3,001	107	25	10	150%
Mojo Power Pty Ltd	< 3,001	97	20	14	43%
Distributor					
Energex Limited	> 1,000,000	2	293	265	11%
Ergon Energy Corporation Limited	500,001 - 1,000,000	3	188	179	5%

1 Only providers with 20 or more complaints in 2021-22 have been included in this table. To view electricity retailer and distributor complaints by primary issue, turn to Appendix 3

2 Customer numbers sourced from AER Retail energy market performance update for Quarter 3, 2021-22 (retailers) and AER Regulatory Information Notice (RIN) responses 2020-21 (distributors)

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



Data and details

For the data

⚡ — Turn to Appendix 3 (page 71-77) for:

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

Related reading

Appendix 5: scheme participants – see page 84

GAS COMPLAINTS



At a glance

This year, we closed 214 gas complaints, including 25 investigations. Refer backs were the most common gas complaint type (60% of complaints), while billing was the most common primary issue (47% of complaints closed).



Key data

During 2021-22



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

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	53	39	8	100
Provision	23	9	3	35
Credit	13	5	10	28
Customer service	13	5	2	20
Supply	14	0	0	14
Transfer	2	2	1	5
Land	4	0	1	5
Marketing	0	1	0	1
Other	6	0	0	6
Total	128	61	25	214



Data and details

For the data

Turn to Appendix 3 (page 78-79) for:

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

Related reading

- Appendix 5: scheme participants – see page 84

WATER COMPLAINTS



At a glance

There was a 15% decrease in water complaints in 2021-22, including a 29% decrease in investigations, a 10% decrease in refer to higher level, and a 7% decrease in refer backs. Billing issues accounted for 65% of complaints.



Key data

During 2021-22

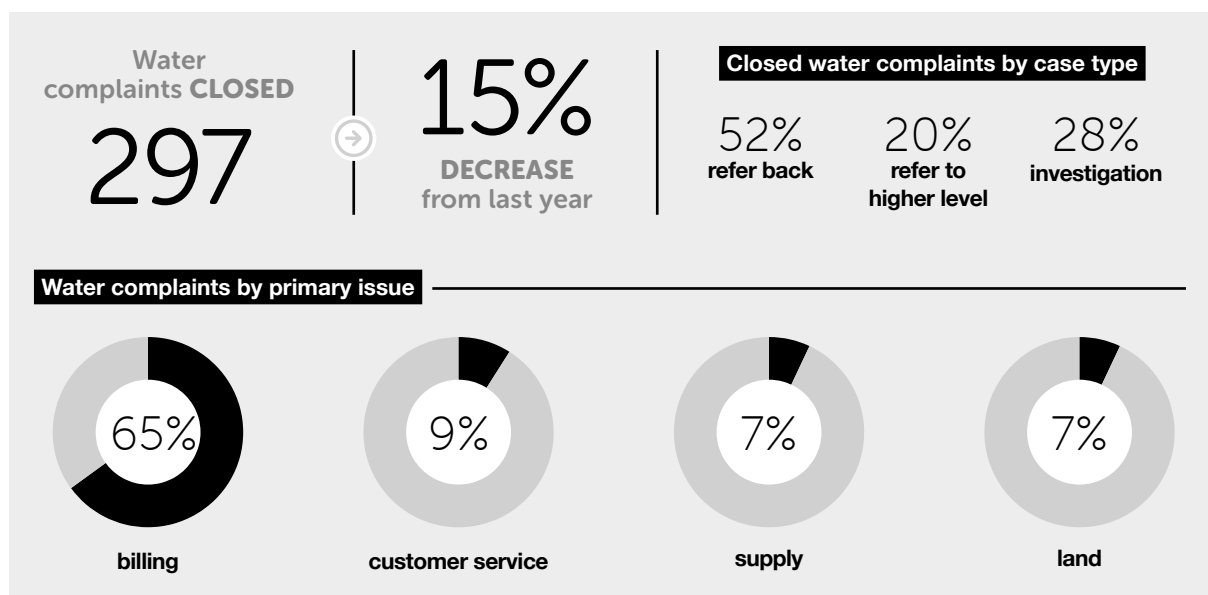


Table 5: Closed water complaints by primary issue and case type

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	104	29	61	194
Customer service	9	14	3	26
Supply	9	3	9	21
Land	6	8	7	21
Provision	11	5	3	19
Credit	6	1	0	7
Other	9	0	0	9
Total	154	60	83	297



Data and details

For the data

Turn to Appendix 3 (page 80-81) for:

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

Related reading

- Appendix 5: scheme participants – see page 84

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 – who are required to pay an annual participation fee and user-pays fees.

Our income for 2021-22 was \$8 million (up from \$7.5 million in 2020-21) and included:

- \$7.6 million user-pays fees
- \$344,711 participation fees
- \$46,184 other revenue, including bank interest and sale of assets.

USER-PAYS FEE BREAKDOWN FOR 2021-22

- Investigation level 1: 16.42%
- Investigation level 2: 23.82%
- Investigation level 3: 8.43%
- Refer to higher level: 32.8%
- Refer back: 18.53%

EXPENSES

Our expenses in 2021-22 were \$8 million (up from \$7.5 million in 2020-21). Employee expenses accounted for 71% of this, with supplies and services accounting for a further 27%. Depreciation, audit fees, and costs associated with our Advisory Council made up the balance of our total expenditure.

ASSETS

As at 30 June 2022, the Office's assets totalled \$4.4 million, which was comprised of:

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

LIABILITIES

As at 30 June 2022, our liabilities totalled \$3.7 million, which included:

- \$1.6 million in unearned revenue
- \$1.6 million in accounts payable
- \$551,780 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 2022

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Office of the Energy and Water Ombudsman
Financial Statements
For the Year Ended 30 June 2022

Financial Statements

Statement of Income and Accumulated Surpluses

Balance Sheet

Statement of Cash Flows

Note 1 Basis of Financial Statement Preparation

Our Financial Performance

Note 2 Scheme Fees

Note 3 Other Revenue

Note 4 Employee Expenses

Note 5 Supplies and Services

Note 6 Other Expenses

Note 7 Net surplus – Special Projects

Our Financial Position

Note 8 Cash and Cash Equivalents

Note 9 Receivables

Note 10 Plant and Equipment and Depreciation Expense

Note 11 Intangibles and amortisation expense

Note 12 Payables

Note 13 Accrued Employee Benefits

Note 14 Unearned Revenue

Other Disclosures

Note 15 Key Management Personnel (KMP) Disclosures

Note 16 Related Party Transactions

Note 17 Contingencies

Certification

Management Certificate

**Office of the Energy and Water Ombudsman
Statement of Income and Accumulated Surpluses
As at 30 June 2022**

	Notes	2022 \$'000	2021 \$'000
Income from continuing operations			
Scheme fees	2.	7,984	7,457
Other revenue	3.	46	33
Total income from continuing operations		8,030	7,490
Expenses from continuing operations			
Employee expenses	4.	5,713	5,423
Supplies and services	5.	2,149	1,961
Depreciation	10.	18	12
Amortisation		119	60
Other expenses	6.	30	29
Total expenses from continuing operations		8,029	7,486
Operating result surplus for the year		1	4
Plus accumulated surpluses at the beginning of the financial year		605	542
Net surplus – Special projects	7.	-	59
Accumulated surpluses at the end of the financial year		606	605

The accompanying notes form part of these statements.

**Office of the Energy and Water Ombudsman
Balance Sheet
As at 30 June 2022**

	Notes	2022 \$'000	2021 \$'000
Current assets			
Cash and cash equivalents	8.	3,168	3,639
Receivables	9.	775	230
Prepayments		254	149
Total current assets		4,197	4,018
Non-current assets			
Plant and equipment	10.	40	53
Intangible assets	11.	195	314
Total non-current assets		235	367
Total assets		4,432	4,385
Current liabilities			
Payables	12.	1,575	1,282
Accrued employee benefits	13.	552	534
Unearned revenue	14.	1,620	1,885
Total current liabilities		3,747	3,701
Total liabilities		3,747	3,701
Net assets		685	684
Equity			
Contributed equity		79	79
Accumulated surplus		606	605
Total equity		685	684

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 2022

	Notes	2022 \$'000	2021 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Scheme fees		7,174	7,157
Special projects contribution		-	610
Interest receipts		21	25
GST input tax credits from ATO		251	305
GST collected from members/customers		6	7
Other		25	8
Outflows:			
Employee expenses		(5,697)	(5,391)
Supplies and services		(1,960)	(1,697)
Supplies and services - special projects		-	(551)
GST remitted to ATO		(6)	(7)
GST paid to suppliers		(251)	(305)
Other		(29)	(29)
Net cash used in/provided by operating activities		(466)	132
CASH FLOWS FROM INVESTING ACTIVITIES			
Outflows:			
Payment for plant and equipment		(5)	(33)
Payment for intangible assets		-	(378)
Net cash used in investing activities		(5)	(411)
Net decrease in cash and cash equivalents		(471)	(279)
Cash and cash equivalents – beginning of financial year	8.	3,639	3,918
Cash and cash equivalents – end of financial year	8.	3,168	3,639

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 2022**

Note 1 – Basis of financial statement preparation

General Information

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

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

Authorisation of financial statements for issue

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

Compliance with prescribed requirements

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

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

Underlying measurement basis

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

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

Presentation matters

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

Comparatives – Comparative information reflects the audited 2020-21 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 2022**

Note 1 – Basis of financial statement preparation (continued)

Taxation

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

Receivables and payables in the balance sheet are shown inclusive of GST. GST credits receivable from, and GST payable to, the ATO at reporting date are separately recognised in receivable within Note 9.

Key accounting estimates and judgments

The most significant estimates and assumptions made in the preparation of the financial statements relate to the amortisation applied to intangible assets. Details set out in Note 11. The estimation of useful life has the potential to impact on the carrying amount of such assets in the next reporting period.

New and revised accounting standards

First time mandatory application of Australian Accounting Standards and Interpretations

One new accounting standard was applied for the first time in 2021-22:

- AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-For-Profit Tier 2 Entities*

AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-For-Profit Tier 2 Entities

AASB 1060 introduces the Simplified Disclosures framework for general purpose financial statements prepared entities reporting under Tier 2 of the Differential Reporting Framework. This new disclosure framework applies to EWOQ. While most of the disclosures remain the same as 2020-21, there have been some changes by way of additional or reduced disclosures reflected in these financial statements.

The new accounting standard does not change any recognition or measurement requirements, and EWOQ's financial statements continue to comply with the recognition and measurement requirements of all applicable accounting standards and interpretations.

Early adoption of Accounting Standards and Interpretations

No accounting pronouncements were early adopted in the 2021-22 financial year.

Voluntary changes in accounting policy

No voluntary changes in accounting policies occurred during the 2021-22 financial year.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 2 – Scheme fees

	2022	2021
	\$'000	\$'000
User-pays fees	7,639	7,152
Annual participation fees	345	305
Total	7,984	7,457

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 14.

Note 3 – Other revenue

	2022	2021
	\$'000	\$'000
Bank interest	21	25
Other revenue	25	8
Total	46	33

Accounting policy

EWOQ receives bank interest and is legislated to charge scheme participants interest on unpaid fees. Both of these are recognised when due.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 4 – Employee expenses

	2022	2021
	\$'000	\$'000
Employee benefits		
Wages and salaries	4,285	4,024
Employer superannuation contributions	563	556
Long service leave levy	101	94
Annual leave expense	446	395
Employee related expenses		
Payroll tax	223	235
Workers' compensation premium	25	24
Other employee related expenses	70	95
Total	5,713	5,423
	2022	2021
Number of employees	41	43

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

Accounting Policy and disclosuresEmployer 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.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 4 – Employee expenses (continued)Other employee benefits – sick leave

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

Termination benefits

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

Note 5 – Supplies and services

	2022	2021
	\$'000	\$'000
Information technology	763	532
Property lease and rental	549	598
Corporate service charges	477	501
Consultants and contractors	146	139
Promotion and entertainment	58	58
Travel	52	37
Printing, stationery and office supplies	39	31
Sundries	33	32
Communications	32	33
Total	2,149	1,961

Accounting policy

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

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

EWOQ outsources corporate support services.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 6 – Other expenses

	2022	2021
	\$'000	\$'000
Advisory Council fees	2	4
External audit fees*	27	25
Total	29	29

Disclosure

* Total audit fees paid to the Queensland Audit Office relating to the 2021-22 financial statements are estimated to be \$26,500 (2021: \$24,900). There are no non-audit services included in this amount.

Note 7 – Net surplus – Special projects

	2022	2021
	\$'000	\$'000
Special projects revenue		
Scheme participants contributions	-	610
Total special projects revenue	-	610
Special projects expenditure		
Employee expenses	-	85
Supplies and services	-	466
Total special projects expenditure	-	551
Net surplus	-	59
Special project expenditure capitalised		
Intangible assets	11. -	59
	-	59

Accounting policy

Contributions from scheme participants has enabled EWOQ to acquire equipment and upgrade the case management system. Intangible assets were completed in 2021-22 financial year.

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 8 – Cash and cash equivalents

	2022	2021
	\$'000	\$'000
Cash at bank	3,168	3,639
Total	3,168	3,639

Accounting policy

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

Note 9 – Receivables

	2022	2021
	\$'000	\$'000
Trade debtors	688	167
	688	167
GST input tax credits receivable	49	59
Long service leave reimbursements	35	4
Interest receivable	3	-
Total	775	230

Accounting policy

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

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 10 – Plant and equipment and depreciation expense

	2022	2021
	\$'000	\$'000
Plant and Equipment – at cost		
Gross	75	107
Less Accumulated depreciation	(35)	(54)
Total	40	53
	40	53
Plant and Equipment Reconciliation		
Carrying amount as at 1 July	53	32
Acquisitions	5	33
Depreciation	(18)	(12)
Carrying amount as at 30 June	40	53

Accounting policy

Asset acquisition

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

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

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

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

Recognition of Plant and Equipment

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

Plant and equipment \$5,000

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

**Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022**

Note 10 – Plant and equipment and depreciation expense (continued)

Measurement of plant and equipment at cost

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

Impairment

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

Depreciation

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

The following depreciation rates were used:

Plant and equipment 12.5–20%

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 11 – Intangible assets and amortisation expense

	2022	2021
	\$'000	\$'000
Computer software internally generated		
At cost	375	351
Accumulated amortisation	(180)	(60)
Total	195	291
Work in progress		
At cost	-	23
Total	-	23
	WIP	Computer Software
	2022	2022
	\$'000	\$'000
Carrying amount at 1 July 2021	23	291
Acquisitions	-	-
Transfers	(23)	23
Amortisation	-	(119)
Carrying amount at 30 June 2022	-	195

Accounting policy

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

**Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022**

Note 12 – Payables

	2022	2021
	\$'000	\$'000
User-pays fees – refunds	1,331	1,072
Accrued expense	244	210
Total	1,575	1,282

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 13 – Accrued employee benefits

	2022	2021
	\$'000	\$'000
Current		
Annual leave	521	512
Long service leave levy payable	31	22
Total	552	534

Accounting Policy – refer to Note 4

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 14 – Unearned revenue

	2022	2021
	\$'000	\$'000
Current		
Unearned revenue – user-pays fees	1,620	1,885
Total	1,620	1,885

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 15 – 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 2021-22 and 2020-21. Further information about these positions can be found in the body of EWOQ's Annual Report under the section relating to Executive Management.

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

**Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022**

Note 15 – Key management personnel (KMP) disclosures (continued)

KMP remuneration policies

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

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

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

Short term employee expenses which include:

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

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

Post-employment expenses – mainly superannuation obligations.

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 15 – Key management personnel (KMP) disclosures (continued)

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

Remuneration expenses

2021-22

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

Office of the Energy and Water Ombudsman
Notes to the Financial Statements
For the Year Ended 30 June 2022

Note 15 – Key management personnel (KMP) disclosures (continued)

2020-21

Position	Short term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Expenses \$'000				
Energy and Water Ombudsman	224	6	5	28	-	263
General Manager, Assessment, Investigation and Resolution	143	6	4	17	-	170
General Manager, Strategy, Operations and Governance	148	5	3	18	-	174
Manager, People, Capability and Culture	131	-	3	17	-	151
Manager, Communications and Engagement	144	-	3	18	-	165
Total Remuneration	790	17	18	98	-	923

Performance payments

No KMP remuneration packages provide for performance or bonus payments.

Note 16 – Related party transactions**Transactions with people/entities related to KMP**

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

Note 17 – Contingencies

There were no other known contingent assets or liabilities at 30 June 2022.

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 2022 and of the financial position of the office as at the end of that year; and

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



Eleanor Bray
General Manager, Strategy, Operations
and Governance
Office of the Energy and Water Ombudsman
Date 9 August 2022



Jane Pires
Energy and Water Ombudsman
Office of the Energy and Water Ombudsman
Date 9 August 2022



INDEPENDENT AUDITOR'S REPORT

To the Office of the Energy and Water Ombudsman

Report on the audit of the financial report

Opinion

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

In my opinion, the financial report:

- a) gives a true and fair view of the entity's financial position as at 30 June 2022, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures.

The financial report comprises the statement of financial position as at 30 June 2022, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

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

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

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

Responsibilities of the entity for the financial report

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



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

Auditor's responsibilities for the audit of the financial report

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

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

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

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



Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2022:

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

Prescribed requirements scope

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

Irshaad Asim

17 August 2022

Irshaad Asim
as delegate of the Auditor-General

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	<ul style="list-style-type: none"> 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 the Ministers responsible for energy and water, and the Ombudsman, on the scheme's financial budget and business plan. 				
Achievements	<ul style="list-style-type: none"> provided advice on current and emerging issues in the energy and water sectors and the implications for an external dispute resolution service for consumers, industry and government endorsed the 2022-23 budget for the Energy and Water Ombudsman Queensland 				
Financial reporting	Transactions to the entity are accounted for in the financial statements of Office of the Energy and Water Ombudsman.				
Remuneration					
Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chairperson	Rowena McNally	2/2	Daily fee: \$390	N/A	\$975
Member	Anthony Hamill	0/0	Daily fee: \$300	N/A	\$0
Member	Chris Owen	0/2	Daily fee: \$300	N/A	\$0
Member	Damian Finitis	0/0	Daily fee: \$300	N/A	\$0
Member	David Ackland	1/2	Daily fee: \$300	N/A	\$0
Member	Iain Graham	0/0	Daily fee: \$300	N/A	\$0
Member	Ian Jarratt	0/0	Daily fee: \$300	N/A	\$0
Member	Jennifer Gates ¹	0/0	Daily fee: \$300	N/A	\$0
Member	Maree Adshead	1/2	Daily fee: N/A ²	N/A	\$0
Member	Robyn Robinson	0/0	Daily fee: \$300	N/A	\$0
Member	Rosemarie Price ¹	0/0	Daily fee: \$300	N/A	\$0
Member	Sharon Edwards ¹	0/0	Daily fee: \$300	N/A	\$0
Member	Wendy Miller	2/2	Daily fee: \$300	N/A	\$0
No. scheduled meetings/sessions	2 ³				
Total out of pocket expenses	\$238				

¹ Term concluded in October 2021

² Daily fee not applicable for Queensland Government employees

³ Four meetings were scheduled in 2021-22, but those planned for August and November were cancelled due to a delay in the approval of member nominations.

Appendix 2: Case data

Table 6: Received and closed by year

	2017-18	2018-19	2019-20	2020-21	2021-22
Received	10,328	8,584	7,510	6,067	6,409
Closed	10,211	8,559	7,621	6,064	6,256

Table 7: Received and closed cases by month 2021-22

	Received	Closed		Received	Closed	
Jul-21	547	536	↻	Jan-22	466	437
Aug-21	544	525		Feb-22	497	470
Sep-21	525	541		Mar-22	604	555
Oct-21	539	515		Apr-22	433	492
Nov-21	563	600		May-22	591	496
Dec-21	421	464		Jun-22	679	625
				Total	6,409	6,256

Table 8: Closed cases

Closed cases	2017-18	2018-19	2019-20	2020-21	2021-22
Electricity	8,838	7,231	6,386	5,038	5,245
Gas	732	699	593	390	386
Water	519	467	452	467	420
None of the above	122	162	190	169	205
Total	10,211	8,559	7,621	6,064	6,256

Table 9: Customer profile

Sector	2017-18	2018-19	2019-20	2020-21	2021-22
Residential	9,735	8,113	7,258	5,787	6,069
Small business	469	438	361	271	182
Government	7	8	2	6	5
Total	10,211	8,559	7,621	6,064	6,256

Table 10: Closed complaints by primary issue

Primary issue	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	4,071	3,232	3,109	2,714	3,205
Provision	882	732	655	481	489
Customer service	735	639	536	454	421
Credit	1,311	1,130	1,075	518	382
Supply	183	151	154	154	191
Transfer	466	344	199	138	106
Land	59	86	89	107	93
Marketing	58	52	49	38	40
Other	166	142	121	94	98
Total complaints	7,931	6,508	5,987	4,698	5,025

Table 11: Closed case types

Case type	2017-18	2018-19	2019-20	2020-21	2021-22
Enquiry	1,052	994	732	574	592
Referral to another organisation	1,228	1,057	902	792	639
Refer back	3,702	2,861	2,133	1,819	2,027
Refer to higher level	2,481	2,007	1,957	1,642	2,124
Level 1 investigation	1,275	1,145	1,332	705	444
Level 2 investigation	405	423	475	428	345
Level 3 investigation	68	72	90	104	85
Final order	0	0	0	0	0
Total	10,211	8,559	7,621	6,064	6,256

Table 12: Cases referred to other organisations

Agency	2017-18	2018-19	2019-20	2020-21	2021-22
Office of Fair Trading	757	617	540	437	371
Australian Energy Regulator	181	241	217	256	165
Queensland Ombudsman	78	65	70	64	67
Department of Energy and Public Works*	-	-	-	15	19
Department of Regional Development, Manufacturing and Water*	-	-	-	3	9
Australian Competition and Consumer Commission	4	15	6	2	6
Queensland Competition Authority	5	4	3	3	2
Department of Natural Resources, Mines and Energy*	203	115	66	12	-
Total	1,228	1,057	902	792	639

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

APPENDIX 2: CASE DATA

Table 13: Performance targets – time taken to close cases

	Target	2017-18		2018-19		2019-20		2020-21		2021-22	
Less than 28 days	80%	8,469	83%	7,340	86%	6,020	79%	5,249	87%	5,499	88%
Less than 60 days	90%	9,897	97%	8,350	98%	7,342	96%	5,937	98%	6,158	98%
Less than 90 days	95%	10,117	99%	8,514	99%	7,553	99%	6,029	99%	6,228	> 99%
More than 90 days	< 5%	94	1%	45	1%	68	1%	35	1%	28	< 1%

Table 14: Potential systemic issues

Issue	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	41	27	25	52	66
Customer service	35	13	24	58	55
Metering	3	1	0	4	8
Marketing	12	9	8	2	8
Transfer	11	6	3	5	4
Provision	17	12	4	2	4
Other*	1	8	9	5	8
Total	120	76	73[†]	128	153

* includes disconnection, hardship and network assets

† this figure was incorrectly reported in the 2019-20 Annual Report and has since been adjusted.

Table 15: Contact method

	2017-18	2018-19	2019-20	2020-21	2021-22
Phone	7,089	5,760	5,013	3,597	3,612
Website	2,316	2,057	1,981	1,629	1,737
Email	682	630	544	595	570
Web chat*	-	-	-	204	306
Other[†]	124	112	83	39	31
Total	10,211	8,559	7,621	6,064	6,256

* web chat introduced in July 2020

† may include in-person, letter and social media

Appendix 3: Retailer and distributor data

ELECTRICITY RETAILERS

Table 16: Closed electricity retailer complaints by primary issue

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
	Alinta Energy Retail Sales Pty Ltd	181	331	350	327	682
	Origin Energy Electricity Limited	932	747	901	809	676
	AGL Sales (Queensland Electricity) Pty Ltd	590	488	485	456	488
	Ergon Energy Queensland Pty Ltd	538	435	388	215	277
	EnergyAustralia Pty Ltd	332	280	230	162	182
	Red Energy Pty Ltd	122	81	48	52	80
	Simply Energy	64	33	55	54	75
	Dodo Power & Gas Pty Ltd	27	19	30	42	71
	ReAmped Energy Pty Ltd	-	0	6	30	54
	Sumo Power Pty Ltd	-	-	-	6	44
	Locality Planning Energy Pty Ltd	19	15	10	20	37
	Powerdirect Pty Ltd	92	92	21	19	22
	CovaU Pty Ltd	-	-	0	8	22
	Elysian Energy Pty Ltd	-	-	0	0	18
	Mojo Power Pty Ltd	20	8	4	10	15
Billing	Energy Locals Pty Ltd	6	0	2	7	15
	1st Energy Pty Ltd	16	37	13	13	14
	QEnergy Limited	23	22	21	26	13
	Powershop Australia Pty Ltd	20	6	24	14	13
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	-	-	-	2	13
	Powershop Australia Pty Ltd – Kogan ¹	-	-	0	5	11
	Momentum Energy Pty Ltd	0	3	0	4	10
	Metered Energy Holdings Pty Ltd	-	-	-	-	10
	Globird Energy Pty Ltd	-	-	-	-	8
	Discover Energy Pty Ltd	-	0	1	0	6
	Tango Energy Pty Ltd	-	-	-	-	6
	Diamond Energy Pty Ltd	8	5	8	6	5
	Power Club Limited	-	-	1	1	4
	Altogether Group Pty Ltd	-	-	-	-	4
	Blue NRG Pty Ltd	-	-	2	6	3
	Gee Power and Gas Pty Ltd	-	-	-	-	3

Continued on next page.

APPENDIX 3: RETAILER AND DISTRIBUTER DATA

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Billing Continued	Online Power and Gas Pty Ltd (trading as Future X Power)	-	0	0	0	3
	Next Business Energy Pty Ltd	0	0	5	3	1
	OVO Energy Pty Ltd	-	-	0	3	1
	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	0	2	0	1	1
	Bright Spark Power Pty Ltd	-	-	-	-	1
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	-	1
	Radian Holdings Pty Ltd	-	-	-	-	1
	Social Energy Australia Pty Ltd	-	-	-	-	1
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	6	1	6	1	0
	Sanctuary Energy Pty Ltd	13	1	3	1	0
	Lumo Energy Australia Pty Ltd	30	7	3	0	0
	Click Energy Pty Ltd ²	620	204	131	65	-
	Total (Billing)		3,659	2,817	2,748	2,368
Credit	Origin Energy Electricity Limited	538	426	465	185	99
	Ergon Energy Queensland Pty Ltd	199	194	198	90	91
	AGL Sales (Queensland Electricity) Pty Ltd	195	165	121	79	54
	Alinta Energy Retail Sales Pty Ltd	20	59	108	37	39
	EnergyAustralia Pty Ltd	106	63	42	29	15
	ReAmped Energy Pty Ltd	-	0	1	2	8
	Simply Energy	11	8	10	6	6
	Dodo Power & Gas Pty Ltd	7	6	7	10	5
	Metered Energy Holdings Pty Ltd	-	-	-	-	5
	Powerdirect Pty Ltd	18	33	9	6	4
	1st Energy Pty Ltd	5	11	8	4	4
	Sumo Power Pty Ltd	-	-	-	0	4
	Locality Planning Energy Pty Ltd	3	5	3	2	3
	QEnergy Limited	1	2	3	1	2
	Red Energy Pty Ltd	30	23	12	3	1
	Diamond Energy Pty Ltd	0	1	4	0	1
	Energy Locals Pty Ltd	0	1	2	0	1
	Elysian Energy Pty Ltd	-	-	0	0	1
	Altogether Group Pty Ltd	-	-	-	-	1
	Gee Power and Gas Pty Ltd	-	-	-	-	1
	Humenergy Group Pty Ltd	-	-	-	-	1
	Powershop Australia Pty Ltd	4	4	1	3	0
	Lumo Energy Australia Pty Ltd	18	15	11	1	0
Mojo Power Pty Ltd	8	6	0	1	0	
OVO Energy Pty Ltd	-	-	0	1	0	

APPENDIX 3: RETAILER AND DISTRIBUTER DATA

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Credit	Momentum Energy Pty Ltd	0	1	0	0	0
Continued	Click Energy Pty Ltd ²	71	41	21	14	-
Total (Credit)		1,234	1,064	1,026	474	346
	Origin Energy Electricity Limited	146	128	150	116	87
	Alinta Energy Retail Sales Pty Ltd	57	80	52	60	57
	AGL Sales (Queensland Electricity) Pty Ltd	132	109	65	67	54
	Ergon Energy Queensland Pty Ltd	61	47	41	27	36
	EnergyAustralia Pty Ltd	41	23	46	27	13
	Red Energy Pty Ltd	11	11	11	4	10
	Dodo Power & Gas Pty Ltd	7	3	4	2	9
	Simply Energy	15	11	15	14	8
	ReAmped Energy Pty Ltd	-	0	1	4	6
	Locality Planning Energy Pty Ltd	1	1	2	2	5
	Elysian Energy Pty Ltd	-	-	0	1	3
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	-	-	-	0	3
	Metered Energy Holdings Pty Ltd	-	-	-	-	3
	Mojo Power Pty Ltd	1	1	2	2	2
	Powerdirect Pty Ltd	5	11	0	2	2
Customer service	Energy Locals Pty Ltd	1	1	0	1	2
	Discover Energy Pty Ltd	-	0	0	0	2
	Gee Power and Gas Pty Ltd	-	-	-	-	2
	QEnergy Limited	2	6	3	3	1
	Diamond Energy Pty Ltd	1	0	1	0	1
	Apex Energy Holdings Pty Ltd	-	-	-	-	1
	1st Energy Pty Ltd	8	9	3	5	0
	Sumo Power Pty Ltd	-	-	-	4	0
	Blue NRG Pty Ltd	-	-	0	2	0
	Power Club Limited	-	-	0	2	0
	Powershop Australia Pty Ltd	1	3	5	1	0
	Powershop Australia Pty Ltd – Kogan ¹	-	-	1	1	0
	Enova Energy Pty Ltd ³	-	-	-	1	0
	Sanctuary Energy Pty Ltd	2	2	4	0	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	0	1	1	0	0
	Lumo Energy Australia Pty Ltd	5	5	0	0	0
	Momentum Energy Pty Ltd	1	0	0	0	0
	Click Energy Pty Ltd ²	93	24	11	10	-
Total (Customer service)		591	476	418	358	307

Continued on next page.

APPENDIX 3: RETAILER AND DISTRIBUTER DATA

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Provision	Origin Energy Electricity Limited	203	179	176	101	93
	Ergon Energy Queensland Pty Ltd	43	65	52	37	56
	AGL Sales (Queensland Electricity) Pty Ltd	226	157	80	57	42
	Alinta Energy Retail Sales Pty Ltd	47	44	54	34	26
	ReAmped Energy Pty Ltd	-	0	2	5	14
	EnergyAustralia Pty Ltd	24	40	28	24	13
	Red Energy Pty Ltd	20	18	11	12	8
	Elysian Energy Pty Ltd	-	-	0	0	8
	Dodo Power & Gas Pty Ltd	6	1	3	3	6
	Simply Energy	10	8	10	5	4
	1st Energy Pty Ltd	1	0	0	0	4
	Powershop Australia Pty Ltd	0	2	3	2	3
	Sumo Power Pty Ltd	-	-	-	0	3
	Powerdirect Pty Ltd	17	13	6	5	2
	CovaU Pty Ltd	-	-	0	1	2
	Mojo Power Pty Ltd	1	0	0	0	2
	QEnergy Limited	3	0	3	0	1
	Power Club Limited	-	-	0	0	1
	Discover Energy Pty Ltd	-	0	0	0	1
	Globird Energy Pty Ltd	-	-	-	-	1
	Metered Energy Holdings Pty Ltd	-	-	-	-	1
	Locality Planning Energy Pty Ltd	0	1	3	2	0
	Energy Locals Pty Ltd	0	0	0	2	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	-	0	0	2	0
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	-	-	-	2	0
	OVO Energy Pty Ltd	-	-	0	1	0
	Lumo Energy Australia Pty Ltd	1	5	0	0	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	1	1	0	0	0
	Sanctuary Energy Pty Ltd	3	0	0	0	0
	Diamond Energy Pty Ltd	1	0	0	0	0
Click Energy Pty Ltd ²	80	14	9	6	-	
Total (Provision)		687	548	440	301	291
Transfer	AGL Sales (Queensland Electricity) Pty Ltd	70	67	36	25	21
	Alinta Energy Retail Sales Pty Ltd	151	123	53	17	15
	Origin Energy Electricity Limited	60	39	34	33	14
	EnergyAustralia Pty Ltd	33	19	19	15	10
	Red Energy Pty Ltd	7	2	3	2	5
	ReAmped Energy Pty Ltd	-	0	1	0	5
Simply Energy	13	9	9	8	4	

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APPENDIX 3: RETAILER AND DISTRIBUTER DATA

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Transfer Continued	Dodo Power & Gas Pty Ltd	3	1	5	1	4
	Powerdirect Pty Ltd	4	7	4	2	3
	Ergon Energy Queensland Pty Ltd	4	2	2	1	3
	1st Energy Pty Ltd	20	35	10	4	2
	Locality Planning Energy Pty Ltd	0	1	5	1	2
	Online Power and Gas Pty Ltd (trading as Future X Power)	-	0	0	1	2
	Elysian Energy Pty Ltd	-	-	0	1	2
	Blue NRG Pty Ltd	-	-	0	4	1
	Sumo Power Pty Ltd	-	-	-	4	1
	Powershop Australia Pty Ltd	2	2	0	1	1
	CovaU Pty Ltd	-	-	0	1	1
	Mojo Power Pty Ltd	2	0	1	0	1
	Power Club Limited	-	-	0	0	1
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	-	1
	Radian Holdings Pty Ltd	-	-	-	-	1
	Tango Energy Pty Ltd	-	-	-	-	1
	QEnergy Limited	5	1	0	2	0
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	-	-	-	2	0
	Diamond Energy Pty Ltd	1	1	1	1	0
	Next Business Energy Pty Ltd	0	0	0	1	0
	Powershop Australia Pty Ltd – Kogan ¹	-	-	0	1	0
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	0	0	1	0	0
	Energy Locals Pty Ltd	2	0	0	0	0
	Lumo Energy Australia Pty Ltd	2	0	0	0	0
	Click Energy Pty Ltd ²	73	15	5	5	-
	Total (Transfer)		452	324	189	133
Marketing	Origin Energy Electricity Limited	10	6	11	8	8
	Alinta Energy Retail Sales Pty Ltd	12	10	5	3	6
	Sumo Power Pty Ltd	-	-	-	3	5
	EnergyAustralia Pty Ltd	1	6	12	4	3
	AGL Sales (Queensland Electricity) Pty Ltd	4	11	9	9	2
	Momentum Energy Pty Ltd	0	0	0	0	2
	ReAmped Energy Pty Ltd	-	0	0	0	2
	Simply Energy	11	2	3	4	1
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	-	-	-	2	1
	Energy Locals Pty Ltd	0	0	0	1	1
	1st Energy Pty Ltd	4	10	3	0	1
	Ergon Energy Queensland Pty Ltd	3	0	1	0	1

Continued on next page.

APPENDIX 3: RETAILER AND DISTRIBUTER DATA

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Marketing Continued	Powerdirect Pty Ltd	1	1	0	0	1
	Dodo Power & Gas Pty Ltd	1	0	0	0	1
	Elysian Energy Pty Ltd	-	-	0	0	1
	Online Power and Gas Pty Ltd (trading as Future X Power)	-	0	0	0	1
	Energy Services Management Pty Ltd (trading as Glow Power)	-	-	-	-	1
	Tango Energy Pty Ltd	-	-	-	-	1
	Red Energy Pty Ltd	0	2	1	2	0
	Next Business Energy Pty Ltd	0	0	0	1	0
	QEnergy Limited	1	1	0	0	0
	Diamond Energy Pty Ltd	1	0	0	0	0
	Powershop Australia Pty Ltd	1	0	0	0	0
Click Energy Pty Ltd ²	8	3	1	0	-	
Total (Marketing)		58	52	46	37	39
Other	Origin Energy Electricity Limited	25	18	28	16	13
	Ergon Energy Queensland Pty Ltd	16	20	23	6	13
	Alinta Energy Retail Sales Pty Ltd	1	7	5	3	2
	AGL Sales (Queensland Electricity) Pty Ltd	18	12	9	2	2
	EnergyAustralia Pty Ltd	6	6	2	3	1
	Locality Planning Energy Pty Ltd	2	2	1	0	1
	Dodo Power & Gas Pty Ltd	1	1	0	0	1
	Elysian Energy Pty Ltd	-	-	0	0	1
	Sumo Power Pty Ltd	-	-	-	0	1
	Powerdirect Pty Ltd	2	10	2	1	0
	1st Energy Pty Ltd	0	1	2	1	0
	Mojo Power Pty Ltd	0	0	1	1	0
	Simply Energy	0	0	1	1	0
	Powershop Australia Pty Ltd	1	0	0	1	0
	Diamond Energy Pty Ltd	0	0	0	1	0
	Powershop Australia Pty Ltd – Kogan ¹	-	-	0	1	0
	Red Energy Pty Ltd	1	2	3	0	0
	Lumo Energy Australia Pty Ltd	1	0	0	0	0
	Sanctuary Energy Pty Ltd	1	0	0	0	0
	Click Energy Pty Ltd ²	3	1	0	0	-
Total (Other)		78	80	77	37	35
Grand total		6,759	5,361	4,944	3,708	4,010

¹ Powershop Australia Pty Ltd – Kogan joined the scheme as a related entity on 28 September 2019.

² Click Energy Pty Ltd customers were migrated to AGL from May 2021.

³ Enova Energy entered administration on 22 June 2022.

- retailer not a scheme participant during this period

See Appendix 5 for the full list of authorised electricity retailers who are our scheme participants.

See page 39 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

ELECTRICITY DISTRIBUTORS**Table 17: Closed electricity distributor complaints by primary issue**

Primary Issue	Scheme Participant	2017-18	2018-19	2019-20	2020-21	2021-22
Supply	Ergon Energy Corporation Limited	49	55	76	69	81
	Energex Limited	87	64	50	68	72
	Essential Energy	2	2	1	0	3
Total		138	121	127	137	156
Provision	Energex Limited	63	71	94	84	106
	Ergon Energy Corporation Limited	48	36	39	42	35
	Essential Energy	5	2	3	1	0
Total		116	109	136	127	141
Land	Energex Limited	30	36	35	32	36
	Ergon Energy Corporation Limited	9	22	27	46	31
Total		39	58	62	78	67
Customer service	Energex Limited	54	70	48	48	44
	Ergon Energy Corporation Limited	23	21	22	11	22
	Essential Energy	0	1	0	1	0
Total		77	92	70	60	66
Billing	Energex Limited	0	0	2	2	5
	Ergon Energy Corporation Limited	3	0	0	1	2
Total		3	0	2	3	7
Credit	Energex Limited	0	1	0	0	0
Total		0	1	0	0	0
Other	Energex Limited	31	25	23	31	30
	Ergon Energy Corporation Limited	10	6	5	10	17
	Essential Energy	0	1	1	0	1
Total		41	32	29	41	48
Grand total		414	413	426	446	485

See page 39 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

GAS RETAILERS**Table 18: Closed gas retailer complaints by primary issue**

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	Origin Energy Retail Ltd	71	98	88	62	62
	AGL Sales (Queensland) Pty Ltd	106	81	64	38	26
	Alinta Energy Retail Sales Pty Ltd	0	0	0	2	5
	Red Energy Pty Ltd	-	2	3	1	1
	CovaU Pty Ltd	-	-	0	1	1
	Maranoa Regional Council	0	0	0	0	1
	Western Downs Regional Council	0	0	0	0	1
	Globird Energy Pty Ltd	-	-	-	-	1
Total		177	181	155	104	98
Credit	Origin Energy Retail Ltd	27	29	28	16	16
	AGL Sales (Queensland) Pty Ltd	22	23	5	11	10
	Alinta Energy Retail Sales Pty Ltd	0	0	0	1	1
	Western Downs Regional Council	0	0	0	0	1
Total		49	52	33	28	28
Provision	Origin Energy Retail Ltd	28	21	16	3	15
	AGL Sales (Queensland) Pty Ltd	16	13	16	11	11
	Alinta Energy Retail Sales Pty Ltd	0	0	0	1	0
	Red Energy Pty Ltd	-	2	0	0	0
Total		44	36	32	15	26
Customer service	Origin Energy Retail Ltd	14	12	10	4	10
	AGL Sales (Queensland) Pty Ltd	17	14	6	5	7
	Red Energy Pty Ltd	-	1	0	0	0
Total		31	27	16	9	17
Transfer	AGL Sales (Queensland) Pty Ltd	7	11	2	2	3
	Alinta Energy Retail Sales Pty Ltd	0	0	0	2	1
	Origin Energy Retail Ltd	7	6	7	1	1
	Red Energy Pty Ltd	-	3	1	0	0
Total		14	20	10	5	5
Marketing	Origin Energy Retail Ltd	0	0	1	1	1
	AGL Sales (Queensland) Pty Ltd	0	0	2	0	0
Total		0	0	3	1	1
Other	Origin Energy Retail Ltd	1	4	3	1	1
	AGL Sales (Queensland) Pty Ltd	2	1	1	2	0
Total		3	5	4	3	1
Grand total		318	321	253	165	176

GAS DISTRIBUTORS**Table 19: Closed gas distributor complaints by primary issue**

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Supply	Australian Gas Networks Limited	11	12	7	6	8
	Allgas Energy Pty Ltd	10	6	1	0	6
	Western Downs Regional Council	0	0	0	1	0
Total		21	18	8	7	14
Provision	Australian Gas Networks Limited	13	14	22	13	9
	Allgas Energy Pty Ltd	3	1	5	2	0
	Western Downs Regional Council	1	4	0	0	0
Total		17	19	27	15	9
Land	Australian Gas Networks Limited	1	4	5	0	3
	Allgas Energy Pty Ltd	0	0	1	1	2
Total		1	4	6	1	5
Customer service	Australian Gas Networks Limited	7	11	1	3	3
	Allgas Energy Pty Ltd	3	0	1	1	0
Total		10	11	2	4	3
Billing	Maranoa Regional Council	0	0	0	0	2
	Allgas Energy Pty Ltd	0	1	0	0	0
Total		0	1	0	0	2
Other	Australian Gas Networks Limited	18	12	3	1	4
	Allgas Energy Pty Ltd	10	7	0	1	1
Total		28	19	3	2	5
Grand total		77	72	46	29	38

WATER RETAILERS**Table 20: Closed water retailer complaints by primary issue**

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Billing	Queensland Urban Utilities	106	117	98	118*	84
	UnityWater	66	66	54	71	57
	Gold Coast City Council	40	38	34	39	38
	Redland City Council	7	6	5	4	10
	Logan City Council	13	6	13	7	5
Total		232	233	204	239	194
Customer service	Queensland Urban Utilities	11	14	11	6	10
	UnityWater	4	5	5	8	3
	Gold Coast City Council	4	2	6	2	2
	Logan City Council	1	0	0	1	0
	Redland City Council	0	1	0	0	0
Total		20	22	22	17	15
Credit	Queensland Urban Utilities	4	6	10	6	4
	UnityWater	13	4	6	5	2
	Logan City Council	0	1	0	1	1
	Gold Coast City Council	10	2	0	4	0
	Redland City Council	1	0	0	0	0
Total		28	13	16	16	7
Provision	UnityWater	2	1	3	2	1
	Queensland Urban Utilities	3	3	0	2	1
	Gold Coast City Council	0	1	0	0	0
Total		5	5	3	4	2
Other	Queensland Urban Utilities	1	2	6	2	2
	Gold Coast City Council	2	2	0	0	1
	UnityWater	3	0	0	4	0
	Logan City Council	1	0	1	0	0
	Redland City Council	1	0	0	0	0
Total		8	4	7	6	3
Grand total		293	277	252	282	221

* One complaint was incorrectly reported in the water distributors table in the 2020-21 Annual Report

WATER DISTRIBUTORS

Table 21: Closed water distributor complaints by primary issue

Primary issue	Scheme participant	2017-18	2018-19	2019-20	2020-21	2021-22
Land	UnityWater	9	4	7	9	10
	Queensland Urban Utilities	10	20	13	17	9
	Gold Coast City Council	0	0	1	2	1
	Redland City Council	0	0	0	0	1
Total		19	24	21	28	21
Supply	UnityWater	10	0	5	5	12
	Queensland Urban Utilities	13	11	13	3	8
	Gold Coast City Council	0	0	0	1	1
	Redland City Council	1	0	1	1	0
	Logan City Council	0	1	0	0	0
Total		24	12	19	10	21
Provision	UnityWater	5	6	3	8	11
	Queensland Urban Utilities	7	8	10	10	6
	Logan City Council	0	0	3	1	0
	Redland City Council	0	0	1	0	0
	Gold Coast City Council	1	1	0	0	0
Total		13	15	17	19	17
Customer service	UnityWater	1	3	0	3	8
	Queensland Urban Utilities	5	8	7	3	2
	Gold Coast City Council	0	0	1	0	1
Total		6	11	8	6	11
Other	Queensland Urban Utilities	2	1	1	3	3
	UnityWater	4	1	0	2	3
	Gold Coast City Council	2	0	0	0	0
Total		8	2	1	5	6
Grand total		70	64	66	68	76

Appendix 4: Compliance checklist

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

Continued.

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

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Appendix 5: 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
Bright Spark Power Pty Ltd	Electricity	Retailer
CovaU Pty Ltd	Electricity and Gas	Retailer
Diamond Energy Pty Ltd	Electricity	Retailer
Discover Energy Pty Ltd	Electricity	Retailer
Dodo Power & Gas Pty Ltd	Electricity	Retailer
Electricity in a Box Pty Ltd	Electricity	Retailer
Elysian Energy Pty Ltd	Electricity	Retailer
Energex Limited	Electricity	Distributor
Energy Locals Pty Ltd	Electricity	Retailer
Energy Services Management Pty Ltd (trading as Glow Power)	Electricity	Retailer
EnergyAustralia Pty Ltd	Electricity	Retailer
Enova Energy Pty Ltd*	Electricity	Retailer
Ergon Energy Corporation Ltd	Electricity	Distributor
Ergon Energy Qld Pty Ltd	Electricity	Retailer
Essential Energy	Electricity	Distributor
Gee Power and Gas Pty Ltd	Electricity and Gas	Retailer
Globird Energy Pty Ltd	Electricity and Gas	Retailer
Gold Coast City Council	Water	Distributor and Retailer
Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	Electricity	Retailer
Humenergy Group Pty Ltd	Electricity and Gas	Retailer
Locality Planning Energy Pty Ltd	Electricity	Retailer
Logan City Council	Water	Distributor and Retailer

SCHEME PARTICIPANTS

Scheme participant	Product type	Service type
Lumo Energy Australia Pty Ltd	Electricity	Retailer
Maranoa Regional Council	Gas	Distributor and Retailer
Metered Energy Holdings Pty Ltd	Electricity and Gas	Retailer
Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	Electricity	Retailer
Mojo Power Pty Ltd	Electricity	Retailer
Momentum Energy Pty Ltd	Electricity	Retailer
Next Business Energy Pty Ltd	Electricity	Retailer
Online Power and Gas Pty Ltd (trading as Future X Power)	Electricity	Retailer
Origin Energy Electricity Limited	Electricity	Retailer
Origin Energy Retail Ltd	Gas	Retailer
OVO Energy Pty Ltd	Electricity and Gas	Retailer
Power Club Limited	Electricity	Retailer
Powerdirect Pty Ltd	Electricity	Retailer
Powershop Australia Pty Ltd [†]	Electricity	Retailer
QEnergy Limited	Electricity	Retailer
Queensland Urban Utilities	Water	Distributor and Retailer
Radian Holdings Pty Ltd	Electricity	Retailer
ReAmped Energy Pty Ltd	Electricity	Retailer
Red Energy Pty Ltd	Electricity and Gas	Retailer
Redland City Council	Water	Distributor and Retailer
Sanctuary Energy Pty Ltd	Electricity	Retailer
Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	Electricity	Retailer
Simply Energy	Electricity	Retailer
Smart Energy Retail Pty Ltd	Electricity	Retailer
Social Energy Australia Pty Ltd	Electricity	Retailer
Sumo Power Pty Ltd	Electricity	Retailer
Tango Energy Pty Ltd	Electricity	Retailer
Telstra Energy (Retail) Pty Ltd	Electricity	Retailer
UnityWater	Water	Distributor and Retailer
Western Downs Regional Council	Gas	Distributor and Retailer

* Enova Energy Pty Ltd retail authorisation ceased on 22 June 2022

[†] 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 supplier, refer to higher level, refer to another organisation or investigation.

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

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

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

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

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

EWOQ Energy and Water Ombudsman Queensland

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

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

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

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

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

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

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

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

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

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