

# Decision – Amended Charter and Constitution, Energy and Water Ombudsman Scheme

16 December 2013

**Economic Regulation Authority**

WESTERN AUSTRALIA

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## Decision

1. The Economic Regulation Authority (**Authority**) has approved the amended Charter (**Charter**) and Constitution (**Constitution**) of the Energy and Water Ombudsman (Western Australia) Scheme (**Scheme**).

## Reasons

2. The Scheme is to be established on 1 January 2014 under the *Energy Coordination Act 1994* (**EC Act**), *Electricity Industry Act 2004* (**EI Act**) and *Water Services Act 2012* (**WS Act**).
3. It will comprise the existing Gas Industry Ombudsman Scheme and the Electricity Industry Ombudsman Scheme, as well as a new Water Services Ombudsman Scheme. The Charter and Constitution are common to all three schemes.
4. At the Annual General Meeting of the Energy Ombudsman (Western Australia) on 20 November 2013, members accepted amendments to the Charter and Constitution relating to the introduction of the Water Services Ombudsman. The amended Charter and Constitution were then submitted to the Authority for approval.
5. Sections 11ZQ of the EC Act, 93 of the EI Act and 66 of the WA Act provide that the Authority may approve a scheme or an amendment to a scheme only if it is satisfied that the scheme, as amended, meets the objectives set out in the Acts and any other prescribed objective.
6. The Authority has reviewed the amended Charter and Constitution and is satisfied that they are consistent with the prescribed objectives.