

section  
9

## Appendix Four: Glossary

**BILLING** a case issue relating to high/disputed bills, delays, errors, estimated accounts, fees and charges, rebates/concessions, tariff, meters, refunds, etc.

**CASE** any contact a customer has with EWOQ including, general enquiry, refer back to supplier, referral to higher level, investigation, or referral to another organisation.

**COMPLAINTS** these are cases that are billed to a scheme participant i.e. refer back to supplier, referral to higher level and investigation.

**CREDIT** a case issue relating to payment difficulties, disconnection, bad debt, etc.

**CUSTOMER SERVICE** a case issue relating to a scheme participant's failure to inform/respond, incorrect advice, poor attitude, privacy issues, etc.

**EMBEDDED NETWORK** a site (usually apartment blocks, retirement villages, caravan parks and shopping centres) where the electrical wiring is configured in such a way that the site owner on-sells energy to tenants and residents.

**EWOQ** Energy and Water Ombudsman Queensland

**EXEMPT SELLER** an energy seller who only sells energy incidentally at a specific site to a defined group of customers.

**GENERAL ENQUIRY** a customer has a query about electricity, gas or water that is not a complaint.

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

**LAND** a case issue relating to the impact of network assets, network maintenance, vegetation management, etc.

**MARKETING** a case issue relating to conduct by energy marketers, misleading information, pressure, non-account holder signed up, etc.

**PROVISION** a case issue relating to problems with new or existing connections, etc.

**REFER BACK** when a customer has not contacted their supplier to try to resolve their issue prior to submitting their complaint to EWOQ we refer the complaint back to the supplier.

**REFERRAL TO HIGHER LEVEL (RHL)** EWOQ can refer a customer's complaint to a higher level of authority within the supplier before starting an investigation.

**REFERRAL TO OTHER ORGANISATIONS** we have Memoranda of Understanding with other government authorities who have jurisdiction over aspects of the energy or water sector outside our jurisdiction, including Department of Natural Resources, Mines and Energy; Office of Fair Trading; and Australian Energy Regulator.

**SCHEME PARTICIPANT** energy distributors and retailers operating in Queensland and water distributors/retailers in South East Queensland which must join the EWOQ scheme.

**SMALL CUSTOMER** is a residential or small business customer who uses less than 100 megawatt hours of electricity per year, less than one terajoule of gas per year, and all residential water customers or small businesses in South East Queensland who use less than 100 kilolitres of water per year.

**SUPPLY** a case issue relating to the quality of energy supply, damage/loss, outages, sewerage overflow, etc.

**TRANSFER** a case issue relating to errors in billing/transfer of account due to switching energy retailers, contract terms, delay in transfer, site ownership, etc.