

# **Energy & Water Ombudsman Queensland - Customer Satisfaction Survey 2019**

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# Executive summary

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The current report presents key findings of the 2019 survey of customers of the Energy and Water Ombudsman of Queensland (EWOQ). The purpose of the survey was to develop a new approach to gather customer feedback on a rolling basis and to develop a measurement framework that captures the essence of major EWOQ business activities. A total of 400 customers participated in the survey including 181 online surveys and 219 CATI surveys. Surveys were conducted from December 2019 – January 2020.

## Research Design

The measures designed for the survey were based on the Australian Government Benchmarks for Industry-based Customer Dispute Resolution' which were developed as a non-regulatory standard to encourage best practice in industry-based dispute resolution. These benchmarks are recommended for use by the Australian and New Zealand Ombudsman Association (ANZOA). The benchmarks highlight the need for dispute resolution services to demonstrate: Accessibility, Independence, Fairness, Accountability, Efficiency and Effectiveness.

## Major Findings

Overall, key findings were very positive with most customers reporting that they were 'Very satisfied' with the Energy and Water Ombudsman (EWOQ) across all measurement areas. 'Very satisfied' ratings consisted of customers who provided a satisfaction rating of 8 to 10 on a 10-point scale. This indicates that the majority of customers were very happy with their interactions with EWOQ.

### Accessibility of EWOQ services – Ease of finding EWOQ

Based on aggregated results (refer Figure 2), the main sources of customer information about EWOQ were prior knowledge of EWOQ (35.5%), online searches (32.3%) and word-of-mouth from family/friends/colleagues (15.5%). Interestingly, however, only 6.3% of customers found out about EWOQ through retailers (e.g., being told by a retailer, reading about EWOQ on a bill etc.). This was also only marginally higher than awareness created through contact with other organisations (4.1%) and may highlight the need for retailers to further improve their written and verbal communication about the availability of EWOQ for customers with disputes about electricity, gas and water.

In this context, it would be reasonable to expect that written and verbal advice should be the predominant way that customers find out about EWOQ. The relatively low proportion of customers finding out about EWOQ through other organisations (e.g., welfare centres, community or social service organisations) may also highlight some potential to explore opportunities to promote EWOQ through a greater number of social services.

Overall, 79.1% of customers reported being very satisfied with the ease of finding an ombudsman to complain about an electricity, gas or water retailer and only 8.5% reported being dissatisfied (based on aggregated satisfaction ratings of 1-4 out of 10).

Similarly, 77.7% of customers reported being very satisfied with the clarity of explanation about EWOQ's role as an ombudsman and only 7.8% reported being dissatisfied.

There were no significant differences in satisfaction ratings between RHL v Investigation customers or Residential v Small business customers or Electricity v Gas v Water customers on any of these measures.

Key measures (Very satisfied = a score of 8-10)	2019 Result
Ease of finding an ombudsman to submit a complaint (% <i>Very satisfied</i> )	79.1
Clarity of explanation about EWOQ's role as an ombudsman (% <i>Very satisfied</i> )	77.7
Customers reporting finding out about EWOQ through the retailer (%)	6.3
Customers reporting finding out about EWOQ through other organisations (%)	4.1

Based on findings, possible considerations for EWOQ include:

- 🌀 Design and implement a quarterly update to advise retailers about the need to promote EWOQ services both verbally and in written formats. This could also assess whether bills from each retailer clearly promote EWOQ services.
- 🌀 Visit Council web sites across Queensland to form a list of community services that could receive communications about EWOQ and provide a written or email flyer on EWOQ which explains the role and services offered by EWOQ in relation to electricity, gas and water disputes.
- 🌀 Deliver a series of presentations to large community organisations in each LGA of Queensland about EWOQ services and its role.

### Accessibility of EWOQ services – Meeting additional customer needs

As part of the survey, customers were asked to identify any additional needs they may have in dealing with EWOQ. Feedback showed that around one quarter of customers reported some additional needs.

Within customers, 22.5% reported financial issues/tight budgets, 3.8% reported a disability, health of other issue that affected their ability to communicate and 3.5% reported needing assistance to present their side of the case. In addition, 0.5% reported difficult speaking or understanding English.

Of all customers reporting additional needs, 78.4% felt that their needs were supported by EWOQ, while 21.6% saw that their needs were not supported. This may highlight the potential for EWOQ to ask questions about customers' additional needs and work with customers to improve the level of support they offer during their case.

When asked whether EWOQ could have done anything to support the customers' additional needs, some suggestions included:

- 🌀 More follow up during the case
- 🌀 Taking more time to talk/not rushing
- 🌀 Providing information on social welfare services to help customers
- 🌀 Asking about the customer's additional needs

Given that 22.5% of customers identified that they had an additional need relating to financial issues or restrictions there may be potential to refer customers to support services and/or provide information to help address this situation. Accordingly, this may be something to consider into the future.

Key measures	2019 Result
Was the EWOQ officer considerate of your additional needs, when talking with you about the complaint process and your case (% responding 'Yes')	78.4

Based on findings, possible considerations for EWOQ include:

- 📍 Design and implement a series of screening questions about additional customer needs. Staff of EWOQ working with such customers could then ask additional questions to customers to assess whether any specific information or support could be provided.
- 📍 To assist customers experiencing financial difficulties, an information database on local financial counselling and material aid services could be developed. This may then support referrals of financially vulnerable customers to services.
- 📍 Design and implement a protocol to fast track the cases of financially vulnerable customers where possible to limit financial impacts. For instance, this may set a goal to resolve such cases in three weeks, instead of four (or as deemed achievable and appropriate).

### Effectiveness of EWOQ services – Staff customer service orientation

Findings showed that customers held very positive views about the customer service orientation of EWOQ staff. Reflecting this, 'Very satisfied' ratings ranged from 79.4% to 86.4% of customers.

The highest percentage of 'Very satisfied' ratings were made for the courteousness, friendliness and helpfulness of EWOQ staff (86.4%), while the lowest percentage of 'Very satisfied' ratings were made for the knowledge, skills and expertise of EWOQ staff (79.4%). However, these latter ratings were still very positive, as very few ratings of dissatisfaction were made for EWOQ staff. This generally highlights that EWOQ staff are seen as very customer service oriented and courteous to customers over the phone when dealing with their case.

Illustrative comments highlighting high levels of satisfaction included:

- 📍 *I found the staff members very compassionate towards me and very understanding of my complaint*
- 📍 *I had great service throughout my complaint, and it was easy to discuss and contact the EWOQ representative*
- 📍 *I have never rated a service so highly. They listened very well, investigated well. I was very very impressed. I wouldn't change anything*

One comment highlighting an area for improvement of staff knowledge related to knowledge of solar metering:

- 📍 *The main thing they need to improve on is knowledge on how the retailers work and how the solar works, and how the metering goes and the timelines. There needs to be a more detailed understanding. The ombudsman didn't know. I work in the industry so I had to spoon-feed them - if I did not know there would have been no investigation. I had to tell them the laws involved*

A statistically significant difference was found between Electricity and Water customers in relation to their satisfaction with the knowledge, skills and expertise of EWOQ staff, with 80.8% of electricity customers providing 'Very satisfied' ratings, compared to 57.9% of Water customers.

There were no significant differences in satisfaction ratings between RHL v Investigation customers or Residential v Small business customers in relation to these measures.

Key measures (Very satisfied = a score of 8-10)	2019 Result
How courteous, friendly and helpful EWOQ staff were (% <i>Very satisfied</i> )	86.4
The effort made by EWOQ staff to listen and fully understand your side of the complaint (% <i>Very satisfied</i> )	82.6
Clear information was provided on the process that would be followed for your complaint (% <i>Very satisfied</i> )	82.2
The knowledge, skills and expertise of EWOQ staff involved in your complaint (% <i>Very satisfied</i> )	79.4

Based on findings, possible considerations for EWOQ include:

- Based on cases during the past 12 months, conduct a brief skills assessment of EWOQ staff in key technical content areas relevant to EWOQ dispute resolution and develop and implement a plan to improve staff knowledge and understanding of technical content. Based on feedback from a single customer, for instance, solar tariffs and rebates may be an area for staff knowledge development.

### Effectiveness of EWOQ services – Referrals to higher level (RHL)

Referral to Higher Level (RHL) are where EWOQ refers a customer's case to a higher level within a retailer for dispute resolution. Accordingly, the survey explored the usefulness of the RHL process to customers.

Findings showed that 68.9% of customers were 'Very satisfied' with the usefulness of having a case referred by EWOQ to a higher level within the retailer. This result is somewhat lower than the satisfaction levels reported for other questions and may reflect that the RHL process does not work for some customers. One illustrative comment that may highlight this sentiment included - *We reach out to EWOQ for help, not to be redirected back to the retailer. I feel that EWOQ is deflecting from the idea instead of dealing with the issue.*

Of the participants with at least 20 ratings, customers from Alinta Energy Retail Sales Pty Ltd reported the highest percentage of 'Very satisfied' ratings (81%) for the RHL process (Based on a sample of N=21). Customers from AGL Sales (Queensland Electricity) Pty Ltd, in comparison, reported the lowest percentage of 'Very satisfied' ratings (56.7%) (Based on a sample of N=30).

There were no significant differences in satisfaction ratings between Residential v Small business customers or Electricity v Gas v Water customers on any of these measures, although this could be due to the small N for Small business, Gas and Water customers responding to this question.

Key measures (Very satisfied = a score of 8-10)	2019 Result
Having my case referred by the Energy & Water Ombudsman of Queensland (EWOQ) to a higher level within the electricity/gas/water retailer was a useful step to take (% Very satisfied)	68.9

Based on findings, possible considerations for EWOQ include:

- 🔗 Design and implement a protocol to clarify to customers electing to take a RHL, the benefits of this process over and above a full investigation. In addition, design appropriate communications to address potential customer concerns about the RHL process (so customers see value in the process).
- 🔗 Provide retailers with immediate feedback on the effectiveness of RHL processes, as obtained through the rolling customer survey. Adding a consent question to ensure that all customers provide consent for EWOQ to pass on this information to retailers.

### Effectiveness of EWOQ services – Investigations

Findings overall showed that the highest percentage of 'Very satisfied' ratings for Investigation customers were obtained for the ease of contacting EWOQ staff during the complaint (77.5%), while the lowest ratings were obtained for how frequently customers were updated during their complaint (71.4%).

This result corresponds with qualitative feedback from several customers, which indicated that there was a need for improvement in keeping customers updated throughout the process. Feedback also indicated that SMS updates may be appreciated by customers - *SMS updates would be good - just a short note about where it's at.*

It is noteworthy that EWOQ received the second highest rating for clarity of explanation for the case outcome (76.8%), even in spite of some customers not agreeing with the case outcome. This highlights that EWOQ is generally providing clear explanations about case outcomes.

There were no significant differences in satisfaction ratings between Residential v Small business customers on any of these measures.

Customers involved in Investigations relating to Water issues provided lower satisfaction ratings (each 44.4%) for the thoroughness of investigations and the clarity of explanation given for the case outcome. Such results may suggest that Water customers were somewhat less satisfied with the Investigation process, than other customers. Although, as results are based on small samples (N=9 for Water), results should be interpreted with due care and caution.

Key measures (Very satisfied = a score of 8-10)	2019 Result
The ease of contacting staff during your complaint (% <i>Very satisfied</i> )	77.5
EWOQ staff conducted a thorough investigation that considered all relevant information (% <i>Very satisfied</i> )	73.8
How frequently you were updated during your complaint (% <i>Very satisfied</i> )	71.4
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it) (% <i>Very satisfied</i> )	76.8

Also of note is that, when explicitly prompted about the usefulness of different communications tools, 50.7% of customers felt that it would be useful to receive SMS updates during cases, 38% felt it would be useful to have online chat functionality and 36.3% felt that it would be useful to be able to submit complaints online. Accordingly, these are all reasonably useful functionalities that could be considered in future system or process updates.

Based on findings, possible considerations for EWOQ include:

- 🌀 Design and implement a protocol to update customers regularly throughout the case. This could involve notification of customers when case discussions commence with the retailer, when information is reviewed by EWOQ and when the case is ready for a decision.
- 🌀 Explore the potential to offer SMS updates, online chat functionality and online applications as part of future system updates.

### **Fairness and Independence of EWOQ services – Investigations**

Overall, 74.2% of customers were very satisfied with EWOQ's independence and lack of bias. However, only 44.4% of customers involved in Investigations relating to Water issues reported being Very satisfied on this measure. Although this result was statistically significant, it should be interpreted with caution due to the small Ns available for Water (N=9).

While this issue may require further investigation, one qualitative comment highlighted the need for EWOQ to demonstrate independence and impartiality in front of customers when investigating issues (i.e., it gave the impression that because the officers had previously met, they may have been too friendly).

There were no significant differences in satisfaction ratings between Residential v Small business customers on this measure.



Key measures (Very satisfied = a score of 8-10)	2019 Result
How independent and unbiased EWOQ was when dealing with your complaint (% <i>Very satisfied</i> )	74.2

Based on findings, possible considerations for EWOQ include:

- Ensure that EWOQ officers facing customers together with retailers conduct themselves in a manner that signifies true independence and impartiality (e.g., while courteousness should apply, care should be taken to avoid overly friendly behaviours that may give customers the wrong impression that EWOQ is 'on the side of retailers'.

### Efficiency of EWOQ services – Investigations

Overall, 72.5% of customers were Very satisfied with the time taken for EWOQ to investigate and resolve their complaint. This was the second lowest overall rating relating to the Investigation process. This may highlight that, while customers are fairly happy with timeliness, some room for improvement in timeliness could be explored.

It is worth noting that only 44.4% of customers involved in Investigations relating to Water issues reported being Very satisfied on this measure. This result, however, may not be statistically significant, due to the small sample size for Water (N=9).

Key measures (Very satisfied = a score of 8-10)	2019 Result
The time taken for EWOQ to investigate and resolve your complaint (% <i>Very satisfied</i> )	72.5

Based on findings, possible considerations for EWOQ include:

- Conduct focus groups with customers to examine customer expectations of both the touch points needed during investigations (including customer updates) and the timeliness of the investigations process. Then assess the extent processes can be redesigned to achieve customer expectations.

### Effectiveness of EWOQ services – Whether customers would recommend EWOQ

Overall, 87% of surveyed customers indicated that they would recommend EWOQ, which is very positive, given that only 67.6% of customers reported being 'Very satisfied' with the case outcome. Also noteworthy is that this was the case for 99.1% of customers with cases in their favour and 55.1% of customers with cases NOT in their favour. This is a very pleasing result and highlights the positive services of EWOQ.

Key measures	2019 Result
Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer (% responding 'Yes')	87

### Areas for improvement for EWOQ

As part of the survey, customers were asked to indicate any areas for improvement for EWOQ, along with any feedback they wanted to provide case officers.

Reflecting a very positive contact experience, 58.3% of customers indicated that the experience was positive and could not provide any improvement suggestions.

While only small trends, the top improvement suggestions related to fixing systemic retailer issues (8%), more regular updates during the investigation process (5.5%) and listening more carefully to customer views (3.8%).

While listening to customer views may be an indication that the result was not to the customer's satisfaction, this may also highlight the importance of EWOQ staff in these situations to clearly state the customer's view to demonstrate that they are listening and then explain why it was outside their jurisdiction to not support the customer's claim. This may thus allow a better acceptance that EWOQ has been listening to customer views.

Verbatims illustrating possible trends included:

- 🗣️ *EWOQ assisted with supporting my concern with the retailer, however they are unable to resolve the real issue that led to the issue to begin with. The privatisation or changes to how the wholesale/retail system is managed is what caused the issue. Without fixing the cause the issue will continue to re-occur. Without being able to influence the process or management approach the EWOQ is a toothless tiger and the public will continue to wear the pain of a dysfunctional system*
- 🗣️ *I think overall it was a really good process and they did a really good job. Regular updates would have been good though - I had to ring to find out*
- 🗣️ *They did not take the time to understand what I was saying. They seemed to side with the energy provider. The process was long and difficult*

Based on findings, possible considerations for EWOQ include:

- 🗣️ For customers not receiving a favourable case outcome, explore the potential to clearly paraphrase to the customer their claim to demonstrate listening. Then explain why the case was not successful and why this was beyond the jurisdiction of EWOQ to support the validity of the complaint.

## **Conclusion**

Findings of the 2019 survey highlight that EWOQ services are viewed very positively by customers. Reflecting this, virtually all service measures received high customer satisfaction ratings and 87% of customers were happy to recommend EWOQ services, even in spite of not all being satisfied with their case outcome (for reasons often beyond the control of EWOQ). In spite of very high customer satisfaction, a small number of possible areas for improvement and development have been identified from this survey, as identified in this Executive Summary.

Given the value of rolling programs of research, there is also great merit in conducting customer satisfaction surveys directly after case closure (or as close as possible) to ensure that any service issues can be understood and improved (even if minor). Given that customers may not always be aware of the processes they were involved in (e.g., RHL versus Investigations), there may also be merit in creating separate online survey links to ensure that customers are directed to questions of relevance to their contact with EWOQ.

In addition, the above benchmarks are arguably also the most important measures for EWOQ to track over time. Accordingly, these should be benchmarked monthly and areas for improvement discussed on a rolling basis as surveys progress. From this perspective, this measurement framework presents a new and simplified approach to allow EWOQ to monitor critical services in a two-page format (i.e., just the indicators in the tables) that can be actively discussed in management and executive meetings on a regular basis.

# Introduction

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## Purpose

The current report presents key findings of the 2019 survey of customers of the Energy and Water Ombudsman of Queensland (EWOQ). The purpose of the survey was to develop a new approach to gather customer feedback on a rolling basis and to develop a measurement framework to examine customer experiences with EWOQ over time.

A total of 400 customers participated in the survey including 181 online surveys and 219 CATI surveys. Online email invitations were sent by EWOQ direct to customers, following an informed consent process to ensure that customers were happy to receive a survey invitation.

While the survey had been conducted on three prior occasions (2011, 2013 and 2015), it was recognised that annual or biannual surveying may make it difficult for customers to provide accurate feedback. In particular, if a customer had only used EWOQ services 12 months prior to the survey, they may forget details of their case or interaction with EWOQ.

For this reason, a new customer survey and measurement framework was designed to gather customer feedback on an ongoing basis. Within this context, a new online survey instrument was developed for rolling online administration by EWOQ to customers. Consultations with EWOQ staff were also conducted to ensure that the approach developed aligned to business and service needs.

By keeping the length of the survey short (under 10 minutes), it was envisaged that the survey could be emailed to and completed by customers following closure of each EWOQ case. Accordingly, this survey is the last survey to be undertaken using the annual survey approach. In 2020, the survey instrument will be emailed to customers on an ongoing basis to ensure that feedback can be provided as close as possible to the point of case closure.

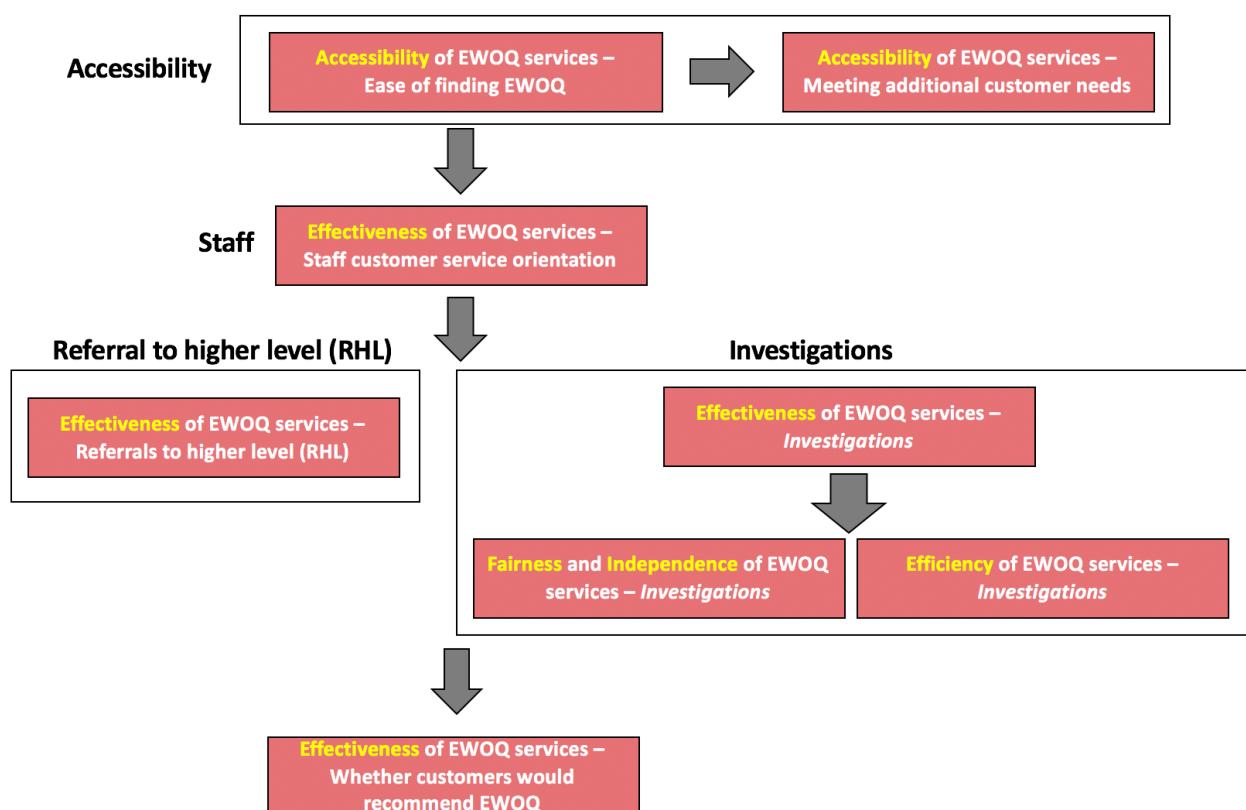
Given the new survey approach, results in 2019 provide a new approach to surveying customers. Due to scale, methodology and question changes, comparisons will only commence in 2020 and are thus not available in the 2019 survey report.

## Measurement framework used for the survey

The measurement framework guiding the research design was developed to provide EWOQ with a minimum data set of customer-oriented measures, which could be used to track customer feedback over time. An overview of the measurement framework is below.

The Australian Government Benchmarks for Industry based Customer Dispute Resolution were used to guide design of survey measures. These provide six benchmarks for dispute resolution services and are also recommended for use by the Australian and New Zealand Ombudsman Association (ANZOA). They highlight the need for dispute resolution services to demonstrate: *Accessibility, Independence, Fairness, Accountability, Efficiency and Effectiveness*.

Within this context, the EWOQ customer survey will provide a range of useful measures to meet these benchmarks and will complement other monitoring approaches of EWOQ.



## Survey measures for ongoing monitoring

The specific questions to be used to monitor customer experiences over time are summarised in Table 1. This is a subset of important measures from the 2019 survey and will provide EWOQ with a relatively concise approach to monitoring customer feedback on a regular basis. The percentage of ‘Very satisfied’ responses (customers providing a score of 8-10 on a ten-point satisfaction scale) is also used, given that this was the approach used in previous EWOQ surveys.

Table 1. Customer oriented measures used to monitor EWOQ interactions with customers

Measures	Specific questions in the survey
Accessibility of EWOQ services – Ease of finding EWOQ	<ul style="list-style-type: none"> <li>☞ Ease of finding an ombudsman to submit a complaint (% Very satisfied)</li> <li>☞ Clarity of explanation about EWOQ’s role as an ombudsman (% Very satisfied)</li> <li>☞ Customers reporting finding out about EWOQ through the retailer (%)</li> <li>☞ Customers reporting finding out about EWOQ through other organisations (%)</li> </ul>
Accessibility of EWOQ services – Meeting additional customer needs	<ul style="list-style-type: none"> <li>☞ Was the EWOQ officer considerate of your additional needs, when talking with you about the complaint process and your case (% responding ‘Yes’)</li> </ul>
Effectiveness of EWOQ services – Staff customer service orientation	<ul style="list-style-type: none"> <li>☞ How courteous, friendly and helpful EWOQ staff were (% Very satisfied)</li> <li>☞ The effort made by EWOQ staff to listen and fully understand your side of the complaint (% Very satisfied)</li> <li>☞ Clear information was provided on the process that would be followed for your complaint (% Very satisfied)</li> <li>☞ The knowledge, skills and expertise of EWOQ staff involved in your complaint (% Very satisfied)</li> </ul>

Measures	Specific questions in the survey
Effectiveness of EWOQ services – Referrals to higher level (RHL)	<ul style="list-style-type: none"> <li>Having my case referred by the Energy &amp; Water Ombudsman of Queensland (EWOQ) to a higher level within the electricity/gas/water retailer was a useful step to take (% Very satisfied)</li> </ul>
Effectiveness of EWOQ services – Investigations	<ul style="list-style-type: none"> <li>The ease of contacting staff during your complaint (% Very satisfied)</li> <li>EWOQ staff conducted a thorough investigation that considered all relevant information (% Very satisfied)</li> <li>How frequently you were updated during your complaint (% Very satisfied)</li> <li>Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it) (% Very satisfied)</li> </ul>
Fairness and Independence of EWOQ services – Investigations	<ul style="list-style-type: none"> <li>How independent and unbiased EWOQ was when dealing with your complaint (% <i>Very satisfied</i>)</li> </ul>
Efficiency of EWOQ services – Investigations	<ul style="list-style-type: none"> <li>The time taken for EWOQ to investigate and resolve your complaint (% <i>Very satisfied</i>)</li> </ul>
Effectiveness of EWOQ services – Whether customers would recommend EWOQ	<ul style="list-style-type: none"> <li>Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer (% responding 'Yes')</li> </ul>

## Background on EWOQ

In 2007, the Office of the Energy Ombudsman was established as a free, fair and independent dispute resolution service for residential and small business energy customers who were unable to resolve a complaint with their energy retailer or distributor. In 2011, the scope of activities of the organisation was increased to include water and wastewater disputes for small customers in South East Queensland. This Office is now known as the Energy and Water Ombudsman Queensland (EWOQ).

EWOQ provides effective, high quality, fair and confidential services to Queensland customers of electricity, gas and water retailers. With offices throughout the state (Brisbane – Southern; Rockhampton – Central; Cairns – Northern), EWOQ works directly with Queensland customers and retailers during the investigation and resolution of complaints.

As part of legislative requirements, EWOQ plays a role in:

- Referring customers with disputes to a Higher level within retailers to have their complaint examined (Termed 'Referrals to higher level' or RHL)
- Conducting investigations, where disputes cannot be resolved between customers and their retailer.

Since 2010, EWOQ has undertaken customer satisfaction research within customers who have recently made a complaint to EWOQ. This quantitative research was conducted using a Computer Assisted Telephone Interview (CATI) methodology. The most recent research prior to the current study was conducted during October 2015 and surveyed residential and business customers of EWOQ for the period of March to August of this year. Other surveys were conducted in 2010, 2011 and 2013.

## The new customer survey approach

While the infrequent annual to biannual survey provided very useful data for EWOQ, it required many customers to recall details of their case from many months prior. This was seen to limit the accuracy of feedback and also limit the potential for EWOQ to quickly respond to customer needs and concerns immediately following case closure.

For this reason, a fresh approach to surveying customers was designed in December 2019. This survey approach used online surveying with CATI survey calls for customers who did not either have an email. or did not respond to the online survey. It is also envisaged that online survey links will become the predominant method of surveying customers from 2020. This is also deemed quite feasible, given that most EWOQ customers provide emails and consent to research participation.

For this purpose, a short online survey instrument was designed to measure customer satisfaction with critical areas of service important to EWOQ. This utilised a selection of measures from the previous surveys, but refined the survey design to permit quicker and easier online administration.

The survey instrument designed for the 2019 survey is in Appendix A. This instrument was also designed following extensive staff consultations within EWOQ. This ensured that the new approach to research considered staff and customer needs and administered questions in a way that did not burden customers.

Specific areas examined in the new survey instrument included:

- ④ A question to recheck that the customer understood that the survey was about their case submitted to EWOQ rather than was a survey from their retailer
- ④ Where the customer first learned about EWOQ – This was deemed useful to guide future EWOQ marketing and communications about its services
- ④ Questions to assess customer satisfaction with critical aspects of EWOQ service delivery – These included questions relating to:
  - The ease of finding EWOQ
  - The clarity of explanation provided to customer about the role of EWOQ (so that customers understand what EWOQ can and cannot do)
  - The usefulness of Referrals to higher level (RHL), which allow customers an opportunity to return to their retailer to have their issues heard by a higher level within the retailer
  - The customer service orientation of EWOQ staff
  - The experience of customers during investigations undertaken by EWOQ. These questions explored issues such as customer satisfaction with the:
    - Thoroughness of investigations
    - Timeliness of investigations
    - Independence and unbiased nature of investigations
    - Clarity of case explanations (even if customers did not agree with these)
    - Case outcomes
- ④ The final outcome of the customer's complaint from the customer's perspective (e.g., whether it was in their favour or not in their favour etc.)
- ④ The usefulness of a range of communication improvements EWOQ was considering implementing in the future (e.g., SMS updates to customers, online applications to EWOQ)

- ☎ Whether customers had additional needs, whether EWOQ met these needs and if not, what EWOQ could have done to support the customer
- ☎ Areas for improvement for EWOQ overall
- ☎ Whether customers would recommend EWOQ
- ☎ Basic customer demographics (e.g., Gender, age, location, Indigenous background of customers etc.)

By keeping the survey instrument short, the survey can be easily administered to all customers following case closure. This reduced the length of the previous survey (estimated at around 17 minutes via telephone) to a survey of approximately 7-8 minutes.

## Approach to analysis and reporting

All satisfaction ratings were made on a ten-point scale from 1 to 10. In previous surveys, EWOQ has reported and monitored customers who are 'Very satisfied' with services. This represented a score of 8-10. For consistency with previous reporting approaches, it was agreed with EWOQ that this report should continue to report the percentage of customers 'Very satisfied' with EWOQ services. The main results present detailed satisfaction ratings for overall ratings and only 'Very satisfied' ratings for group-based results. For reference, however, detailed ratings for group-based results are provided in Appendix C to this report.

## Key findings

Key findings of the research are presented in line with the following headings:

- ☎ Executive summary
- ☎ Introduction
- ☎ Major findings
  - Where customers first learned about EWOQ
  - Ease of finding an ombudsman to complain about an electricity, gas or water retailer
  - Satisfaction with the clarity of explanation about EWOQ's role as an ombudsman
  - Satisfaction with the customer service orientation of EWOQ staff
  - Satisfaction with Referral to Higher Level (RHL)
  - Satisfaction with the EWOQ investigation process
  - Customer satisfaction with the overall outcome of the complaint determined by EWOQ
  - Whether EWOQ met the additional needs of customers during the complaints process
  - Whether customers would recommend EWOQ
  - Areas for improvement suggested by EWOQ customers
  - Whether different types of communications would be helpful to customers in the future



## Appendices

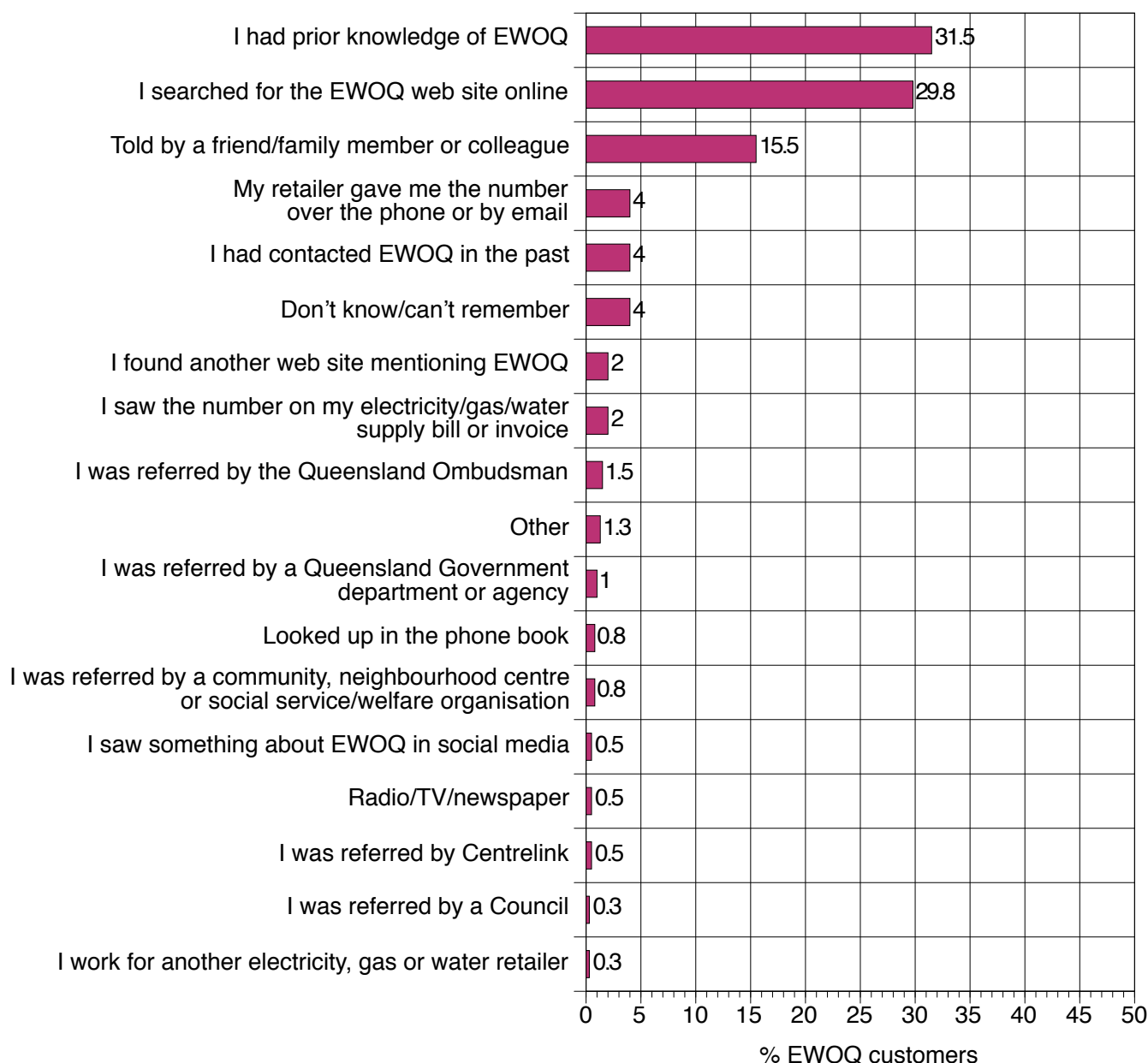
- Appendix A – Survey instrument
- Appendix B – Profile of the survey sample
- Appendix C - Detailed tables

# Major findings

# Where customers first learned about EWOQ

As part of the survey, customers were asked to indicate where they had first learned about the existence of EWOQ. Results are in Figure 1 and Figure 2. A single response was requested. Findings showed that the top three responses related to having prior knowledge of EWOQ (31.5%), finding EWOQ following an online search (29.8%) and being told by a friend/family member or colleague (15.5%).

Figure 1. Where customers first learned about EWOQ (N=400, December 2019-January 2020)

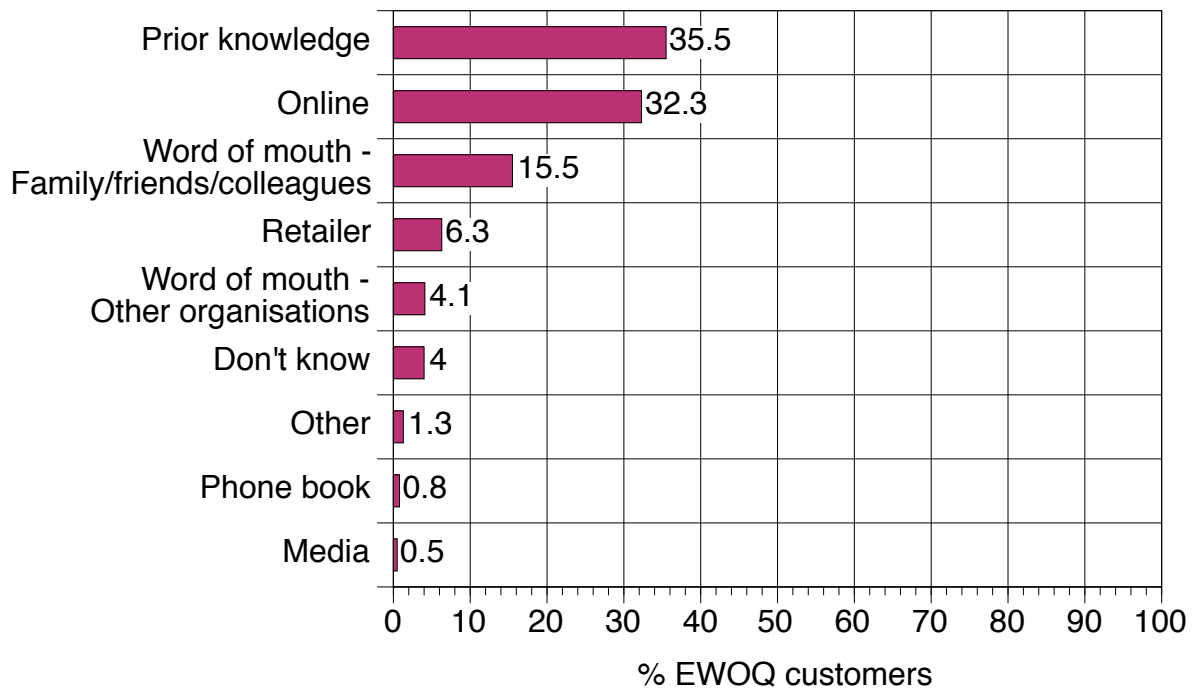


Question: Where did you first learn about the Energy & Water Ombudsman of Queensland (EWOQ)?  
(SINGLE MAIN LOCATION) (Base: All respondents)

When all channels and sources of information were rolled up into larger categories, the same trends also emerged (Figure 2). Findings showed that overall, the main sources were prior knowledge of EWOQ (35.5%), online searches (32.3%) and word-of-mouth from family/friends/colleagues (15.5%).

Interestingly, however, only 6.3% of customers found out about EWOQ through retailers (e.g., being told by a retailer, reading about EWOQ on a bill etc.). This was also only marginally higher than awareness created through contact with other organisations (4.1%) and may highlight the need for retailers to further improve their written and verbal communication about the availability of EWOQ for customers with disputes about electricity, gas and water.

Figure 2. Where respondents first learned about EWOQ – ROLLED UP CATEGORIES  
(N=400, December 2019-January 2020)



Question: Where did you first learn about the Energy & Water Ombudsman of Queensland (EWOQ)?  
(SINGLE MAIN LOCATION) (Base: All respondents)

# Ease of finding an ombudsman to complain about an electricity, gas or water retailer

## Overall results

Customers were asked to indicate their satisfaction with the ease of finding an ombudsman to complain about an electricity, gas or water retailer. This represents an important question for EWOQ, given the need for the general public to be aware of EWOQ services. Results are in Table 2 and Figure 3.

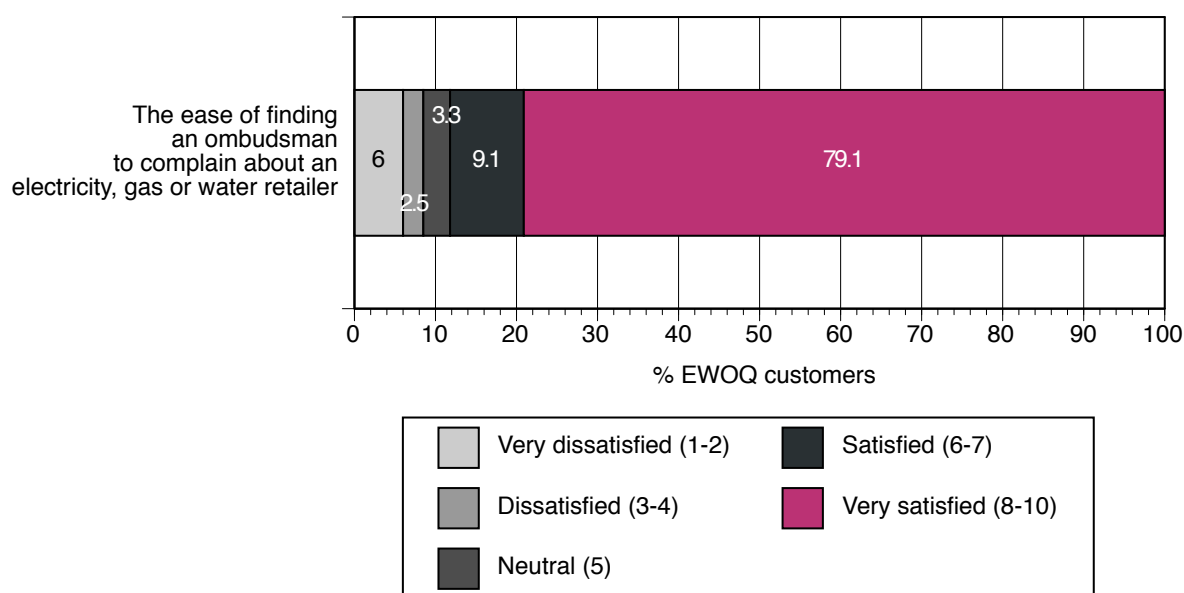
Findings showed that 79.1% of customers were 'Very satisfied' with the ease of finding an ombudsman to complain about an electricity, gas or water retailer (providing a score of 8-10 on a ten-point scale). In comparison, very few were dissatisfied (only 8.5%).

Table 2. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Overall results (N=397, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers				
	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	6.0	2.5	3.3	9.1	79.1

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 3. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Overall results (N=397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison - RHL v investigations

The ease of finding an ombudsman was also analysed for customers who participated in a Referral to higher level (RHL) within the retailer versus an Investigation (which is undertaken by EWOQ). Findings are in

Table 3 and

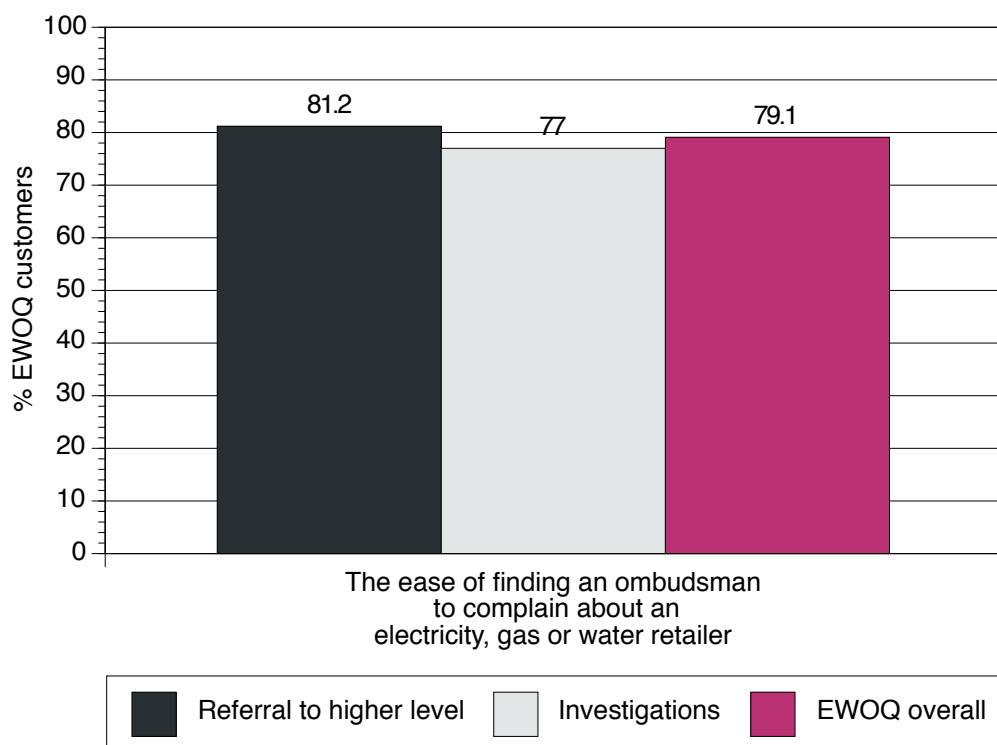
Figure 4. Results showed that 81.2% of RHL customers were satisfied, compared to 77% of Investigation customers. This difference was not statistically significant.

Table 3. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Comparison - RHL v investigations (N=397, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Referral to higher level (N=197)	Investigations (N=200)	EWOQ overall (N=397)
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	81.2	77	79.1

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 4. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Comparison - RHL v investigations (N=397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison - Residential v small business customers

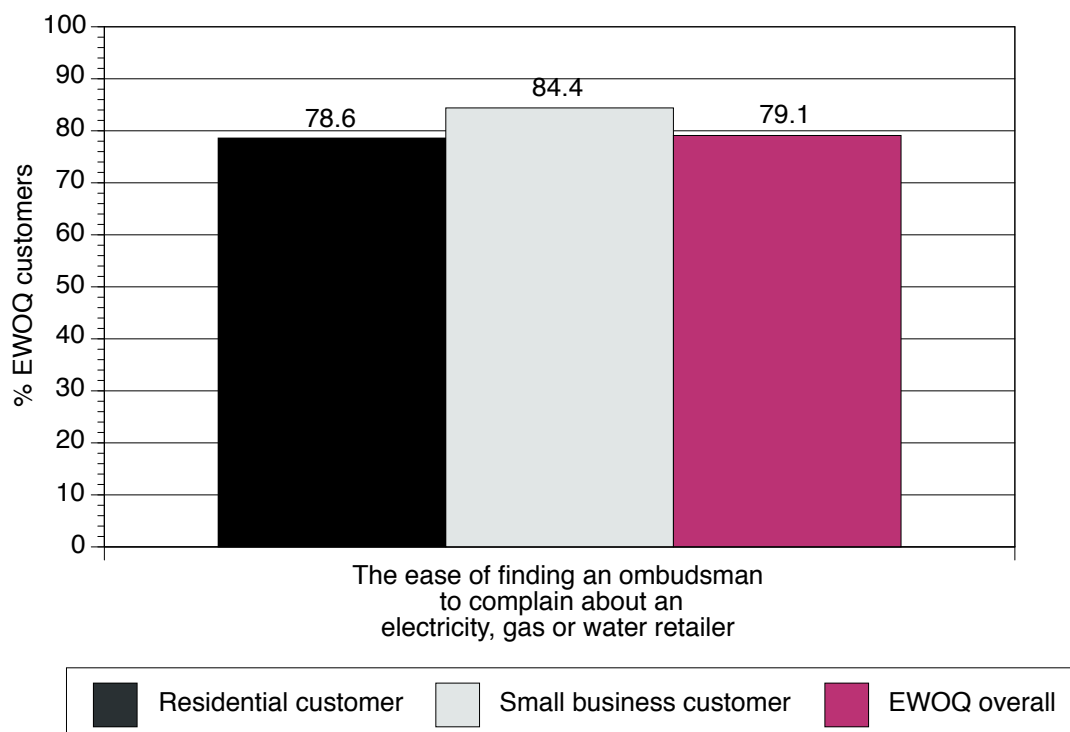
Results for Residential versus Small business customers are in Table 4 and Figure 5. Findings showed that 78.6% of Residential customers were 'Very satisfied' (provided 8-10 ratings) with the ease of finding an ombudsman, compared to 84.4% of Small business customers. This difference was not statistically significant.

Table 4. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer  
Comparison – Residential v small business customers (N=397, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=365)	Small business customers (N=32)	EWOQ overall (N=397)
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	78.6	84.4	79.1

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 5. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer  
Comparison – Residential v small business customers (N=397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison - Electricity v gas v water as the source of complaint

The ease of finding an ombudsman was also examined by the type of product. Results are in Table 5 and Figure 6. Small N implies a need for caution in interpreting results. A total of 79.5% of Electricity customers were 'Very satisfied', compared to 75% (each) of Gas and water customers. Due to the small N for some products, differences were not statistically significant.

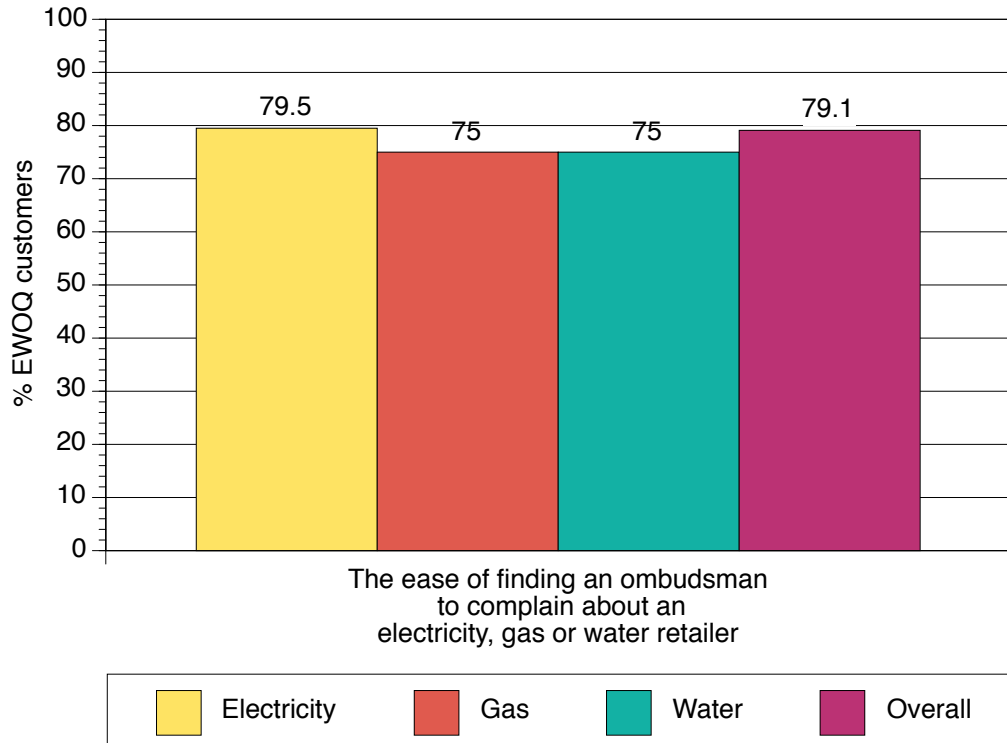
Table 5. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Comparison – Electricity v gas v water (N=397, December 2019-January 2020)

**CAUTION SMALL N FOR GAS (N=16) and WATER (N=20)**

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)			
	Electricity (N=361)	Gas (N=16)	Water (N=20)	EWOQ overall (N=397)
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	79.5	75	75	79.1

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 6. Satisfaction with ease of finding an ombudsman to complain about an electricity, gas or water retailer - Comparison – Electricity v gas v water (N=397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.



# Satisfaction with the clarity of explanation about EWOQ's role as an ombudsman

## Overall results

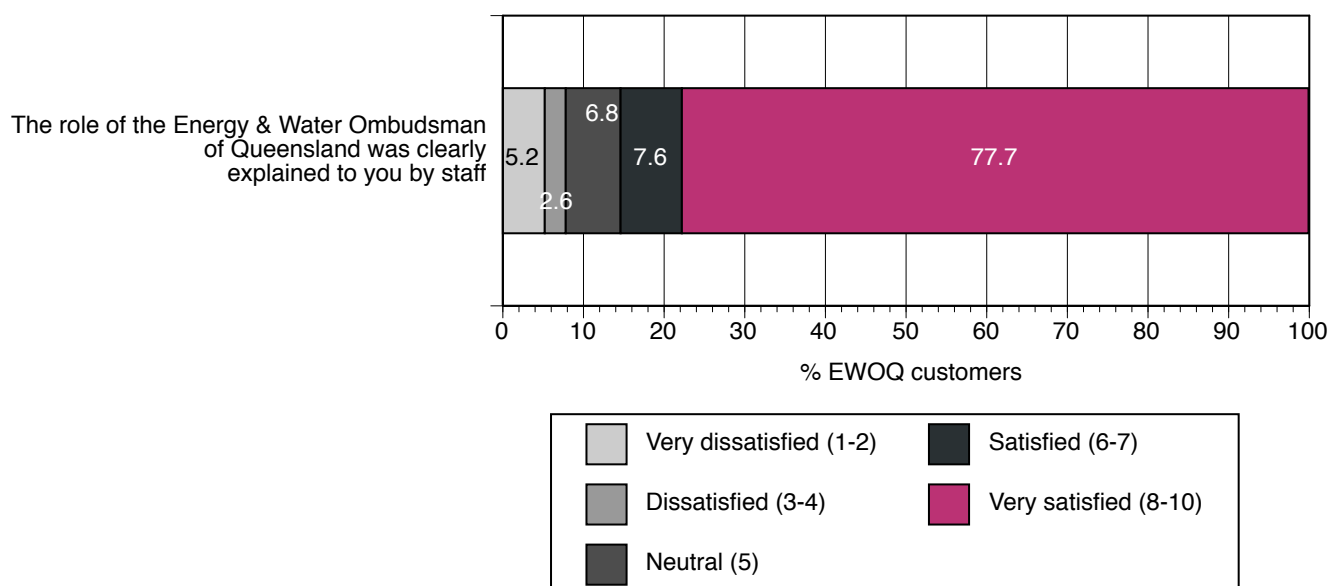
As part of the survey, customers were asked to rate their satisfaction with the role of EWOQ being clearly explained by EWOQ staff. This is important, as customers need to be aware of the types of matters that are within the jurisdiction of EWOQ as an ombudsman. Results are in Table 6 and Figure 7. In total, 77.7% of customers reported being 'Very satisfied' (providing a rating of 8-10) and very few were dissatisfied (7.8%).

Table 6. Satisfaction with the clarity of explanation about EWOQ's role as an ombudsman  
Overall results (N=382, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers				
	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff	5.2	2.6	6.8	7.6	77.7

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 7. Satisfaction with the clarity of explanation about EWOQ's role as an ombudsman  
Overall results (N=382, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison – RHL v investigations

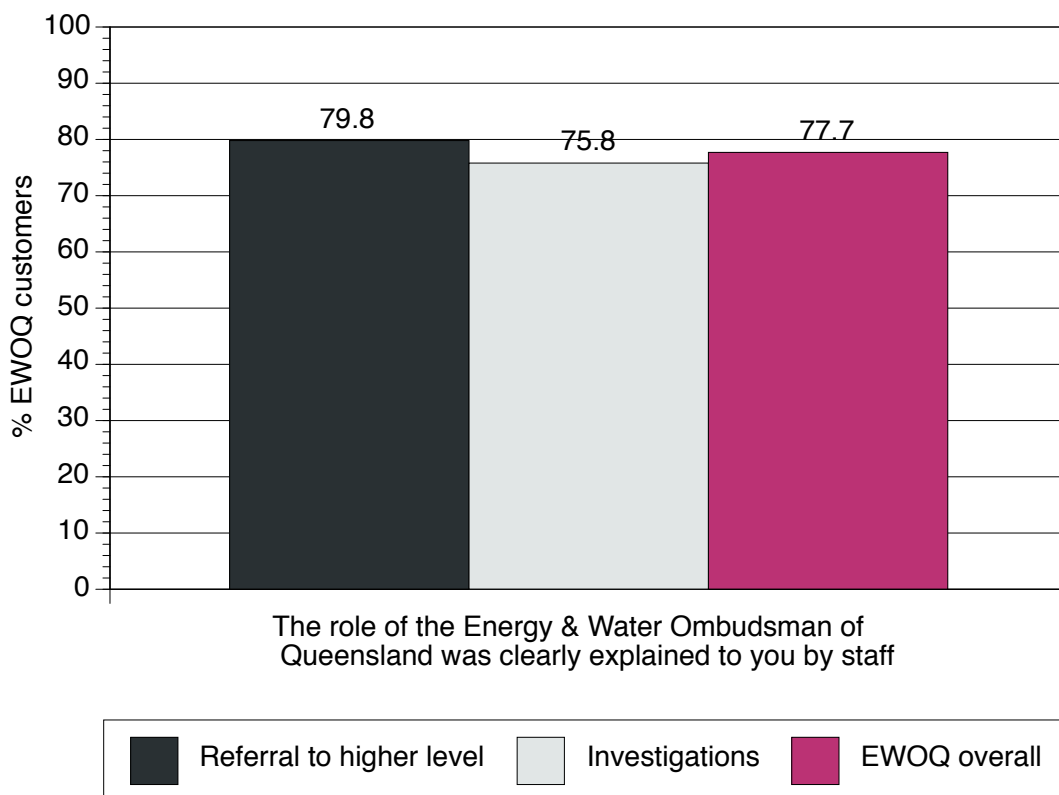
Satisfaction with explanations of role clarity was also examined for RHL and Investigation customers. Results are in Table 7 and Figure 8. A total of 79.8% of RHL customers reported being 'Very satisfied', compared to 75.8% of Investigation customers. This difference was not statistically significant.

Table 7. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison - RHL v investigations (N=382, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Referral to higher level (N=188)	Investigations (N=194)	EWOQ overall (N=382)
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff	79.8	75.8	77.7

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 8. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison - RHL v investigations (N=382, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison – Residential v small business customers

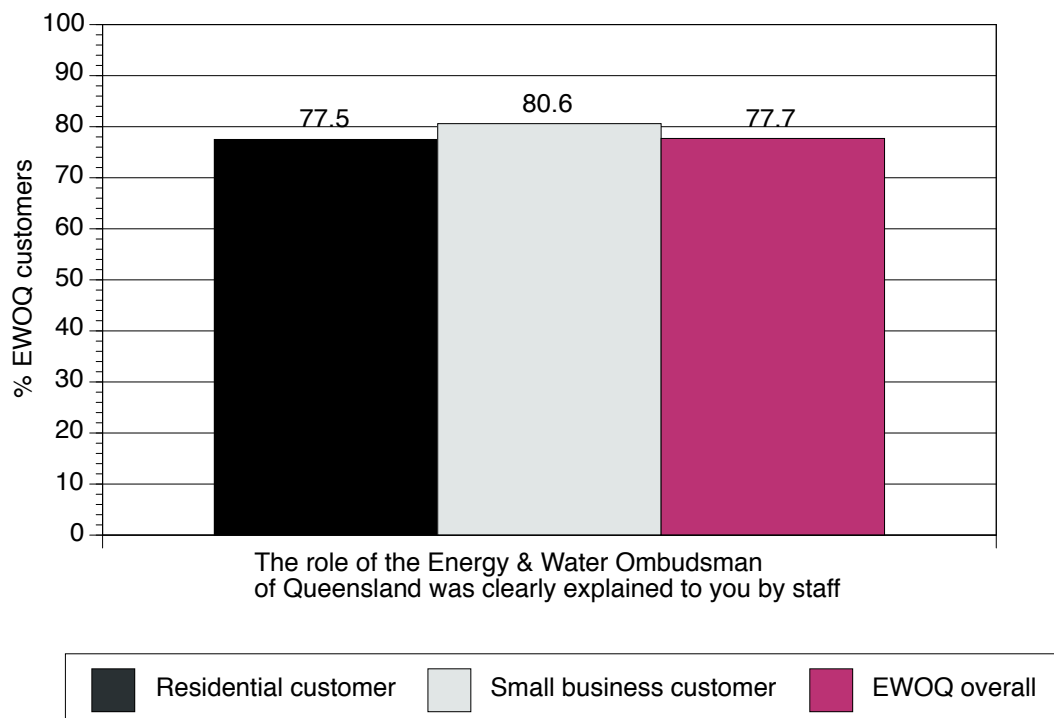
Satisfaction with the clarity of explanations of EWOQ's role was also analysed in Residential versus Small business customers. Results are in Table 8 and Figure 9. Findings showed that 77.5% of Residential customers were satisfied, compared to 80.6% of Small business customers. Differences were not statistically significant.

Table 8. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison - Residential v small business customers (N=382, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=351)	Small business customers (N=31)	EWOQ overall (N=382)
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff	77.5	80.6	77.7

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 9. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison - Residential v small business customers (N=382, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison – Electricity v gas v water as the source of complaint

Satisfaction with the explanation of EWOQ's role by product are in Table 9 and Figure 10. No significant trends were observed by product type. In total, 77.8% of Electricity customers were 'Very satisfied' compared to 80% of Gas customers and 75% of Water customers.

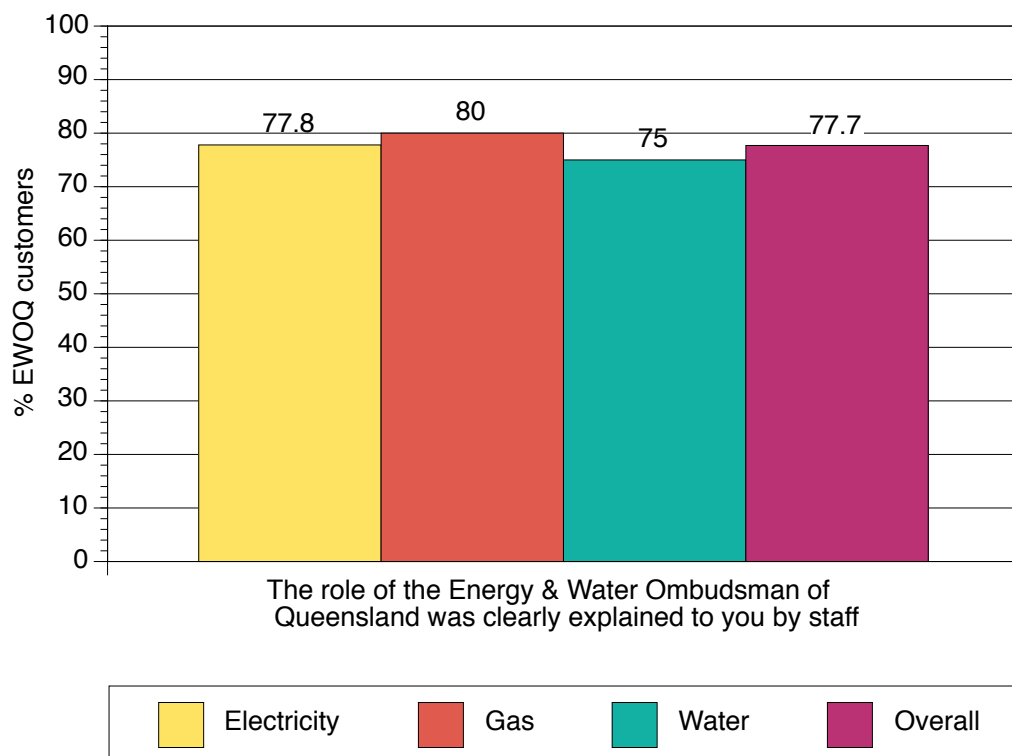
Table 9. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison – Electricity v gas v water (N=382, December 2019-January 2020)

**CAUTION SMALL N FOR GAS (N=15) AND WATER (N=20)**

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)			
	Electricity (N=347)	Gas (N=15)	Water (N=20)	EWOQ overall
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff	77.8	80	75	77.7

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 10. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff - Comparison – Electricity v gas v water (N=382, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

# Satisfaction with the customer service orientation of EWOQ staff

## Overall results

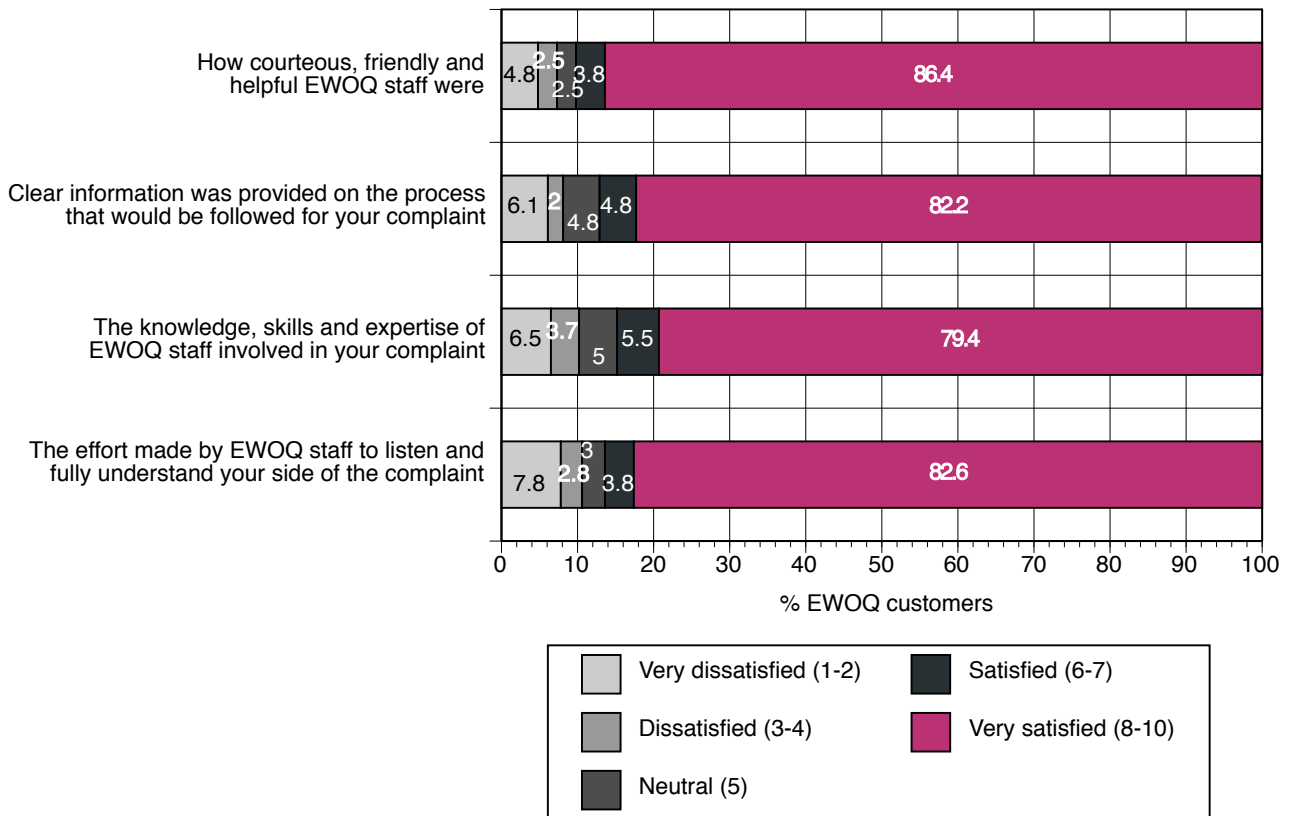
A range of satisfaction ratings were made of the customer service orientation of EWOQ staff. Results are in Table 10 and Figure 11. Findings showed that the highest percentage of 'Very satisfied' ratings were made for the courteousness, friendliness and helpfulness of EWOQ staff (86.4%), while the lowest percentage of 'Very satisfied' ratings were made for the knowledge, skills and expertise of EWOQ staff (79.4%). However, these latter ratings were still very positive, as very few ratings of dissatisfaction were made for EWOQ staff. This generally highlights that EWOQ staff are seen as very customer service oriented and courteous to customers over the phone when dealing with their case.

Table 10. Satisfaction with the customer service orientation of EWOQ staff  
Overall results (N=383-397, December 2019-January 2020)

Aspect of EWOQ Service	N	% EWOQ customers				
		Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
How courteous, friendly and helpful EWOQ staff were	397	4.8	2.5	2.5	3.8	86.4
The effort made by EWOQ staff to listen and fully understand your side of the complaint	396	7.8	2.8	3	3.8	82.6
Clear information was provided on the process that would be followed for your complaint	393	6.1	2	4.8	4.8	82.2
The knowledge, skills and expertise of EWOQ staff involved in your complaint	383	6.5	3.7	5	5.5	79.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 11. Satisfaction with the customer service orientation of EWOQ staff  
Overall results (N=383-397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison – RHL v investigations

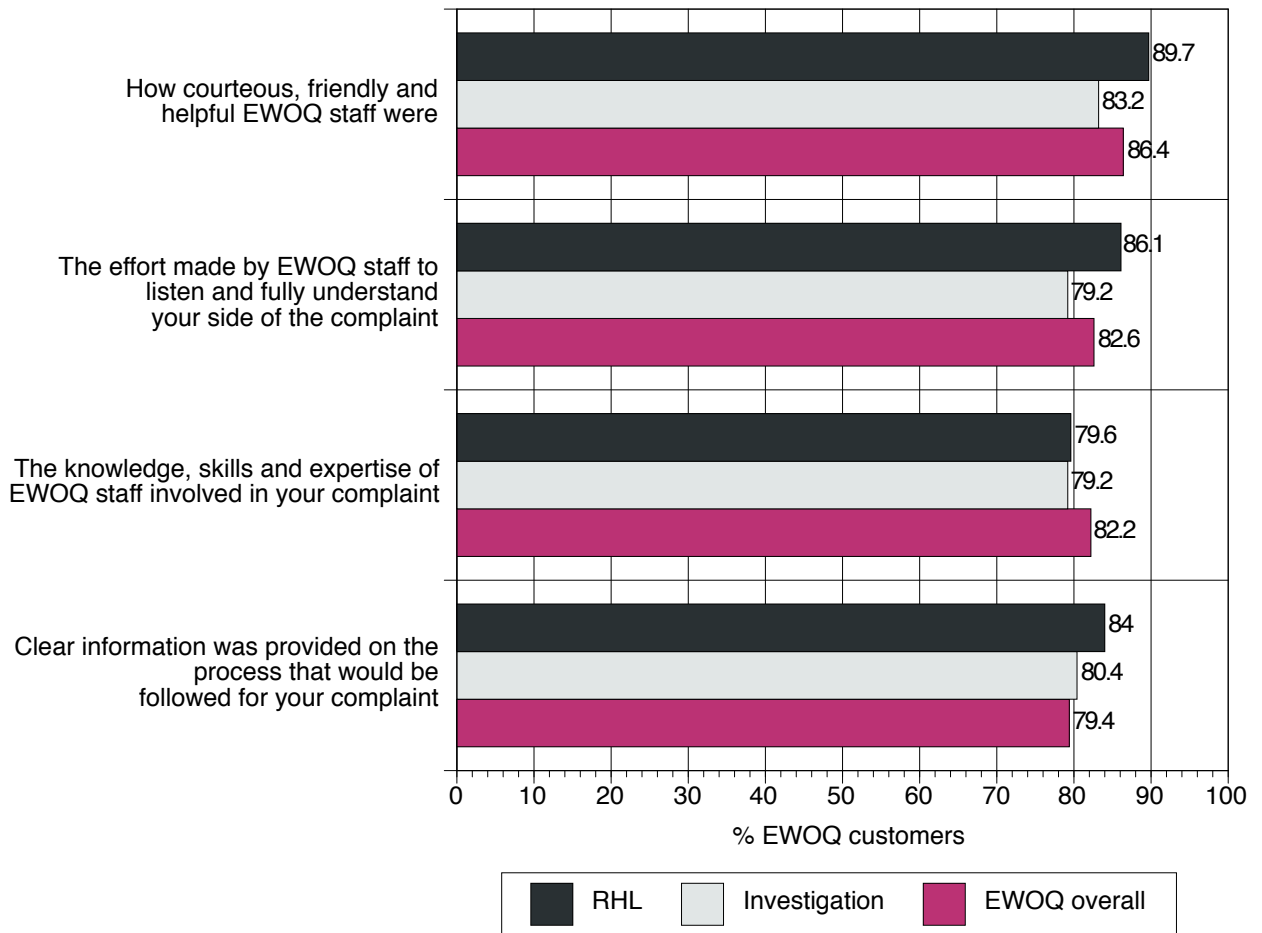
Customer service orientation 'Very satisfied' ratings for RHL versus Investigation customers are in Table 11 and Figure 12. No significant differences were observed. Findings showed that RHL and Investigation customers provided the highest 'Very satisfied' ratings for the courteousness, friendliness and helpfulness of staff. For RHL customers, the lowest rating was obtained for the knowledge, skills and expertise of EWOQ staff (79.6%), while for Investigation customers, two areas received the lowest rating – The effort to listen and understand complaints and the knowledge, skills and expertise of staff (each 79.2%).

Table 11. Satisfaction with the customer service orientation of EWOQ staff - Comparison - RHL v investigations (N=383-397, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Referral to higher level (N=191-195)	Investigations (N=199-202)	EWOQ overall (N=383-397)
How courteous, friendly and helpful EWOQ staff were	89.7	83.2	86.4
The effort made by EWOQ staff to listen and fully understand your side of the complaint	86.1	79.2	82.6
The knowledge, skills and expertise of EWOQ staff involved in your complaint	79.6	79.2	82.2
Clear information was provided on the process that would be followed for your complaint	84	80.4	79.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 12. Satisfaction with the customer service orientation of EWOQ staff - Comparison - RHL v investigations (N=383-397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.



## Comparison – Residential v small business customers

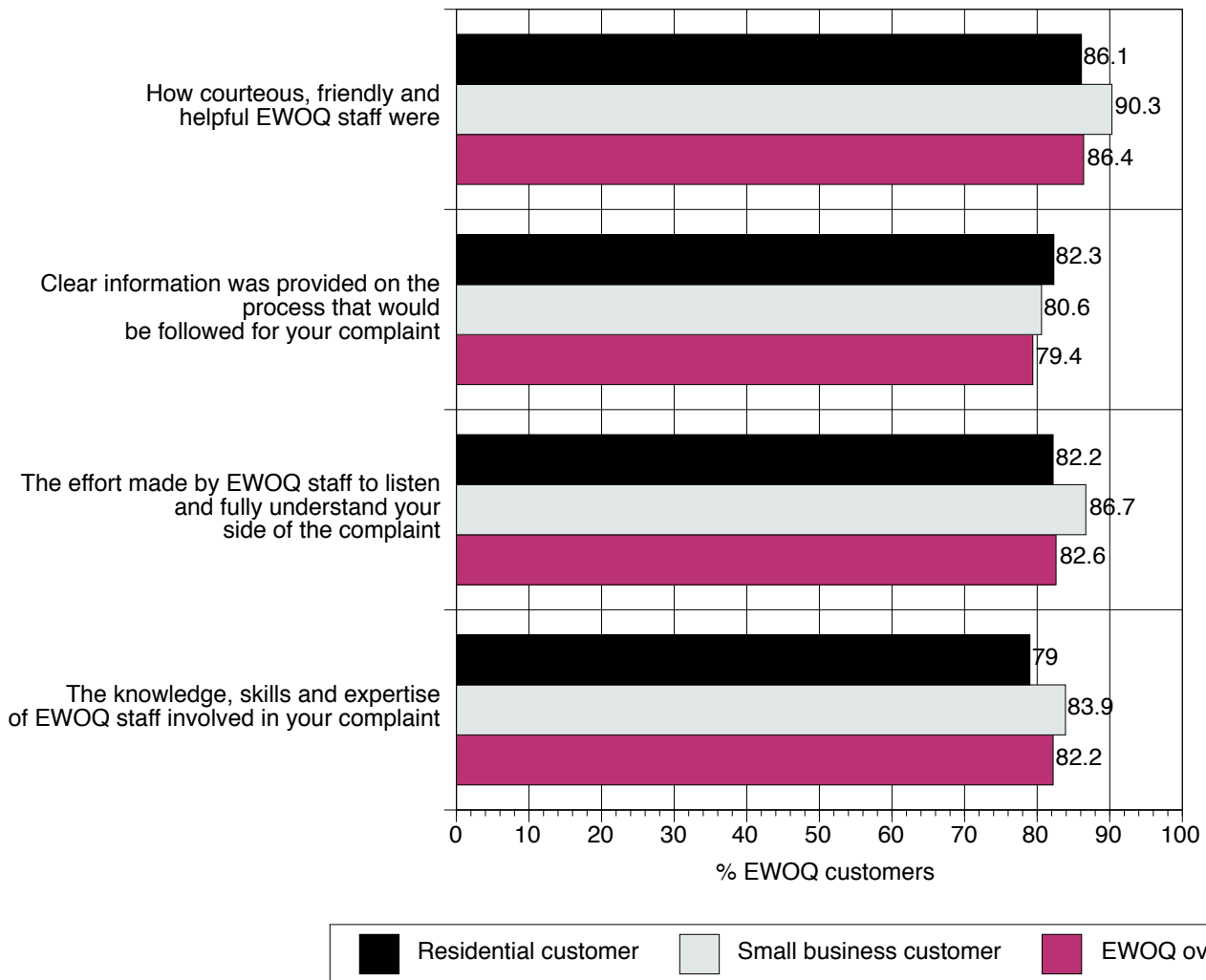
Results for Residential versus Small business customers are in Table 12 and Figure 13. Differences by group were not statistically significant. Findings showed that the highest percentage of 'Very satisfied' ratings for Residential customers were provided for the courteousness, friendliness and helpfulness of staff (86.1%), while the lowest rating were made for the knowledge, skills and expertise of EWOQ staff (79%). For Small business customers, the highest percentage of 'Very satisfied' ratings were made for the courteousness, friendliness and helpfulness of EWOQ staff (90.3%), while the lowest ratings were made for clear information being provided on the process that would be followed for the complaint (80.6%).

Table 12. Satisfaction with the customer service orientation of EWOQ staff -  
Comparison – Residential v small business customers (N=383-397, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=352-366)	Small business customers (N=30-31)	EWOQ overall (N=383-397)
How courteous, friendly and helpful EWOQ staff were	86.1	90.3	86.4
The effort made by EWOQ staff to listen and fully understand your side of the complaint	82.2	86.7	82.6
The knowledge, skills and expertise of EWOQ staff involved in your complaint	79	83.9	82.2
Clear information was provided on the process that would be followed for your complaint	82.3	80.6	79.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 13. Satisfaction with the customer service orientation of EWOQ staff -  
Comparison – Residential v small business customers (N=383-397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

## Comparison – Electricity v gas v water as the source of complaint

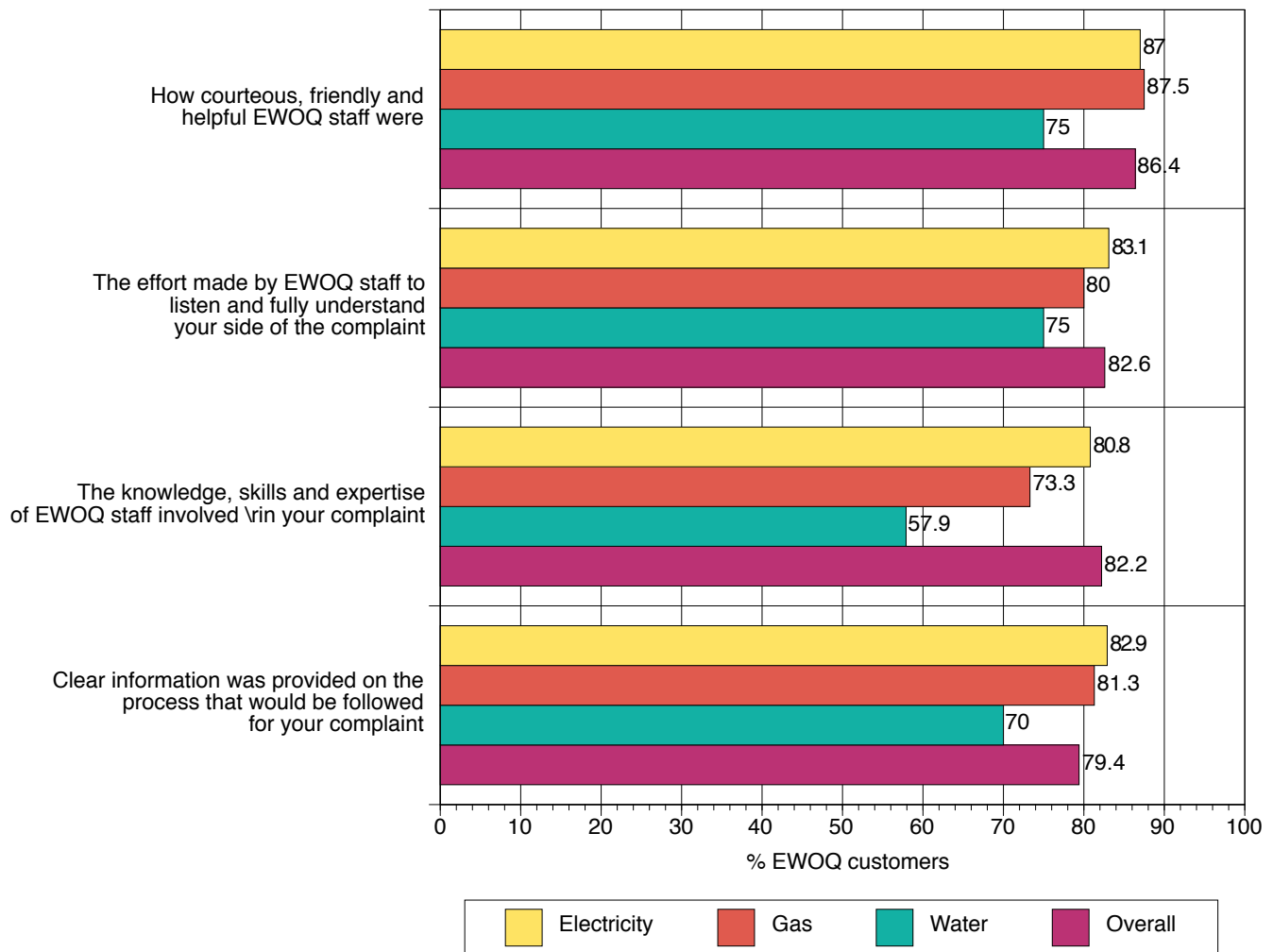
Trends by the type of product involved in the complaint are in Table 13 and Figure 14. One significant difference was observed. Customers complaining about an Electricity issue reported higher satisfaction (based on 'Very satisfied' ratings) with the knowledge, skills and expertise of EWOQ staff (80.8%), compared to customers complaining about a Water issue (57.9%). The highest overall ratings across all products were received for staff courteousness, friendliness and helpfulness, while the lowest ratings across all products were received for knowledge, skills and expertise of EWOQ staff.

Table 13. Satisfaction with the customer service orientation of EWOQ staff -  
Comparison – Electricity v gas v water (N=383-397, December 2019-January 2020)  
**CAUTION SMALL N FOR GAS (N=15-16) AND WATER (N=19-20)**

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)			
	Electricity (N=349-361)	Gas (N=15-16)	Water (N=19-20)	EWOQ overall (N=383-397)
How courteous, friendly and helpful EWOQ staff were	87	87.5	75	86.4
The effort made by EWOQ staff to listen and fully understand your side of the complaint	83.1	80	75	82.6
The knowledge, skills and expertise of EWOQ staff involved in your complaint	80.8	73.3	57.9	82.2
Clear information was provided on the process that would be followed for your complaint	82.9	81.3	70	79.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

Figure 14. Satisfaction with the customer service orientation of EWOQ staff - Comparison – Electricity v gas v water (N=383-397, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: All respondents) Don't know responses excluded.

# Satisfaction with Referral to Higher Level (RHL)

## Overall results

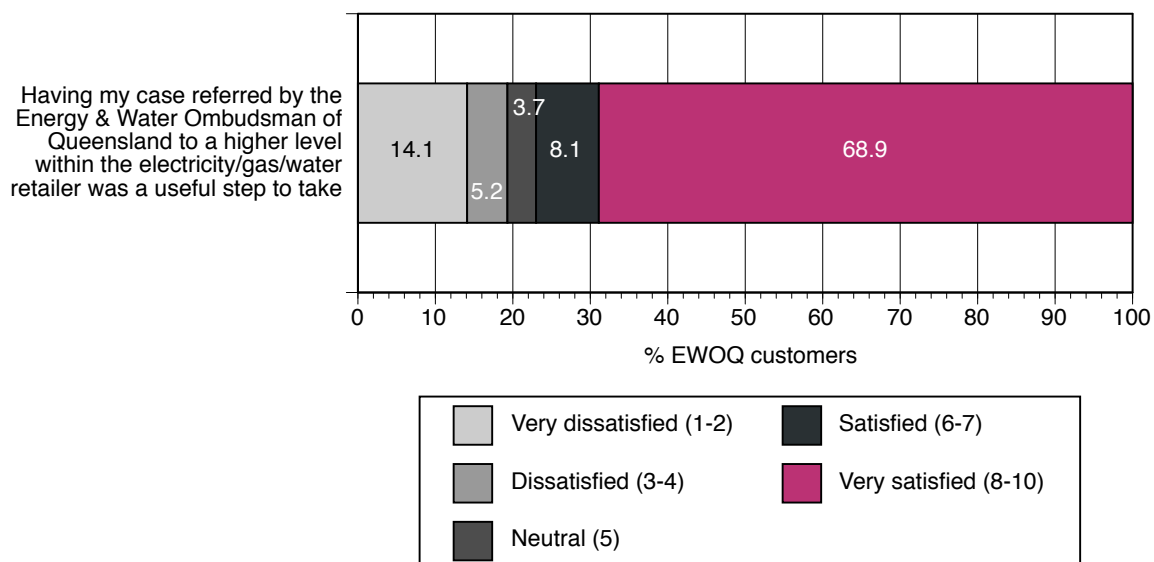
Customers who had experienced a Referral to higher level within the retailer were asked whether this had been a useful process. Results are in Table 14 and Figure 15. Findings showed that 68.9% of customers were 'Very satisfied', highlighting that this was not as highly rated as many previous questions.

Table 14. Satisfaction with the Referral to Higher Level process - Overall results (N=135, December 2019-January 2020)

Aspect of EWOQ Service	% RHL customers				
	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	14.1	5.2	3.7	8.1	68.9

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 15. Satisfaction with the Referral to Higher Level process - Overall results (N=135, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

## Comparison – Residential v small business customers

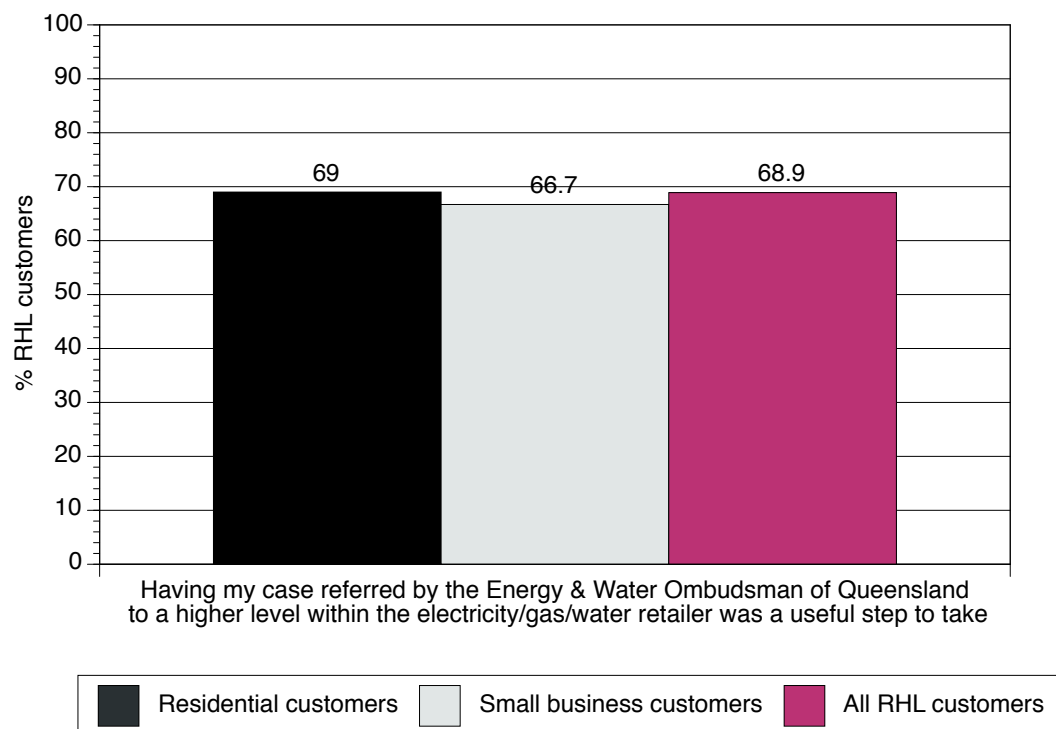
Trends for Residential versus Small business customers are in Table 15 and Figure 16. No significant differences emerged by type of customer. A total of 69% of Residential customers provided a 'Very satisfied' rating, compared to 66.7% of Small business customers.

Table 15. Satisfaction with the Referral to Higher Level process -  
Comparison – Residential v small business customers (N=135, December 2019-January 2020)  
**CAUTION SMALL N FOR SMALL BUSINESS (N=6)**

Aspect of EWOQ Service	% RHL customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=129)	Small business customers (N=6)	All RHL customers (N=135)
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	69	66.7	68.9

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 16. Satisfaction with the Referral to Higher Level process -  
Comparison – Residential v small business customers (N=135, December 2019-January 2020)  
**CAUTION SMALL N FOR SMALL BUSINESS (N=6)**



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

## Comparison – Electricity v gas v water as the source of complaint

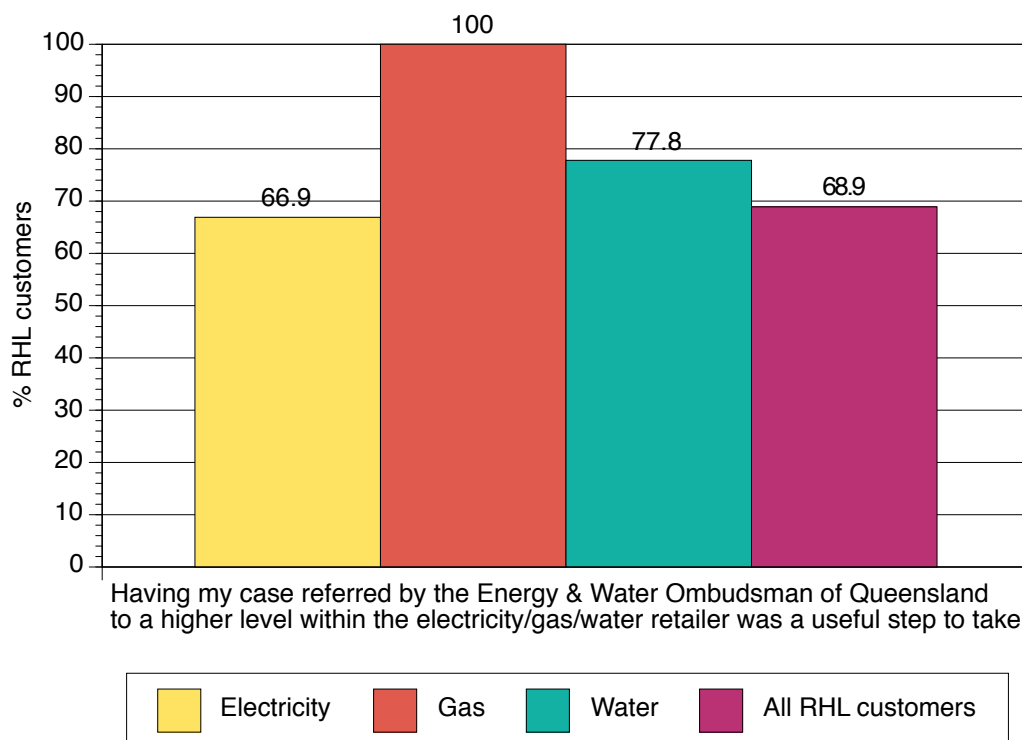
Trends by product are in Table 16 and Figure 17. Caution should be applied to interpretation given the small Ns for gas and water. Findings showed that 66.9% of Electricity customers provided a 'Very satisfied' rating, as did 100% of Gas customers (although N=5) and 77.8% of Water customers (although N=9).

Table 16. Satisfaction with the Referral to Higher Level process -  
Comparison – Electricity v gas v water (N=135, December 2019-January 2020)  
**CAUTION SMALL N FOR GAS (N=5) AND WATER (N=9)**

Aspect of EWOQ Service	% RHL customers reporting 'Very satisfied' (8-10)			
	Electricity (N=121)	Gas (N=5)	Water (N=9)	All RHL customers (N=135)
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	66.9	100	77.8	68.9

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 17. Satisfaction with the Referral to Higher Level process -  
Comparison – Electricity v gas v water (N=135, December 2019-January 2020)  
**CAUTION SMALL N FOR GAS (N=5) AND WATER (N=9)**



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.

## Comparison – Scheme participants

Given that RHL involvement implies customer contact with different Scheme Participants, satisfaction was also examined by Scheme providers. Results are in Table 17. Small Ns should also be noted for all providers and results interpreted with caution. Of the participants with at least 20 ratings, Alinta Energy Retail Sales Pty Ltd received the highest percentage of 'Very satisfied' ratings (81%). AGL Sales (Queensland Electricity) Pty Ltd, in comparison, received the lowest percentage of 'Very satisfied' ratings (56.7%).

Table 17. Satisfaction with the Referral to Higher Level process - Comparison – Electricity v gas v water (N=135, December 2019-January 2020) **CAUTION SMALL N BY SCHEME PARTICIPANT**

Scheme Participant	% RHL customers					
	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N
Origin Energy Electricity Ltd	15.6	0	3.1	3.1	78.1	32
AGL Sales (Queensland Electricity) Pty Ltd	20	6.7	3.3	13.3	56.7	30
Alinta Energy Retail Sales Pty Ltd	9.5	0	0	9.5	81	21
Ergon Energy Qld Pty Ltd	37.5	12.5	0	0	50	8
Energy Australia Pty Ltd	14.3	14.3	0	28.6	42.9	7
Queensland Urban Utilities	0	14.3	14.3	0	71.4	7
ENERGEX Ltd	0	0	25	25	50	4
Powerdirect Pty Ltd	25	0	0	0	75	4
Red Energy Pty Ltd	0	25	0	0	75	4
Origin Energy Retail Ltd	0	0	0	0	100	3
1st Energy PTY LTD	0	0	0	0	100	2
AGL Sales (Queensland) Pty Ltd	0	0	0	0	100	2
Scheme participant varied (Customer had multiple EWOQ cases)	0	0	0	0	100	2
Click Energy Pty Ltd	0	0	0	50	50	2
Ergon Energy Corporation Ltd	50	0	50	0	0	2
Dodo Power & Gas Pty Ltd	0	0	0	0	100	1
Energy Australia Pty Ltd	0	0	0	0	100	1
Gold Coast City Council	0	0	0	0	100	1
Simply Energy	0	100	0	0	0	1
Unity Water	0	0	0	0	100	1

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the RHL process in any one of their complaints to EWOQ) Don't know responses excluded.



# Satisfaction with the EWOQ investigation process

## Overall results

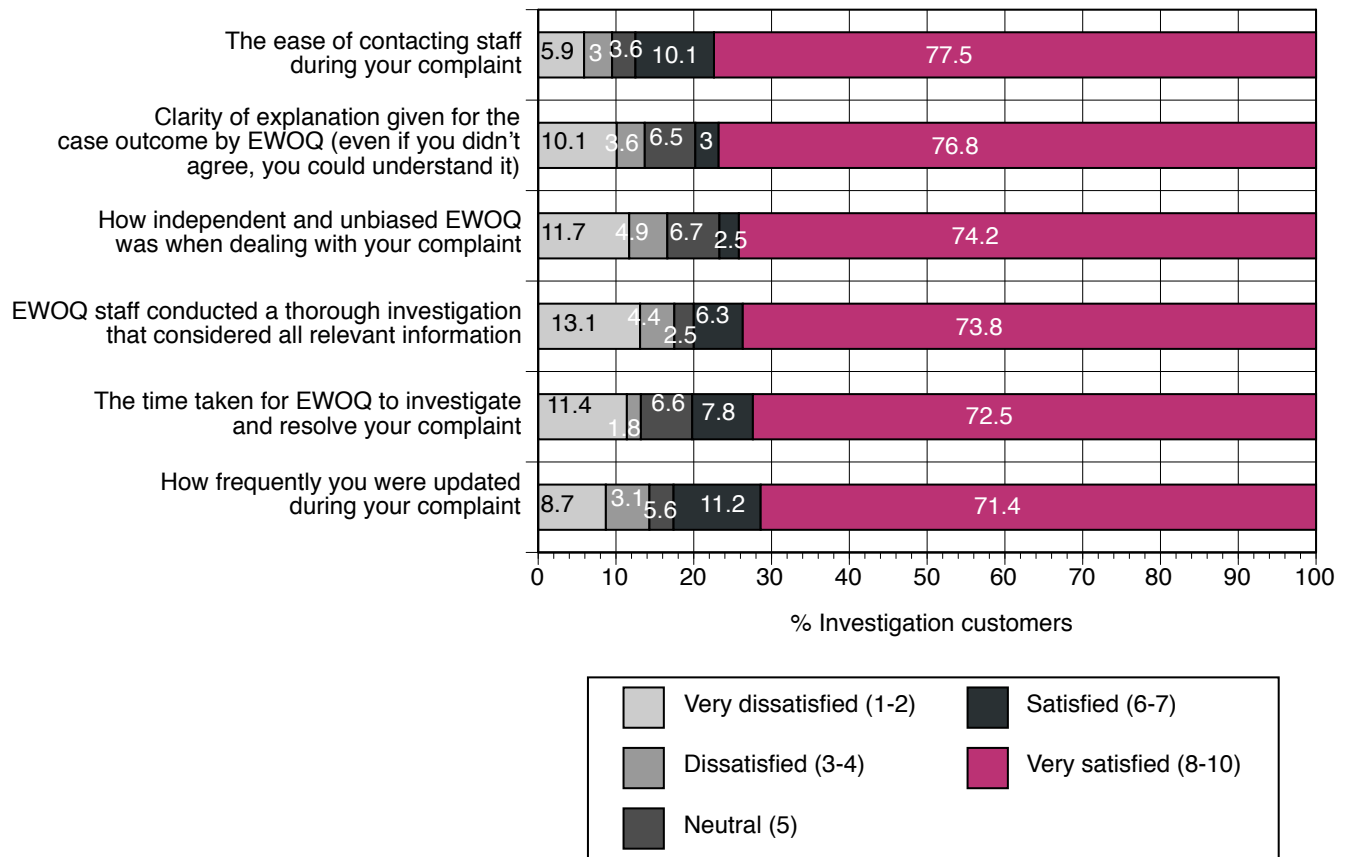
As part of the survey, Investigation customers were asked to rate their satisfaction with their experiences with the EWOQ Investigations process. Key findings are in Table 18 and Figure 18. Findings overall showed that the highest percentage of 'Very satisfied' ratings were obtained for the ease of contacting EWOQ staff during the complaint (77.5%), while the lowest ratings were obtained for how frequently customers were updated during their complaint (71.4%). The time taken to resolve the complaint also received the second lowest rating (72.5%). It is also noteworthy that EWOQ received the second highest rating for clarity of explanation for the case outcome (76.8%), even in spite of some customers not agreeing with the case outcome.

Table 18. Satisfaction with the EWOQ investigation process - Overall results (N=161-169, December 2019-January 2020)

Aspect of EWOQ Service	N	% Investigation customers reporting 'Very satisfied' (8-10)				
		Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
The ease of contacting staff during your complaint	169	5.9	3.6	3	10.1	77.5
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)	168	10.1	3.6	6.5	3	76.8
How independent and unbiased EWOQ was when dealing with your complaint	163	11.7	4.9	6.7	2.5	74.2
EWOQ staff conducted a thorough investigation that considered all relevant information	160	13.1	4.4	2.5	6.3	73.8
The time taken for EWOQ to investigate and resolve your complaint	167	11.4	1.8	6.6	7.8	72.5
How frequently you were updated during your complaint	161	8.7	5.6	3.1	11.2	71.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 18. Satisfaction with the EWOQ investigation process - Overall results (N=161-169, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

## Comparison – Residential v small business customers

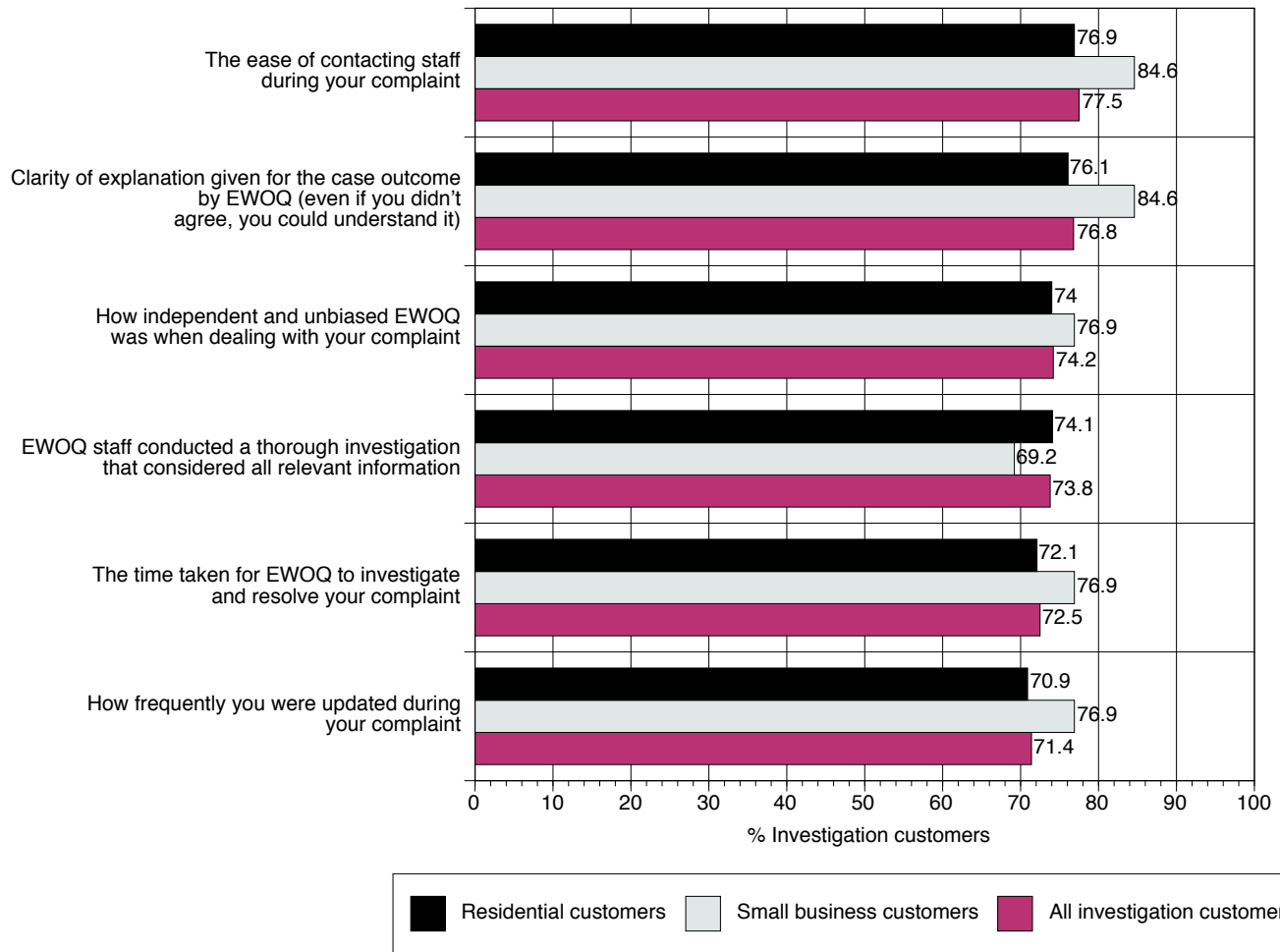
Trends for Residential versus Small business customers are in Table 19 and Figure 19. The highest rating for Residential customers related to the ease of contacting staff (76.9%), while two ratings were equal highest for Small business customers – the ease of contacting staff and the clarity of case explanation (each 84.6%). Differences in ratings were not statistically significant.

Table 19. Satisfaction with the EWOQ investigation process - Comparison - Residential v small business customers (N=161-169, December 2019-January 2020)

Aspect of EWOQ Service	% Investigation customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=147-156)	Small business customers (N=13)	All Investigation customers (N=161-169)
The ease of contacting staff during your complaint	76.9	84.6	77.5
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)	76.1	84.6	76.8
How independent and unbiased EWOQ was when dealing with your complaint	74	76.9	74.2
EWOQ staff conducted a thorough investigation that considered all relevant information	74.1	69.2	73.8
The time taken for EWOQ to investigate and resolve your complaint	72.1	76.9	72.5
How frequently you were updated during your complaint	70.9	76.9	71.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 19. Satisfaction with the EWOQ investigation process - Comparison – Residential v small business customers (N=161-169, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

## Comparison – Electricity v gas v water as the source of the complaint

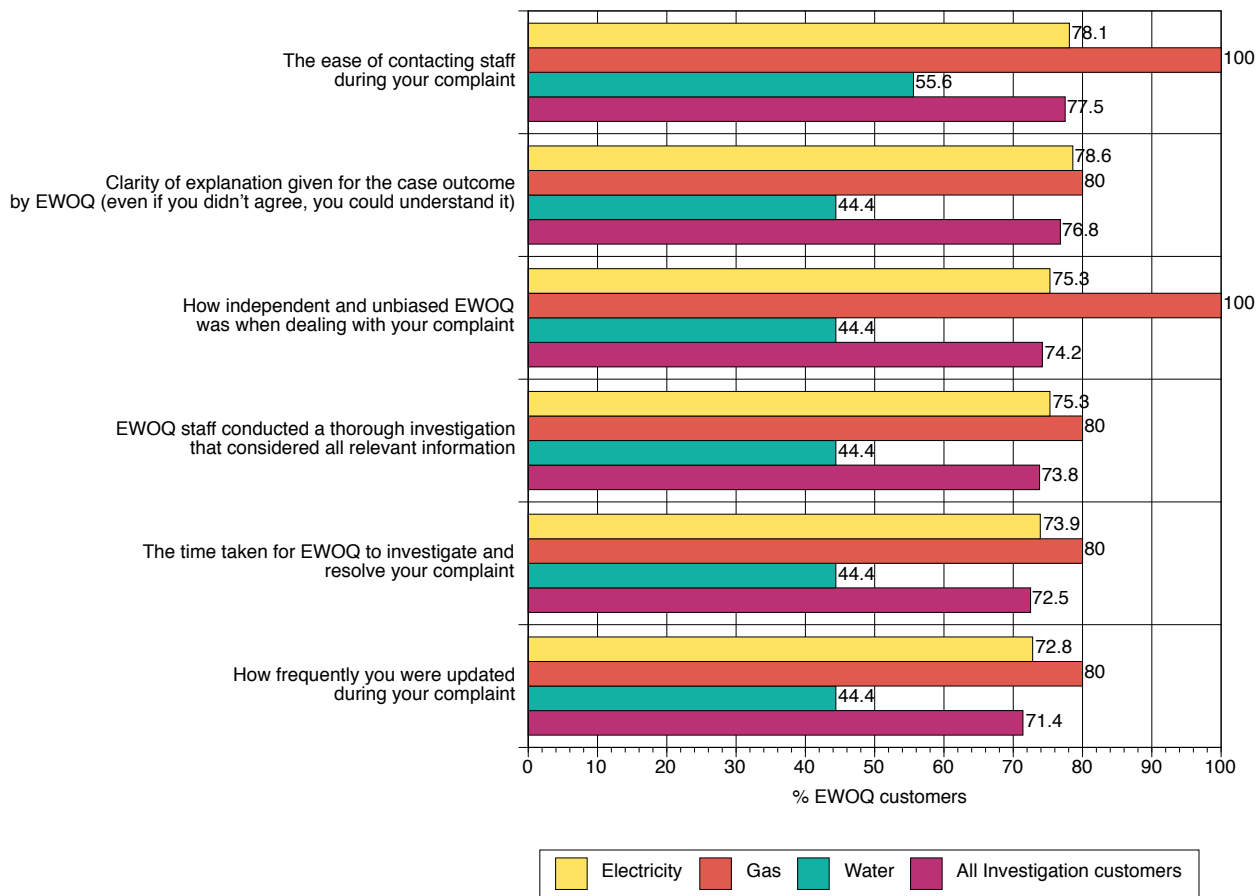
Trends by the product involved in the complaint investigation are in Table 20 and Figure 20. As such small Ns were available for Gas (N=4-5) and Water (N=9), statistical comparisons should be interpreted with caution. Findings showed three statistically significant differences in results. Customers involved in Investigations relating to Water issues provided lower satisfaction ratings (each 44.4%) for the independence and unbiased nature of investigations, the thoroughness of investigations and the clarity of investigation. Such results tend to suggest that Water customers were somewhat less satisfied with the Investigation process, than other customers. Although once again, since results are based on small samples, results should be interpreted with due care and caution.

Table 20. Satisfaction with the EWOQ investigation process -  
Comparison – Electricity v gas v water (N=161-169, December 2019-January 2020)

Aspect of EWOQ Service	% Investigation customers reporting 'Very satisfied' (8-10)			
	Electricity (N=146-155)	Gas (N=4-5)	Water (N=9)	All Investigation customers (N=161-169)
The ease of contacting staff during your complaint	78.1	100	55.6	77.5
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)	78.6	80	44.4	76.8
How independent and unbiased EWOQ was when dealing with your complaint	75.3	100	44.4	74.2
EWOQ staff conducted a thorough investigation that considered all relevant information	75.3	80	44.4	73.8
The time taken for EWOQ to investigate and resolve your complaint	73.9	80	44.4	72.5
How frequently you were updated during your complaint	72.8	80	44.4	71.4

Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

Figure 20. Satisfaction with the EWOQ investigation process -  
Comparison – Electricity v gas v water (N=161-169, December 2019-January 2020)



Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ) Don't know responses excluded.

# Customer satisfaction with the overall outcome of the complaint

## Overall complaint outcome reported by customers

As part of the survey, customers were asked to report the complaint outcome. This provides some context to the ratings provided by customers. Results are in Table 21 and Figure 21.

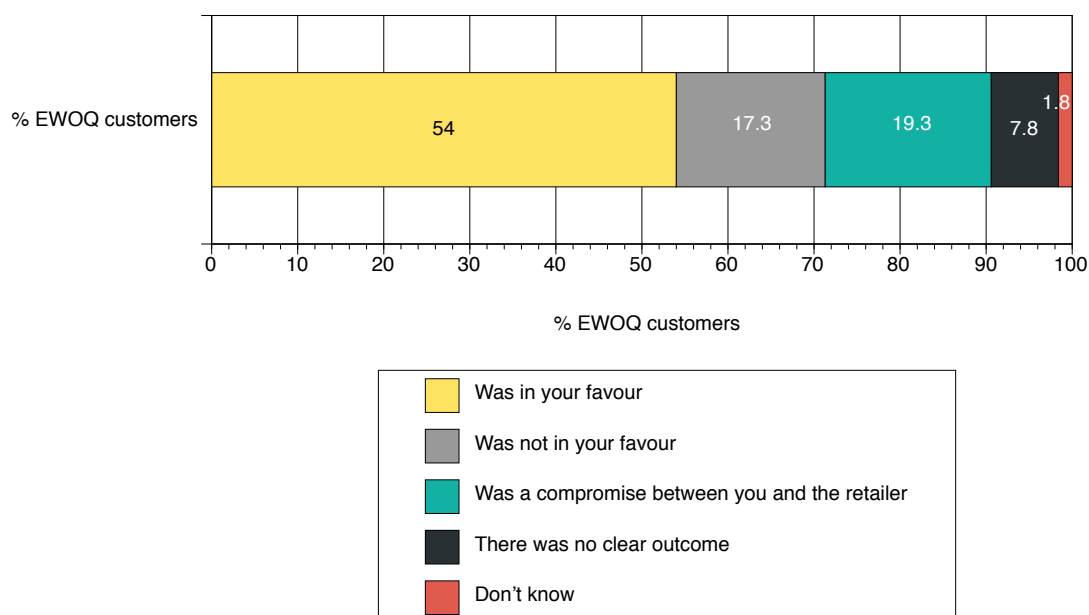
Findings showed that 54% reported the case being found in their favour, 17.3% reported the case not being found in their favour and 19.3% saw the outcome as a compromise between the customer and the retailer. In addition, 7.8% reported that there was no clear case outcome, while 1.8% could not recall the case outcome.

Table 21. Outcome of the customer's complaint –  
Overall results (N=400, December 2019-January 2020)

Whether complaint outcome was in the customer's favour	% EWOQ Customers
Was in your favour	54
Was not in your favour	17.3
Was a compromise between you and the retailer	19.3
There was no clear outcome	7.8
Don't know	1.8

Question: Which of the following best describes the final outcome of your complaint?  
(Base: All respondents) Don't know responses excluded.

Figure 21. Outcome of the customer's complaint – Overall results (N=400, December 2019-January 2020)



Question: Which of the following best describes the final outcome of your complaint?  
(Base: All respondents) Don't know responses excluded.

## Overall results

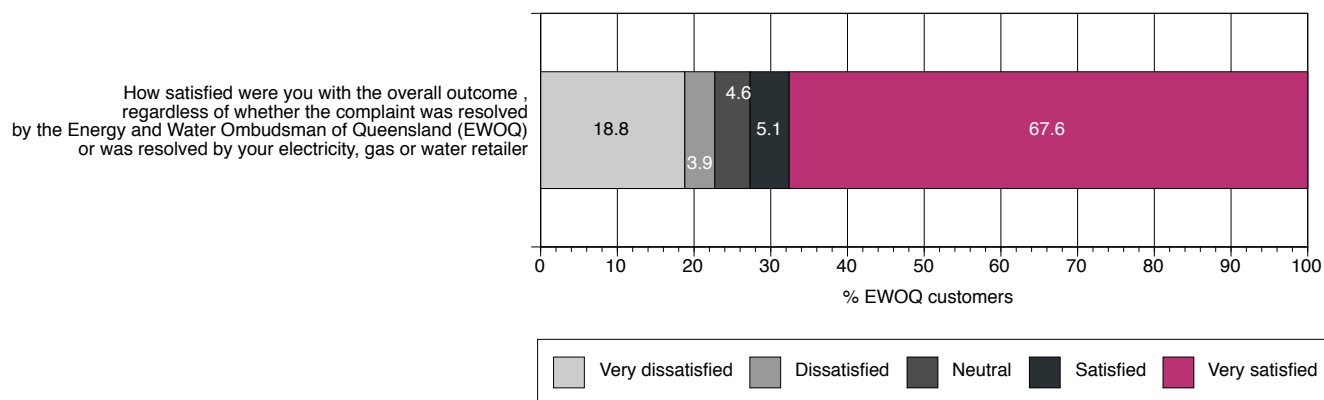
The overall percentage of customers reporting that they were 'Very satisfied' with the case outcome is in Table 22 and Figure 22. Findings showed that 67.6% were 'Very satisfied'. Interestingly, 22.7% were dissatisfied. Once again, it should be noted that this was satisfaction with the outcome of the case, rather than EWOQ's processes.

Table 22. Satisfaction with the complaint outcome (N=389, December 2019-January 2020)

Aspect of EWOQ Service	% Investigation customers reporting 'Very satisfied' (8-10)				
	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer	18.8	3.9	4.6	5.1	67.6

Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

Figure 22. Satisfaction with the complaint outcome (N=389, December 2019-January 2020)



Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.



## Comparison – RHL v investigations

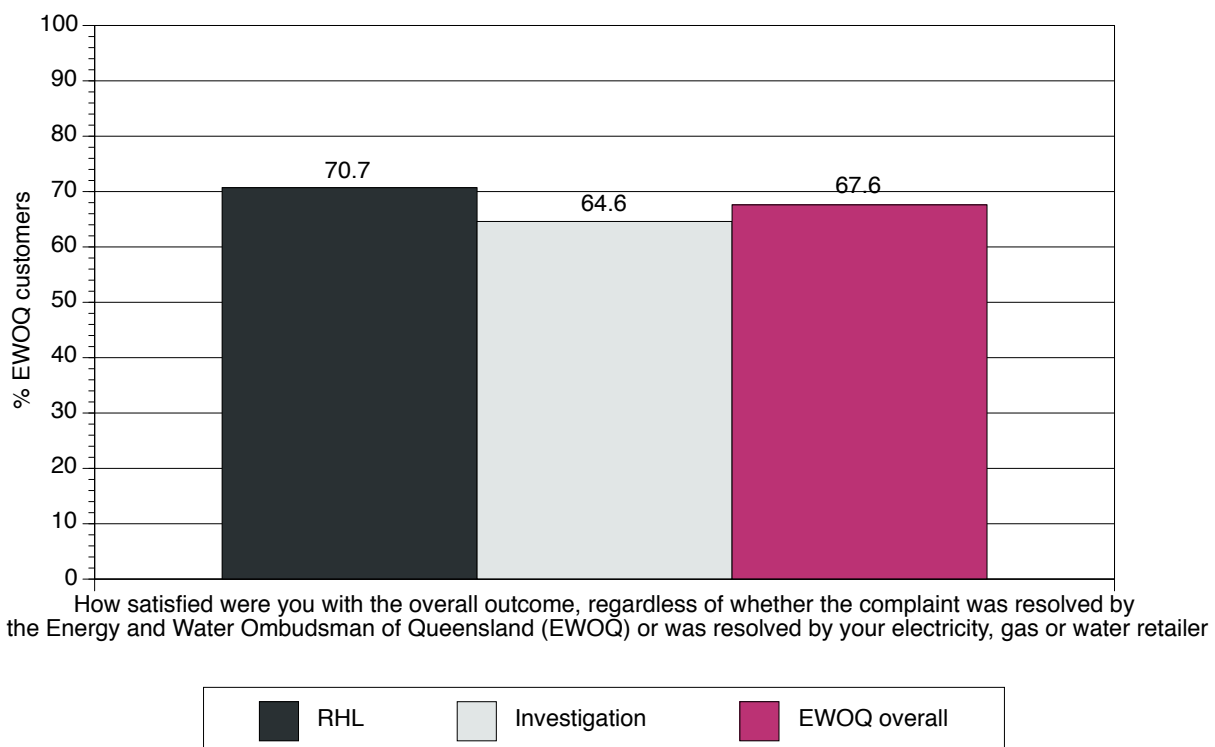
Satisfaction with the claim outcome for RHL versus Investigations customers is in Table 23 and Figure 23. No significant differences emerged. A total of 70.7% of RHL customers and 64.6% of Investigations customers provided a 'Very satisfied' rating.

Table 23. Satisfaction with the complaint outcome -  
Comparison - RHL v investigations (N=389, December 2019-January 2020)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Referral to higher level (N=191)	Investigations (N=198)	EWOQ overall (N=389)
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer	70.7	64.6	67.6

Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

Figure 23. Satisfaction with the complaint outcome -  
Comparison - RHL v investigations (N=389, December 2019-January 2020)



Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

## Comparison – Residential v small business customers

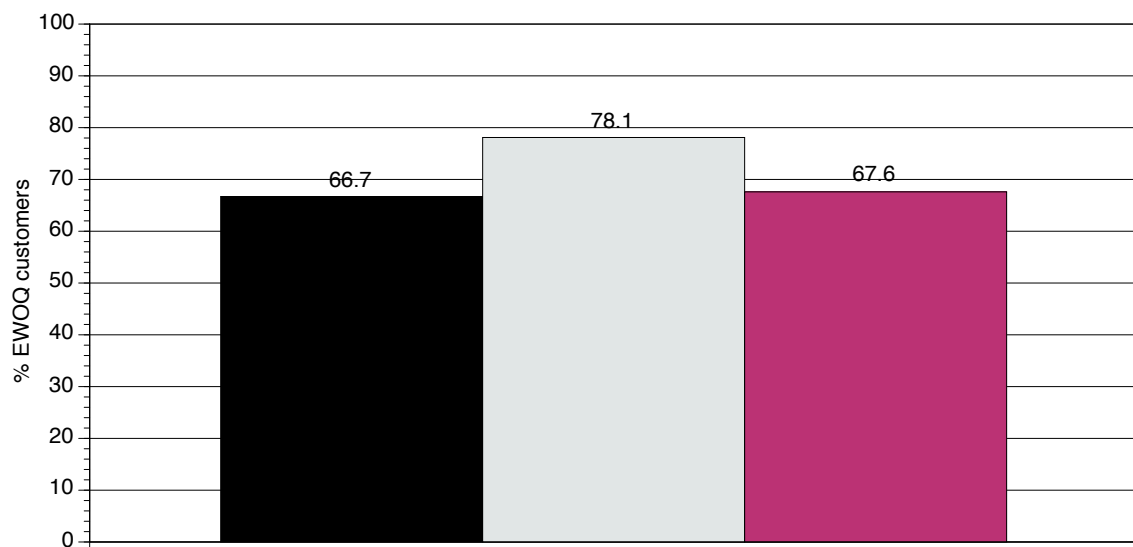
Customer satisfaction with case outcomes for Residential versus business customers are in Table 24 and Figure 24. No significant differences were observed. A total of 66.7% of Residential customers and 78.1% of Small business customers were 'Very satisfied' with their case outcome.

Table 24. Satisfaction with the complaint outcome -  
Comparison – Residential v small business customers (N=389, December 2019-January 2020)

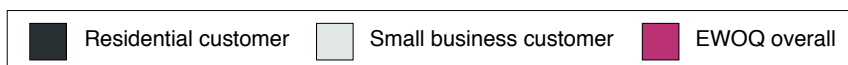
Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)		
	Residential customers (N=357)	Small business customers (N=32)	EWOQ overall (N=389)
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer	66.7	78.1	67.6

Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

Figure 24. Satisfaction with the complaint outcome -  
Comparison – Residential v small business customers (N=389, December 2019-January 2020)



How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer



Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

## Comparison – Electricity v gas v water as the source of the complaint

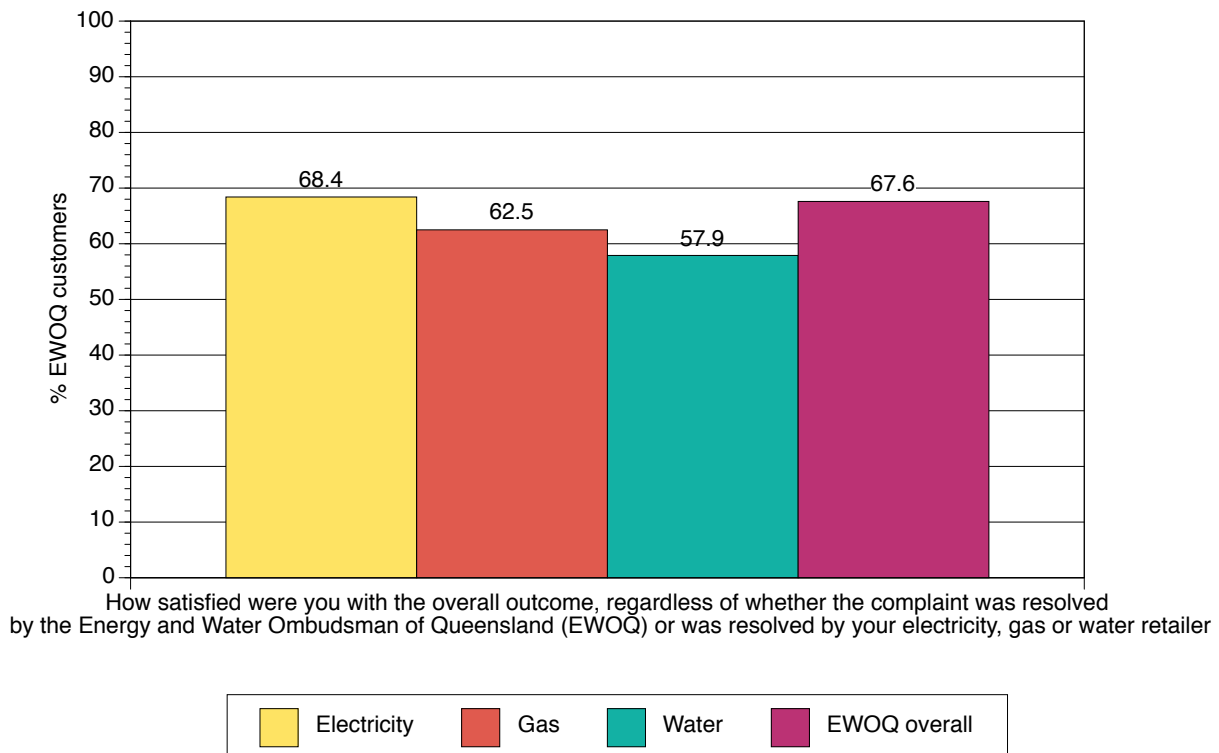
Trends by type of product are in Table 25 and Figure 25. Once again, small Ns should be noted and results interpreted with caution. No significant differences were observed. A total of 68.4% of Electricity customers, 62.5% of Gas customers and 57.9% of Water customers provided 'Very satisfied' ratings.

Table 25. Satisfaction with the complaint outcome -  
Comparison – Electricity v gas v water (N=389, December 2019-January 2020)  
CAUTION SMALL Ns FOR GAS (N=16) and WATER (N=19)

Aspect of EWOQ Service	% EWOQ customers reporting 'Very satisfied' (8-10)			
	Electricity (N=354)	Gas (N=16)	Water (N=19)	All EWOQ customers (N=389)
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer	68.4	62.5	57.9	67.6

Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

Figure 25. Satisfaction with the complaint outcome -  
Comparison – Electricity v gas v water (N=389, December 2019-January 2020)



Question: Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer. (Base: All respondents) Don't know responses excluded.

## Whether EWOQ met the additional needs of customers during the complaints process

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### Additional needs reported by customers

As part of the survey, one question explored whether EWOQ customers had any additional needs that should be considered by EWOQ during their case. Results are in Table 26. The most commonly identified additional need related to experiencing financial issues or restrictions (22.5% of customers). Just under 4% (each) also experienced a disability, health or other issue that affected their ability to communicate or identified as a person who needed help to present their side of the case to EWOQ. Interestingly, however, very few experienced difficulties communicating in English (only 0.5%).

Table 26. Whether additional customer needs were seen to be supported by EWOQ  
(N=400, December 2019-January 2020)

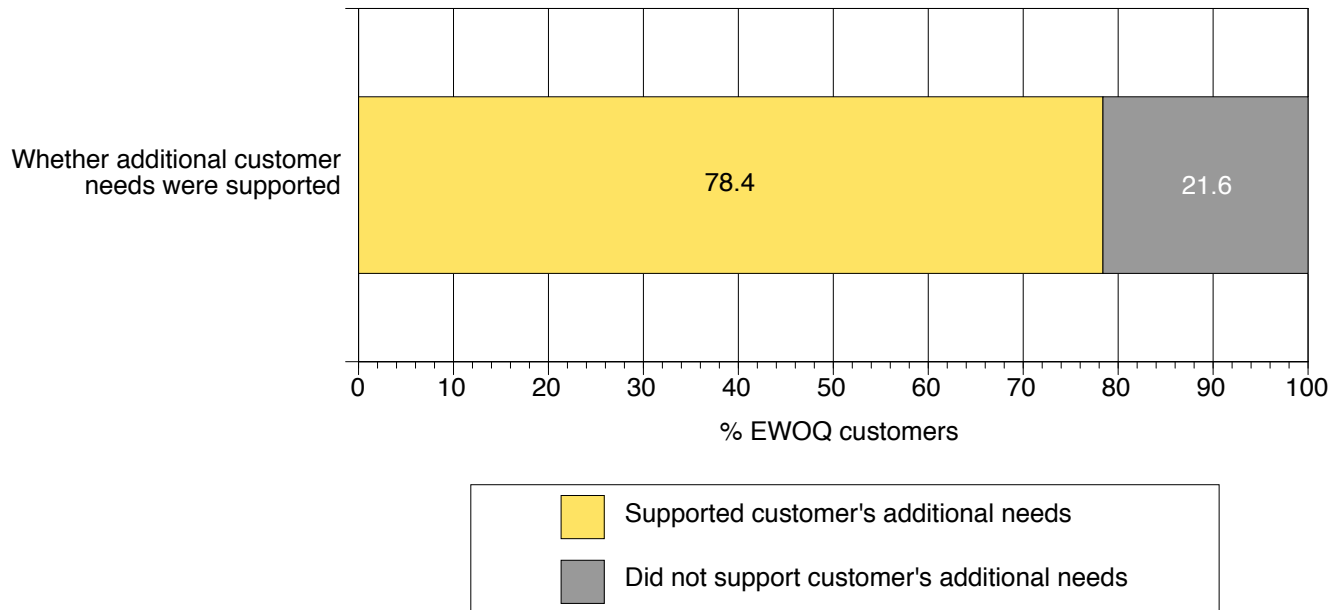
Whether customer had additional needs	% EWOQ customers
A person who is currently experiencing financial issues or is on a very tight budget.	22.5
A person with a disability, health or other issue that affects your ability to communicate	3.8
A person who needed help to present their side of the case to EWOQ (you found it difficult)	3.5
A person who has difficulty speaking or understanding English	0.5
None of the above	74.5

Question: Do you identify as having any of the following additional needs? (Select one or more responses)  
(Base: All respondents)

## Whether additional customer needs were seen to be supported by EWOQ

Whether customers saw that their additional needs were supported by EWOQ is in Figure 26. Of the customers with additional needs, 78.4% felt that their needs were supported, while 21.6% saw that their needs were not supported. This may highlight the potential for EWOQ to ask questions about customers' additional needs and work with customers to improve the level of support they offer during their case.

Figure 26. Whether additional customer needs were seen to be supported by EWOQ  
(N=102, December 2019-January 2020)



*Question: Was the EWOQ officer considerate of your additional needs, when talking with you about the complaint process and your case? (Base: Respondents reporting additional needs)*

## What EWOQ could have done to support additional customer needs

When asked whether EWOQ could have done anything to support the customer's additional needs, a range of qualitative responses were provided. Due to the diversity of responses, coding did not identify any major themes, however, individual responses are worthy of review and consideration by EWOQ.

Suggestions for what EWOQ could have done to support additional customer needs included:

- 🗣 More follow up during the case (N=3)
- 🗣 Taking more time to talk/not rushing (N=2)
- 🗣 Providing information on social welfare services to help customers (N=2)
- 🗣 Asking about the customer's additional needs (N=2)
- 🗣 Nothing (N=2)
- 🗣 Other responses (N=11)
  - *Written down more information*
  - *Have staff more trained in the field*
  - *Don't be too familiar with the retailer's perspective*
  - *Not sending me back to the provider who didn't care about my situation*
  - *It was all over the phone that made it difficult*
  - *Not dismiss the information I provided and investigate properly instead of believing the supplier*
  - *Taking the complaint seriously - it was 'That's fine, the retailer can do that'*
  - *They left me to figure it out, so maybe speak to the retailer on my behalf*
  - *Not be so clearly and utterly bribed by Energex*
  - *Do your job*
  - *Don't remember*

If customers have additional needs, it may also be the case that they experience difficulty expressing how things could be improved to support their needs in the future. For instance, given that many customers experience some level of financial hardship, this may highlight the potential to refer customers to support services and/or provide information to help address this situation. Accordingly, this may be something to consider into the future.

# Whether customers would recommend EWOQ

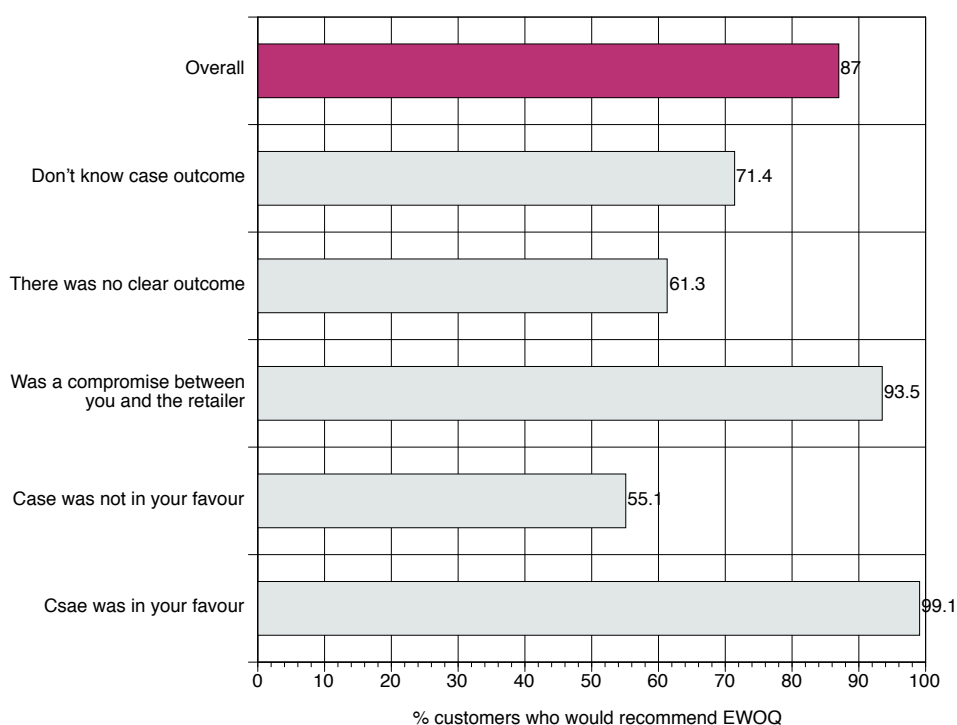
Whether customers would recommend EWOQ was investigated in the survey. Results are in Table 27 and Figure 27. Overall, 87% of surveyed customers indicated that they would recommend EWOQ. Also noteworthy is that this was the case for 99.1% of customers with cases in their favour and 55.1% of customers with cases NOT in their favour.

Table 27. Whether customers would recommend EWOQ by case outcome – Overall results  
(N=400, December 2019-January 2020)

Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer	N	% customers who would recommend EWOQ
Was in your favour	216	99.1
Was not in your favour	69	55.1
Was a compromise between you and the retailer	77	93.5
There was no clear outcome	31	61.3
Don't know	7	71.4
Overall	400	87

Question: Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer?  
(Base: All respondents)

Figure 27. Whether customers would recommend EWOQ by case outcome  
(N=400, December 2019-January 2020)



Question: Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer?  
(Base: All respondents)

## Areas for improvement suggested by EWOQ customers

Customers were asked to indicate any improvement suggestions for EWOQ based on their contact experience. Results are in Table 28 and Figure 28. Reflecting a very positive contact experience, 58.3% of customers indicated that the experience was positive and could not provide any improvement suggestions. While only small trends, the top improvement suggestions related to fixing systemic retailer issues (8%) and more regular updates during the investigation process (5.5%).

Table 28. Areas for improvement suggested by EWOQ customers (N=400, December 2019-January 2020)

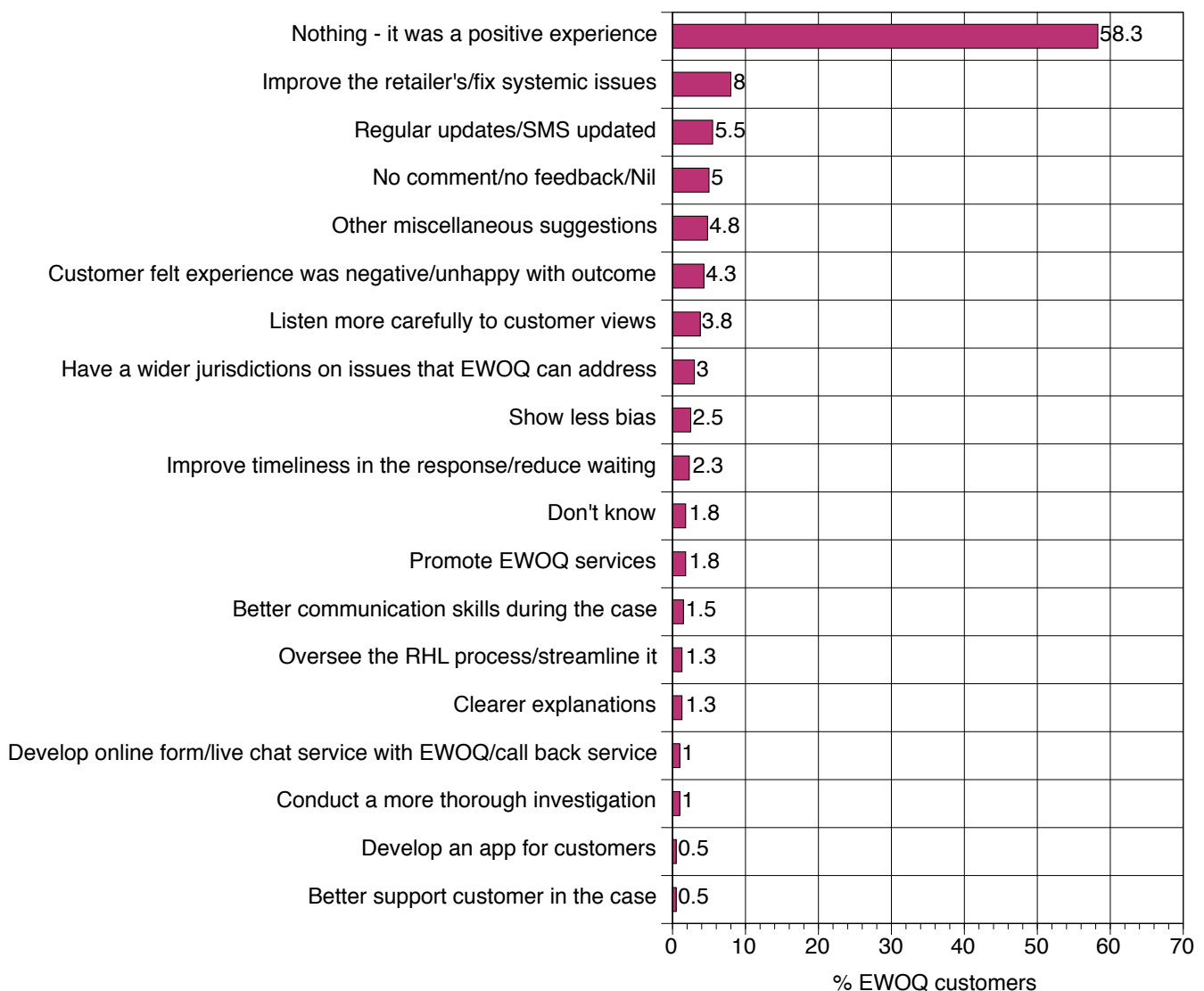
Areas for improvement suggested by EWOQ customers	% EWOQ customers
Nothing - it was a positive experience	58.3
Improve the retailer's/fix systemic issues	8.0
Regular updates/SMS updated	5.5
No comment/no feedback/Nil	5.0
Other miscellaneous suggestions	4.8
Customer felt experience was negative/unhappy with outcome	4.3
Listen more carefully to customer views	3.8
Have a wider jurisdiction on issues that EWOQ can address	3.0
Show less bias	2.5
Improve timeliness in the response/reduce waiting	2.3
Promote EWOQ services	1.8
Don't know	1.8
Better communication skills during the case	1.5
Clearer explanations	1.3
Oversee the RHL process/streamline it	1.3
Conduct a more thorough investigation	1.0



Areas for improvement suggested by EWOQ customers	% EWOQ customers
Develop online form/live chat service with EWOQ/call back service	1.0
Better support customer in the case	0.5
Develop an app for customers	0.5

Question: How could EWOQ further improve its complaints process or the way it works with customers with electricity, gas, water or related complaints? Please also consider any feedback you would like to give your EWOQ case officer or EWOQ staff (Base: All respondents)

Figure 28. Areas for improvement suggested by EWOQ customers (N=400, December 2019-January 2020)



Question: How could EWOQ further improve its complaints process or the way it works with customers with electricity, gas, water or related complaints? Please also consider any feedback you would like to give your EWOQ case officer or EWOQ staff (Base: All respondents)

# Whether different types of communications would be helpful to customers in the future

Given that EWOQ is looking at further updating business systems, customers were also asked about whether they would find a range of functionalities useful. Results are in Table 29 and

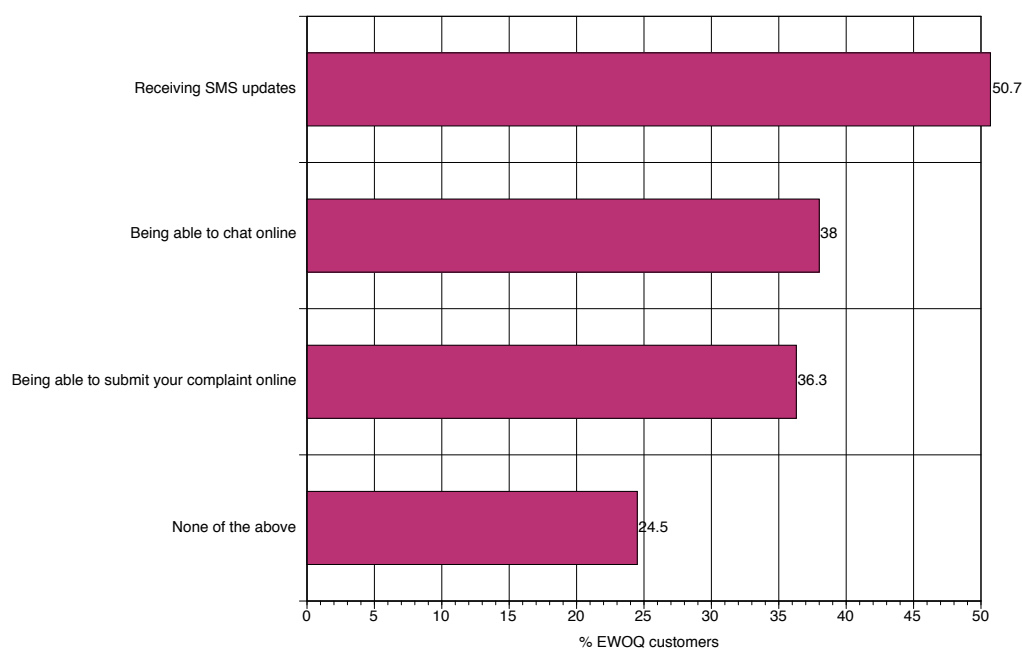
Figure 29. Findings showed that 50.7% of customers felt that it would be useful to receive SMS updates during cases, 38% felt it would be useful to have online chat functionality and 36.3% felt that it would be useful to be able to submit complaints online. Accordingly, these are all reasonably useful functionalities that could be considered in future system or process updates.

Table 29. Communications EWOQ customers would find useful – Overall results  
(N=400, December 2019-January 2020)

Which communications were deemed useful by EWOQ customers for future consideration by EWOQ	N	% EWOQ customers reporting communication as useful
Receiving SMS updates	203	50.7
Being able to chat online	152	38
Being able to submit your complaint online	145	36.3
None of the above	98	24.5

Question: Which of the following would be useful to you personally if you had a complaint in the future (Select one or more responses)? (Base: All respondents)

Figure 29. Communications EWOQ customers would find useful – Overall results  
(N=400, December 2019-January 2020)



Question: Which of the following would be useful to you personally if you had a complaint in the future (Select one or more responses)? (Base: All respondents)

# Appendices

## Appendix A – Survey instrument

This survey gathers feedback relating to your contact with the Energy and Water Ombudsman of Queensland (EWOQ) during the past 12 months.

OPENING. Do you recall contacting the Energy and Water Ombudsman of Queensland (EWOQ) about a complaint relating to an electricity, gas or water supply retailer?

1. Yes (continue)

2. No (exit)

Note – ‘Retailer’ refers to the electricity, gas or water supply company where you have or had an electricity/gas/water account.

### **IF NO – RECHECK**

Our records suggest that you have contacted the Energy and Water Ombudsman of Queensland (EWOQ) during the past 12 months.

Below are some examples of the types of complaints and issues that people bring to EWOQ to help independently resolve or investigate. They typically relate to major electricity, gas and water retailers.

<b>EXAMPLES of complaints about electricity, gas or water supply retailers people make</b>	<b>Specific EXAMPLES</b>
Credit or payment difficulties	Payment difficulties, disconnection, bad debt etc.
Billing issues or errors	High/disputed bills, delays, errors, estimated accounts, fees & charges, rebates/concessions, tariff, meters, refunds etc.
Poor customer service	Failure to inform/respond, incorrect advice, poor attitude/service, privacy issues etc.
Errors in transferring your service when you switched retailers	Error in billing/transfer of account due to switching retailers, contract terms, delay in transfer, site ownership etc.
Unacceptable marketing practices	Conduct by electricity, gas, water marketers, misleading information, pressure, non-account holder signed up etc.
Provisioning issues with your new or existing connection	Problems with new or existing connections etc.
Supply issues or outages impacting you	Quality of electricity, gas or water supply, damage/loss, outages, sewerage overflow etc.
Your land or property was impacted by the retailer	Impact of network assets, maintenance, vegetation management etc.

**Do you now remember contacting the Energy and Water Ombudsman of Queensland (EWOQ)?**

1. Yes (continue)

2. No (exit) – ‘Thanks anyway for your time’.

Q1. Where did you first learn about the Energy & Water Ombudsman of Queensland (EWOQ)?  
(SINGLE MAIN LOCATION)

**Energy/water retailer**

1. I saw the number on my electricity/gas/water supply bill or invoice
2. I saw the number on another document supplied by the retailer (e.g., newsletter)
3. My retailer gave me the number over the phone or by email

**Internet search or social media**

4. I searched for the EWOQ web site online
5. I saw something about EWOQ in social media
6. I found another web site mentioning EWOQ

**Referral from another organisation**

7. I was referred by the Queensland Ombudsman
8. I was referred by a Queensland Government department or agency
9. I was referred by Centrelink
10. I was referred by a Council
11. I was referred by a community, neighbourhood centre or social service/welfare organisation  
(which organisation referred you? \_\_\_\_\_)

**Prior knowledge or contact**

12. I had prior knowledge of EWOQ
13. I had contacted EWOQ in the past

**Other**

1. I attended a talk given by EWOQ
2. Radio/TV/newspaper
3. Told by a friend/family member or colleague
4. I work for another electricity, gas or water retailer
96. Other (please specify) \_\_\_\_\_
97. Don't know/can't remember

Q27\_NEW. When you contacted the Energy and Water Ombudsman of Queensland (EWOQ), which of the following occurred? (SINGLE RESPONSE)

**If you were referred back to your retailer by EWOQ**

1. You were **referred back** to your retailer to speak to a higher level and the complaint was resolved by the retailer (You didn't need to go back to EWOQ).
2. You were **referred back** to your retailer to speak to a higher level, BUT the matter WAS NOT resolved (and you returned to EWOQ for an investigation).
3. You were **referred back** to your retailer to speak to a higher level, BUT the matter WAS NOT resolved (and you DID NOT return to EWOQ).

**If you went straight to EWOQ**

4. You went straight to EWOQ to do an independent investigation (you were NOT referred back to a higher level in your retailer).

**Note – 'Retailer' again refers to the electricity, gas or water supply company where you have or had an electricity/gas/water account.**

SATISFACTION\_EWOQ\_NEW.

Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint...

*Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial.*

**Please rate EWOQ – NOT your electricity, gas or water retailer.**

Aspects of Energy and Water Ombudsman of Queensland (EWOQ)	Not satisfied at all														Extremely satisfied	Don't know/NA
Finding EWOQ and submitting your complaint (ALL)																
EASE. The ease of finding an ombudsman to complain about an electricity, gas or water retailer	1=Not at all satisfied, 10=Extremely satisfied														97	
NEW_ROLE. The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff	1=Not at all satisfied, 10=Extremely satisfied														97	
RHL ONLY (Q27_NEW=1 or 2 or 3)																
RHL_USEFUL. Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	1=Not at all satisfied, 10=Extremely satisfied														97	
Energy and Water Ombudsman of Queensland (EWOQ) Staff (Q27_NEW=1, 2, 3 or 4)																
Q16b. How courteous, friendly and helpful EWOQ staff were	1=Not at all satisfied, 10=Extremely satisfied														97	
Q16c. The effort made by EWOQ staff to listen and fully understand your side of the complaint	1=Not at all satisfied, 10=Extremely satisfied															
Q16a. The knowledge, skills and expertise of EWOQ staff involved in your complaint	1=Not at all satisfied, 10=Extremely satisfied															
Q18b. Clear information was provided on the process that would be followed for your complaint	1=Not at all satisfied, 10=Extremely satisfied															
Ease of contacting staff and communications (Q27_NEW=2 or 4)																
Q16d. The ease of contacting staff during your complaint	1=Not at all satisfied, 10=Extremely satisfied														97	
Q18c. How frequently you were updated during your complaint	1=Not at all satisfied, 10=Extremely satisfied															
Investigation (Q27_NEW=2 or 4)																

Aspects of Energy and Water Ombudsman of Queensland (EWOQ)	Not satisfied at all													Extremely satisfied	Don't know/NA
INVEST. EWOQ staff conducted a thorough investigation that considered all relevant information	1=Not at all satisfied, 10=Extremely satisfied														97
Q18a. The time taken for EWOQ to investigate and resolve your complaint	1=Not at all satisfied, 10=Extremely satisfied														
Q18d. How independent and unbiased EWOQ was when dealing with your complaint	1=Not at all satisfied, 10=Extremely satisfied														
Explanations of your case (Q27_NEW=2 or 4)															
Q12b. Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)	1=Not at all satisfied, 10=Extremely satisfied														97

### Outcome of complaint (ALL RESPONDENTS)

Thinking about your complaint, how satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer.

	Not satisfied at all													Extremely satisfied	Don't know	NA
Outcome (ALL)																
Q12a. The final outcome of your complaint	1=Not at all satisfied, 10=Extremely satisfied														97	99

Q11b\_NEW. Which of the following best describes the final outcome of your complaint?

The outcome .....

1. Was in your favour
2. Was not in your favour
3. Was a compromise between you and the retailer
4. There was no clear outcome
96. Don't know



## Communications

COMMS\_FUTURE. Which of the following would be useful to you personally if you had a complaint in the future (Select one or more responses)?

1. Receiving SMS updates on the progress of your complaint
2. Being able to chat online with EWOQ staff about your complaint
3. Being able to submit your complaint online through an online form
4. None of the above

## DEMOGRAPHICS

The final questions are strictly confidential and will only be used for overall trends.

D2\_NEW. What is your postcode of your location in Queensland that related to the complaint you made to EWOQ?

**(Note - If you made a complaint about a business-related electricity/gas/water issue, please indicate your main business postcode in Queensland)**

\_\_\_\_ 98 DK

IF D2\_NEW = DK: (i.e. If they say don't know to postcode, they have to select suburb from full Qld list of suburbs)

SUBURB. No worries. May I ask your suburb? (INSERT QUEENSLAND DROP DOWN SUBURB LIST)

\_\_\_\_\_

**(Note - If you made a complaint about a business-related electricity/gas/water issue, please indicate your main business suburb in Queensland)**

D3\_NEW. Which of the following best describes your age range?

1. Under 25 years
2. 25 – 34 years
3. 35 – 49 years
4. 50 – 64 years
5. 65 years or older

D4\_NEW. Which of the following best describes your gender?

1. Male
2. Female
3. Neither male nor female

D8. Do you identify yourself as an Aboriginal, Torres Strait Islander or Australian South Sea Islander? (multiple response)

1. Yes - Aboriginal
2. Yes - Torres Strait Islander
3. Yes - Australian South Sea Islander
4. No
99. Prefer not to answer

ACCESSIBILITY1. Do you identify as having any of the following additional needs?  
(Select one or more responses)

1. A person who has difficulty speaking or understanding English
2. A person with a disability, health or other issue that affects your ability to communicate (e.g., hearing loss, cognitive impairment)
3. A person who needed help to present their side of the case to EWOQ (you found it difficult)
4. A person who is currently experiencing financial issues or is on a very tight budget.

ACCESSIBILITY2. (IF ACCESSIBILITY1=YES to any above)

Was the EWOQ officer considerate of your additional needs, when talking with you about the complaint process and your case?

1. Yes
2. No

(IF ACCESSIBILITY2=No) What could the EWOQ officer have done to better meet your needs?

1. Spoken more clearly
2. Used less technical language
3. Written down more information
4. Taken more time to talk to you/not rushing
5. Having an interpreter or translator
6. Providing information on social welfare services to help you
7. Other (describe) \_\_\_\_\_

Q23a\_NEW. How could EWOQ further improve its complaints process or the way it works with customers with electricity, gas, water or related complaints?

Please also consider any feedback you would like to give your EWOQ case officer or EWOQ staff.

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RECOMMENDATION. Based on your experiences, would you recommend the Energy and Water Ombudsman (EWOQ) to another person, if they had a complaint about an electricity, gas or water retailer?

1. Yes
2. No

**That's the end of the survey. Thanks kindly for your time.**

## Appendix B – Profile of the survey sample

Question	Response	N	% EWOQ customers
<b>Which of the following best describes your age range?</b>	Under 25 years	9	2.3
	25 – 34 years	47	11.8
	35 – 49 years	125	31.3
	50 – 64 years	132	33
	65 years or older	87	21.8
<b>Which of the following best describes your gender?</b>	Male	219	54.8
	Female	179	44.8
	Neither male nor female	2	0.5
<b>Do you identify yourself as an Aboriginal, Torres Strait Islander or Australian South Sea Islander? (multiple response)</b>	Aboriginal	14	3.5
	Torres Strait Islander	2	0.5
	Australian South Sea Islander	1	0.3
	No	368	92
	Prefer not to answer	17	4.3
<b>Location of customer (SA4 regions as defined by ABS)</b>	Brisbane - East	21	5.3
	Brisbane - North	17	4.3
	Brisbane - South	35	8.8
	Brisbane - West	19	4.8
	Brisbane Inner City	28	7
	Cairns	14	3.5
	Central Queensland	2	0.5
	Darling Downs - Maranoa	4	1
	Gold Coast	55	13.8
	Ipswich	39	9.8
	Logan - Beaudesert	30	7.5
	Mackay - Isaac - Whitsunday	3	0.8
	Moreton Bay - North	44	11
	Moreton Bay - South	14	3.5
	New England and North West	1	0.3
	Outside Queensland	1	0.3
	Queensland - Outback	2	0.5
	Refused	3	0.8
	Sunshine Coast	46	11.5
	Toowoomba	9	2.3
	Townsville	6	1.5
	Wide Bay	7	1.8
<b>Product Type</b>	Electricity	364	91
	Gas	16	4
	Water	20	5

Question	Response	N	% EWOQ customers
Case type	Investigation	203	50.7
	Refer to Higher Level	197	49.3
Small Business/Residential	Residential	368	92
	Small Business	32	8

## Appendix C - Detailed tables

The following contain detailed results in tabular format for future reference.

Table 30. Satisfaction with all aspects of EWOQ - Comparison - RHL v investigations (N=397, December 2019-January 2020)

Aspect of EWOQ Service	Base	Refer to higher level						Investigation					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
Satisfaction questions relating to all respondents													
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	All respondents	197	2.5	3	3	10.2	81.2	200	9.5	2	3.5	8	77
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff		188	5.9	3.2	4.3	6.9	79.8	194	4.6	2.1	9.3	8.2	75.8
How courteous, friendly and helpful EWOQ staff were		195	2.6	2.1	2.6	3.1	89.7	202	6.9	3	2.5	4.5	83.2
The effort made by EWOQ staff to listen and fully understand your side of the complaint		194	5.2	2.1	2.6	4.1	86.1	202	10.4	3.5	3.5	3.5	79.2
The knowledge, skills and expertise of EWOQ staff involved in your complaint		191	4.2	3.1	5.2	7.9	79.6	192	8.9	4.2	4.7	3.1	79.2

Aspect of EWOQ Service	Base	Refer to higher level						Investigation					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
Clear information was provided on the process that would be followed for your complaint		194	4.1	1.5	6.7	3.6	84	199	8	2.5	3	6	80.4
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer		191	23.7	4	4	3.5	64.6	198	13.6	3.7	5.2	6.8	70.7
Satisfaction questions relating to respondents referred to a higher level													
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	Only respondents having contact with the RHL process in any one of their complaints to EWOQ	135	14.1	5.2	3.7	8.1	68.9	n/a					
Satisfaction questions relating to respondents involved in EWOQ investigation process													
The ease of contacting staff during your complaint		n/a						169	5.9	3.6	3	10.1	77.5
How frequently you were updated during your complaint								161	8.7	5.6	3.1	11.2	71.4

Aspect of EWOQ Service	Base	Refer to higher level					Investigation						
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
EWOQ staff conducted a thorough investigation that considered all relevant information	Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ							160	13.1	4.4	2.5	6.3	73.8
The time taken for EWOQ to investigate and resolve your complaint								167	11.4	1.8	6.6	7.8	72.5
How independent and unbiased EWOQ was when dealing with your complaint								163	11.7	4.9	6.7	2.5	74.2
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)								168	10.1	3.6	6.5	3	76.8

*Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: refer to base column in table). Don't know responses excluded.*



Table 31. Satisfaction with all aspects of EWOQ - Comparison – Residential v small business customers (N=397, December 2019-January 2020)

Aspect of EWOQ Service	Base	Residential						Small Business					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
Satisfaction questions relating to all respondents													
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	All respondents	365	6.6	2.7	3.3	8.8	78.6	32	0	0	3.1	12.5	84.4
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff		351	5.7	2.6	6.8	7.4	77.5	31	0	3.2	6.5	9.7	80.6
How courteous, friendly and helpful EWOQ staff were		366	5.2	2.7	2.2	3.8	86.1	31	0	0	6.5	3.2	90.3
The effort made by EWOQ staff to listen and fully understand your side of the complaint		366	8.5	2.7	2.5	4.1	82.2	30	0	3.3	10	0	86.7
The knowledge, skills and expertise of EWOQ staff involved in your complaint		352	7.1	3.7	4.5	5.7	79	31	0	3.2	9.7	3.2	83.9
Clear information was provided on the process that would be followed for your complaint		362	6.6	1.9	4.4	4.7	82.3	31	0	3.2	9.7	6.5	80.6

Aspect of EWOQ Service	Base	Residential						Small Business					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer		357	19.6	3.9	4.5	5.3	66.7	32	9.4	3.1	6.3	3.1	78.1
Satisfaction questions relating to respondents referred to a higher level													
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	Only respondents having contact with the RHL process in any one of their complaints to EWOQ	129	14	5.4	3.1	8.5	69	6	16.7	0	16.7	0	66.7
Satisfaction questions relating to respondents involved in EWOQ investigation process													
The ease of contacting staff during your complaint	Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ	156	6.4	3.8	2.6	10.3	76.9	13	0	0	7.7	7.7	84.6
How frequently you were updated during your complaint		148	9.5	5.4	3.4	10.8	70.9	13	0	7.7	0	15.4	76.9
EWOQ staff conducted a thorough investigation that considered all relevant information		147	14.3	3.4	2	6.1	74.1	13	0	15.4	7.7	7.7	69.2

Aspect of EWOQ Service	Base	Residential						Small Business					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%						%				
The time taken for EWOQ to investigate and resolve your complaint		154	11.7	1.9	6.5	7.8	72.1	13	7.7	0	7.7	7.7	76.9
How independent and unbiased EWOQ was when dealing with your complaint		150	12.7	4	6.7	2.7	74	13	0	15.4	7.7	0	76.9
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)		155	10.3	3.9	6.5	3.2	76.1	13	7.7	0	7.7	0	84.6

*Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: refer to base column in table). Don't know responses excluded.*

Table 32. Satisfaction with all aspects of EWOQ - Comparison – Electricity v gas v water (N=397, December 2019-January 2020)

Aspect of EWOQ Service	Base	Electricity							Gas					Water					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	Very dissatisfied (1-2)	N	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%							%					%				
Satisfaction questions relating to all respondents																			
The ease of finding an ombudsman to complain about an electricity, gas or water retailer	All respondents	361	5.3	2.5	3.3	9.4	79.5	6.3	16	6.3	6.3	6.3	75	20	20	0	0	5	75
The role of the Energy & Water Ombudsman of Queensland was clearly explained to you by staff		347	5.2	2.6	6.6	7.8	77.8	6.7	15	0	6.7	6.7	80	20	5	5	10	5	75
How courteous, friendly and helpful EWOQ staff were		361	4.4	2.8	2.5	3.3	87	6.3	16	0	6.3	0	87.5	20	10	0	0	15	75
The effort made by EWOQ staff to listen and fully understand your side of the complaint		361	7.5	3	3	3.3	83.1	6.7	15	0	6.7	6.7	80	20	15	0	0	10	75
The knowledge, skills and expertise of EWOQ staff involved in your complaint		349	6.3	3.4	4.9	4.6	80.8	6.7	15	0	6.7	13.3	73.3	19	10.5	10.5	5.3	15.8	57.9

Aspect of EWOQ Service	Base	Electricity							Gas					Water					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	Very dissatisfied (1-2)	N	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%							%					%				
Clear information was provided on the process that would be followed for your complaint		357	5.9	1.7	5	4.5	82.9	6.3	16	0	6.3	6.3	81.3	20	10	10	0	10	70
How satisfied were you with the overall outcome, regardless of whether the complaint was resolved by the Energy and Water Ombudsman of Queensland (EWOQ) or was resolved by your electricity, gas or water retailer		354	18.4	3.7	5.1	4.5	68.4	12.5	16	6.3	0	18.8	62.5	19	31.6	5.3	0	5.3	57.9
Satisfaction questions relating to respondents referred to a higher level																			

Aspect of EWOQ Service	Base	Electricity							Gas					Water					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	Very dissatisfied (1-2)	N	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%							%					%				
Having my case referred by the Energy & Water Ombudsman of Queensland to a higher level within the electricity/gas/water retailer was a useful step to take	Only respondents having contact with the RHL process in any one of their complaints to EWOQ	121	15.7	5	3.3	9.1	66.9	0	5	0	0	0	100	9	0	11.1	11.1	0	77.8
Satisfaction questions relating to respondents involved in EWOQ investigation process																			
The ease of contacting staff during your complaint	Only respondents having contact with the EWOQ investigation process in any one of their complaints to EWOQ	155	5.2	3.2	3.2	10.3	78.1	0	5	0	0	0	100	9	22.2	11.1	0	11.1	55.6
How frequently you were updated during your complaint		147	8.2	5.4	3.4	10.2	72.8	0	5	0	0	20	80	9	22.2	11.1	0	22.2	44.4
EWOQ staff conducted a thorough investigation that considered all relevant information		146	11	4.8	2.7	6.2	75.3	0	5	0	0	20	80	9	55.6	0	0	0	44.4

Aspect of EWOQ Service	Base	Electricity							Gas					Water					
		N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	Very dissatisfied (1-2)	N	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)	N	Very dissatisfied (1-2)	Dissatisfied (3-4)	Neutral (5)	Satisfied (6-7)	Very satisfied (8-10)
			%							%					%				
The time taken for EWOQ to investigate and resolve your complaint		153	9.8	1.3	7.2	7.8	73.9	0	5	0	0	20	80	9	44.4	11.1	0	0	44.4
How independent and unbiased EWOQ was when dealing with your complaint		150	9.3	5.3	7.3	2.7	75.3	0	4	0	0	0	100	9	55.6	0	0	0	44.4
Clarity of explanation given for the case outcome by EWOQ (even if you didn't agree, you could understand it)		154	9.7	2.6	6.5	2.6	78.6	0	5	0	0	20	80	9	22.2	22.2	11.1	0	44.4

*Question: Please rate your satisfaction with the Energy and Water Ombudsman of Queensland (EWOQ) on the following aspects of your complaint... Please think about your satisfaction with EWOQ staff and processes, rather than the case outcome, given that EWOQ must be fair, independent and impartial (Base: refer to base column in table). Don't know responses excluded.*