



# PUBLICATION

## Approval of Energy and Water Ombudsman Scheme

### DECISION

The Economic Regulation Authority has approved the Energy and Water Ombudsman (Western Australia) Scheme (**Scheme**). The Scheme is made up of a Charter and a Constitution.

- [Authority Decision](#)
- [Charter and Constitution](#)

The Scheme is established under the *Energy Coordination Act 1994* (section 11ZPZ), *Electricity Industry Act 2004* (section 93) and *Water Services Act 2012* (section 66).

### Action by the Authority

The Authority has reviewed the proposed Energy and Water Ombudsman Scheme Charter and Constitution, and confirms that they are consistent with the objectives set out in the relevant Acts.

The Energy and Water Ombudsman will begin accepting complaints about water matters on 1 January 2014.

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16 December 2013