



Notice

6 December 2023

2023 Statutory review of the Energy and Water Ombudsman

Publication of report

The Economic Regulation Authority has published the [2023 Statutory Review of Energy and Water Ombudsman \(Western Australia\) report](#).

Background

The [Energy and Water Ombudsman of WA \(EWOWA\)](#) must periodically review the efficacy of the electricity, gas industry and water services ombudsman schemes. The EWOWA's Board of Directors engaged a consultant to undertake the 2023 review and has provided the final report to the ERA.

Findings

EWOWA has completed 15 of the 18 recommendations from the 2018 review, with the 2023 final report confirming that appropriate action is in progress for the three outstanding recommendations. To assist with the three outstanding recommendations, the 2023 final report advised EWOWA to:

- Use the tracking of demographic information to assess whether communication strategies can be more effectively targeted. For example, by identifying changes in engagement from groups such as people with disability and people under the age of 35.
- Implement an automated feedback mechanism to survey those who have closed their complaint and share the feedback with appropriate stakeholders.
- Update EWOWA's [Charter](#) to include appropriate wording on confidentiality.

The introduction of the Alternative Electricity Services (AES) regulatory framework is likely to increase the number of ombudsman scheme members, and the number of complaints. EWOWA meets regularly with Energy Policy WA to prepare for the AES regulatory changes.

The ERA has written to all licensees who are members of the ombudsman scheme to remind them of their regulatory obligation to inform customers of their right to raise their complaint with EWOWA.

Further information

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