

## NOTICE

### Approval of Amendment to the Energy Industry Ombudsman Scheme (WA)

The Economic Regulation Authority today approved a number of constitutional amendments to the Energy Industry Ombudsman Scheme (WA).

The Energy Industry Ombudsman Scheme is established under section 11ZPZ of the *Energy Coordination Act 1994* and section 92 of the *Electricity Industry Act 2004*.

The industry-based dispute resolution scheme has been established to investigate and deal with:

- disputes and complaints under customer contracts;
- disputes between customers and licensees or customers and gas marketing agents;
- complaints by customers about licensees or gas marketing agents; and
- any other kind of dispute or complaint (whether or not under a customer contract) that is prescribed by the regulations.

The Authority has reviewed the proposed constitutional amendments and confirms that these are consistent with the objectives set out in the relevant Acts. In particular, the proposal ensures that independence of Board representation is maintained and strengthened through the inclusion of an external representative, the Office of Energy, on a nominations committee to nominate prospective consumer representatives.

Further information regarding the Authority's Decision is available on the Authority's [web site](#).

For further information contact:

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