



Energy & Water  
Ombudsman NSW  
Free, fair and independent

## **Energy & Water Ombudsman NSW (EWON) statement in response to statements made about EWON during the Inquiry**

EWON investigates complaints on a confidential basis and does not comment on the specifics relating to individual complaint investigations. Accordingly, while I will not delve into the individual complaint raised with the Legislative Assembly Committee on Law and Safety, I will comment on complaint handling processes that have been raised during the Inquiry.

EWON's complaint handling processes require that interactions with the complainant, and the energy/water provider, are maintained during the investigation. This includes requesting and receiving information which substantiates each parties' position and including advice following our analysis of that information in subsequent investigation correspondence and reports. Following the review of all information gathered, where a conciliated outcome is not agreed, a written preliminary decision is provided so that the parties have an opportunity to respond and provide further information to support their position before a final decision is made. The final decision is also confirmed in writing. EWON's complaint records confirm that its complaint handling processes, including those relating to interactions with the complainant, were adhered to during the case referred to in the transcript.

EWON staff have delegated authority to manage complaints. In the few occasions that the Ombudsman speaks to a complainant, written confirmation from the Ombudsman about the discussion is provided to the complainant. EWON followed its practice in the case referred to in the transcript.

When a complainant advises EWON that they do not intend to pay an account that was referred to in an investigation, and EWON is of the view that the account has been issued appropriately by the provider, the complainant is encouraged to seek legal advice to make informed choices about any liability associated with unpaid bills. EWON adhered to this approach in the case referred to in the transcript.

**Janine Young**  
**Ombudsman & Chief Executive Officer**  
**Energy & Water Ombudsman NSW**

## **Energy & Water Ombudsman NSW**

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