



Notice

29 November 2018

2018 Statutory review of the Energy and Water Ombudsman

Publication of report

The Economic Regulation Authority has published the [2018 Statutory Review of Energy and Water Ombudsman \(Western Australia\) report](#).

Background

The Energy and Water Ombudsman must review the efficacy of the electricity, gas industry and water services ombudsman schemes at least once every five years. The Board of the Energy and Water Ombudsman engaged consultant Quantum Assurance to undertake the 2018 review.

The Board has provided the report on the review to the ERA.

Findings

The report contains 18 recommendations. The Energy and Water Ombudsman board accepted all of the recommendations.

As part of the review, Quantum surveyed 333 complainants. Complainants were asked whether their service provider had told them that they could raise their complaint with the Energy and Water Ombudsman. In response, 74 per cent of complainants said they were not told about this right.

Quantum recommended that the Energy and Water Ombudsman remind its members that they must inform dissatisfied customers about both the service provider's internal complaints handling process and the customer's right to have their complaint referred to the Energy and Water Ombudsman.

The ERA will also write to all licensees who are a member of the Energy and Water Ombudsman scheme to remind them of their regulatory obligation to inform customers of their right to raise their complaint with the Energy and Water Ombudsman.

Further information

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