

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

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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

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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

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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.