



# Annual Report

2024–25



# About this report

## ENERGY AND WATER OMBUDSMAN QUEENSLAND 2024–25 ANNUAL REPORT

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### Communication objective

Energy and Water Ombudsman Queensland (EWOQ) provides a free, fair and independent dispute resolution service for residential customers and small businesses throughout Queensland who have an unresolved issue with their electricity or gas provider. We also provide this service for residential and small business water customers in South East Queensland.

This annual report presents information about the performance of the Ombudsman scheme for the period 1 July 2024 to 30 June 2025. It includes our activities and achievements for the financial year against our strategic plan and summarises our future priorities and challenges.

This report is produced under the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*. It has been written for the benefit of our stakeholders, including energy and water consumers, retailers and distributors; and members of Queensland Parliament.

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### Attribution

Content from this annual report should be attributed to the Energy and Water Ombudsman Queensland Annual Report 2024–25.

We acknowledge the Traditional Custodians of the lands, seas and waters of Queensland and pay our respects to First Nations Elders past and present, and their future leaders, who continue cultural and spiritual connections to Country. We recognise and respect their valuable contributions to Australia and the global society.

### Accessibility

We are committed to providing accessible information and services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding the annual report, please call us on 1800 662 837 and we will arrange an interpreter to effectively communicate it to you in your preferred language, free of charge.



This publication is available online from [ewoq.com.au](https://ewoq.com.au) and then search for 'annual report'.

For a printed copy, please contact the Marketing and Communications team by emailing [info@ewoq.com.au](mailto:info@ewoq.com.au) or phoning us on 1800 662 837.

### About the cover artwork

The cover of our 2024–25 Annual Report incorporates our artwork from our Reconciliation Action Plan. Thank you to Gilimbaa creative agency who designed the artwork.

The artwork tells a story of connected, empowered communities across Queensland. It is a story of a positive future and how communities and lives thrive when they are connected.

The Energy and Water Ombudsman Queensland ensure the balance of power and empathy to empower communities. Each community across Queensland is different and ever-changing. By reconnecting systems and communities, power flows, positively connecting people and powering the life of the Country.

You can read more about the artwork and our reconciliation journey in our plan. The publication is available online from [ewoq.com.au](https://ewoq.com.au) and then search for 'reconciliation action plan'.

# Using this report



## Navigation

Our annual report is organised into sections with headings to make it easy to read and find the information you're looking for.

Look for the following headings to easily find the content you want to read.

	<b>At a glance</b>	Dip in and gain a top level overview of the section.
	<b>In detail</b>	Provides a full and detailed account as required by legislation.
	<b>Key data</b>	We collect, report and analyse a lot of data about our cases. You'll find key data within each section (where relevant) and the rest of the case data in Appendix 2 and 3.
	<b>Learn more</b>	View meaningful related content in other sections and on our website, including case studies, further reading and additional data.

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# Letter of compliance

27 August 2025

The Honourable David Janetzki MP  
Treasurer, Minister for Energy  
and Minister for Home Ownership  
GPO Box 611  
Brisbane Qld 4001

The Honourable Ann Leahy MP  
Minister for Local Government and Water  
and Minister for Fire, Disaster Recovery and Volunteers  
GPO Box 2247  
Brisbane Qld 4002

Dear Ministers

I am pleased to submit for presentation to the Parliament the Annual Report 2024–25 and financial statements for the Energy and Water Ombudsman Queensland.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*
- broadly follows the requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is provided on page 85 of this annual report.

Yours sincerely



**Jane Pires**  
Energy and Water Ombudsman

# About us

**We are committed to providing a high-quality, effective and confidential service for residential and small business customers who are unable to resolve issues with their electricity, gas or water retailer or distributor.**

With offices in Brisbane, Cairns and Rockhampton, we work directly with Queensland customers and scheme participants to investigate and resolve disputes.

## VISION

To make a positive difference to Queenslanders in a changing energy and water environment.

## VALUES

### Respect



We act and interact with honesty and integrity—manners, respect and courtesy are given.

### Integrity



Our actions are consistent with our words and we demonstrate our values through our actions.

### Competency



We encourage each other and seek opportunities to learn, and share our knowledge and ideas to continuously improve ourselves and our service.

### Accountability



Each of us is accountable and responsible for our work, attitude and behaviours.

### Excellence



We strive to be the best we can be and deliver excellent service and quality results.

## PURPOSE

We have 3 primary functions.

- We receive, investigate and facilitate the resolution of disputes between residential and small business customers and their energy and water retailers and distributors. We do this for energy customers across Queensland and for water customers in South East Queensland.
- We promote our services throughout Queensland to those who may need our assistance.
- We identify systemic issues arising from complaints received from our customers.

## STRUCTURE

The Energy and Water Ombudsman Queensland (EWOQ) was established under the *Energy and Water Ombudsman Act 2006* to investigate and resolve particular disputes involving energy and water providers.

The Energy and Water Ombudsman is not subject to direction from anyone, but considers the advice of the Advisory Council to the Ombudsman in performing certain functions under the Act.

The executive management group assists the Ombudsman to deliver the strategic plan and with the day-to-day operations of the business.

## HISTORY

EWOQ was established 18 years ago on 1 July 2007 as the Energy Ombudsman Queensland (EOQ).

Our mission, then, as now, was to provide free, fair and independent dispute resolution service for small electricity and reticulated gas customers in Queensland. We have closed more than 180,000 cases since opening our doors in 2007.

On 1 January 2011, EOQ became EWOQ as our jurisdiction expanded to investigate disputes about water suppliers in South East Queensland.

On 28 February 2022, our jurisdiction was further expanded to include embedded networks and provide residential electricity customers who get their power through a privately owned electricity network the same access to our free, fair independent dispute resolution service as those who buy directly from their provider.

# Our future direction

## OUR STRATEGIC VISION

We develop a four-year strategic plan each year that guides our work and confirms our vision for the business.

During 2024–25, our priorities included:

- implementing a continuous Quality Assurance program to enhance customer experience and support development
- redeveloping our public-facing website to enhance flexibility and allow us to meet evolving customer needs
- continuing implementation of our second Innovate Reconciliation Action Plan
- developing an enhanced Scheme Participant portal, improving access to information
- maturing our Health and Wellbeing Action Plan
- raising awareness of our service through marketing, communications, outreach and engagement
- implementing a contemporary customer relationship management solution
- contributing to public policy through insights and submissions.

A review of our performance against the strategic plan is on page 11.

## LOOKING FORWARD

In 2025–26 our key strategic initiatives include:

- building future capabilities
- contributing to reconciliation with First Nations people
- driving efficiencies and effectiveness
- embedding our culture and values
- enhancing scheme participant management
- enriching customer experience
- raising awareness of our service.

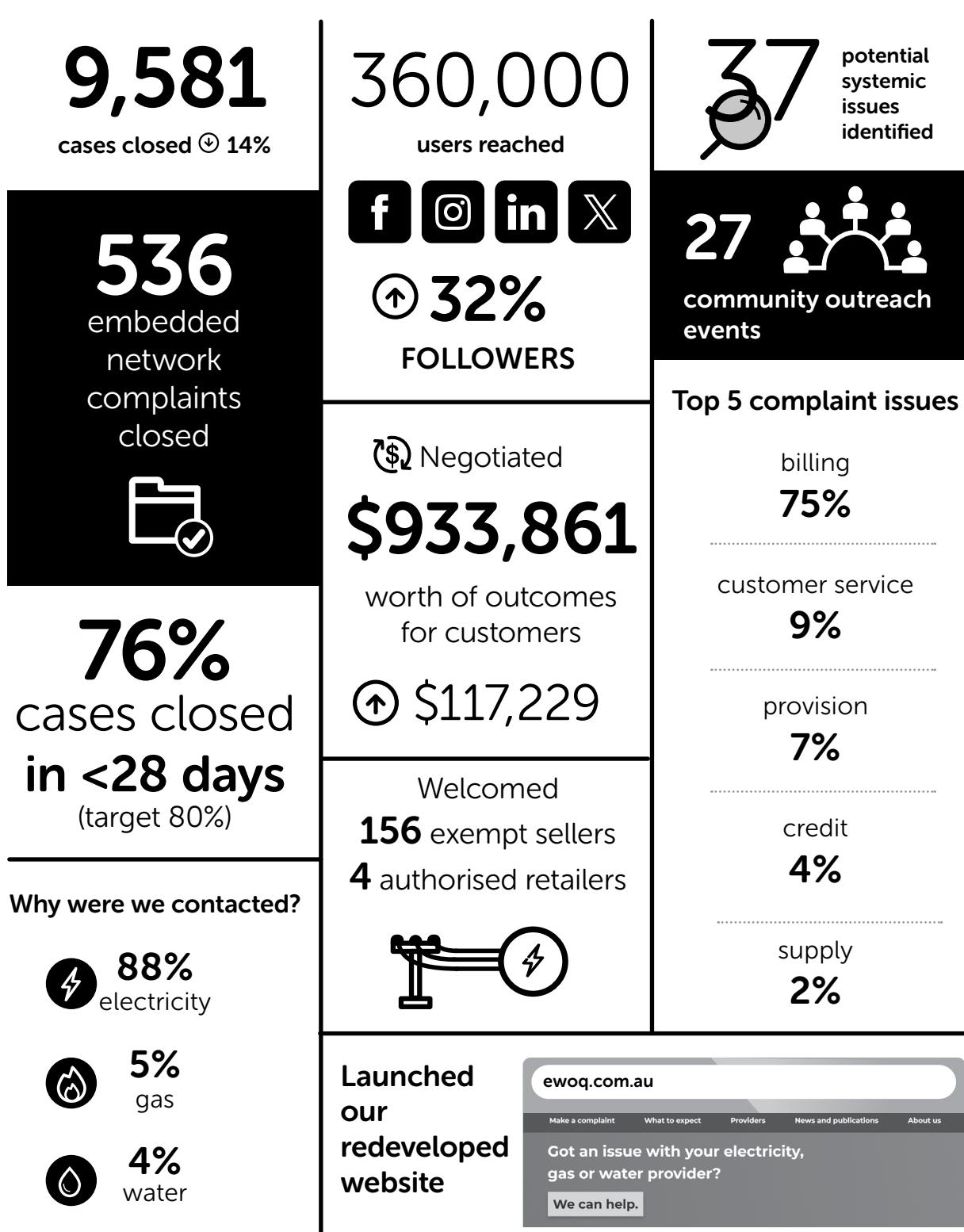
Through our strategic objectives we support the Queensland Government objectives for the community.

- Safety where you live.
- Health services when you need them.
- A better lifestyle through a stronger economy.
- A plan for Queensland's future.

We remain committed to responding to an increasing demand for our service. We embrace opportunities to expand our jurisdiction to include renewable and consumer energy resources and seek to understand and utilise relevant technologies to enhance all aspects of our business.

We will continually review our business processes and customer service to ensure we make a positive difference to Queenslanders in a changing energy and water environment.

# Our highlights 2024–25



# Message from the Ombudsman

## As the Energy and Water Ombudsman for Queensland, I am pleased to present the 2024–25 annual report.

As Queensland's energy and water sectors continue to evolve, the Energy and Water Ombudsman Queensland (EWOQ) remains committed to ensuring that all customers, especially those facing vulnerability or hardship, have access to fair, independent and effective dispute resolution.

In 2024–25, we supported thousands of Queenslanders through a year of transition and transformation. We resolved a total of 9,581 cases and negotiated more than \$933,000 in outcomes for customers. Although our caseload decreased by 14%, we delivered a 14% increase in negotiated outcomes, demonstrating our growing impact and effectiveness. Most of our caseload consisted of complaints related to electricity at 88%. 5% of cases closed related to gas and 4% related to water.

Many Queenslanders benefited from significant energy bill relief this year. The Queensland Government's \$1,000 Cost of Living rebate, alongside the Australian Government's \$300 Energy Bill Relief Fund rebate, provided welcome support at a time when cost-of-living pressures continued to affect households across the state. These rebates had a noticeable impact. We saw a reduction in complaints related to billing, including high bills, and credit issues such as payment difficulties and hardship. This suggests that financial relief measures can play a meaningful role in easing stress for consumers and reducing the need for dispute resolution.

## ENHANCING OUR SERVICE

This year we embedded new systems and approaches to enhance our service delivery. The launch of our new customer relationship management system (CRM) marked a significant milestone, improving how we manage cases, identify systemic issues and respond to emerging trends.

While we narrowly missed our target of closing 80% of cases within 28 days, I'm proud of the progress we made, achieving 76%—a 7 point improvement on the previous year. This result reflects the dedication of our team and the impact of the new systems we've introduced. These tools have enabled us to work more efficiently and respond with greater agility. Notably, 98% of cases were resolved within 60 days and over 99% within 90 days, reinforcing our commitment to delivering timely, high-quality service, even in periods of high demand and change.

We were pleased to welcome 156 new exempt sellers and 4 authorised retailers into our scheme, strengthening our reach and collaboration across Queensland. We continued to strengthen our engagement with scheme participants through development of an enhanced Scheme Participant Portal, designed to improve transparency, streamline case management and support more responsive interactions. Launching in July 2025, this portal provides participants with real-time visibility of case progress and enables more efficient collaboration with our team. We also worked closely with scheme participants to promote best practice standards, share insights from systemic issues and encourage the proactive resolution of complaints.

In June, we launched a refreshed public-facing website designed to improve accessibility, usability and customer experience. Designed with customers at the heart, the new site features intuitive navigation, enhanced search functionality, live chat support and streamlined online forms. These improvements make it easier for Queenslanders to find information, lodge complaints and access support when they need it. A new 'common complaints' page empowers consumers by explaining frequently encountered issues and offering guidance on how to resolve them with their provider before contacting EWOQ. This proactive approach helps customers feel informed and confident, while also supporting early resolution and reducing unnecessary escalation.

## FORMING CONNECTIONS

We continued to strengthen our outreach and engagement efforts, ensuring that more Queenslanders are aware of their rights and the support available to them. Through a combination of digital and face-to-face initiatives, we connected with more than 360,000 consumers online and participated in 27 community events across the state, from regional centres to remote communities. These events provided valuable opportunities to listen, learn and build trust with the people we serve.

A key focus this year was deepening our commitment to reconciliation. We embedded our second Innovate Reconciliation Action Plan across the organisation, reinforcing our dedication to building respectful relationships and fostering cultural learning with Aboriginal and Torres Strait Islander peoples. This included strengthening partnerships with First Nations

organisations, enhancing cultural protocols for our team, and delivering targeted outreach in communities such as Palm Island, Doomadgee and Normanton. These efforts are helping us create a more inclusive and culturally responsive service that better meets the needs of all Queenslanders.

## EMPOWERING OUR PEOPLE

Internally, we placed a strong emphasis on empowering our people and building future capabilities. We supported our team through flexible work arrangements, embedding a hybrid model that balances collaboration with individual needs. Strategic workforce planning helped us align our structure with our goals, ensuring we have the right skills and resources to meet growing demand.

Professional development remained a priority, with tailored learning opportunities offered across technical, leadership and cultural domains. From CRM system training to mental health first aid and cultural awareness programs, we invested in building a workforce that is skilled, resilient and responsive.

Our team's dedication and adaptability were evident as we transitioned to new systems and processes, including the implementation of our new CRM and refreshed website. Despite these changes, we met or exceeded most of our performance targets, which is a testament to the strength, professionalism and commitment of our people. We also completed several initiatives to support continuous improvement, including planning for the Value Add program, which encourages staff to champion fair outcomes and enhance the customer experience.

By fostering a culture of growth, wellbeing and shared purpose, we are equipping our team to meet the challenges of a dynamic energy and water environment, and to continue making a meaningful difference for Queenslanders.

## OUR FUTURE FOCUS

As the energy sector continues to evolve, new challenges have emerged. In November, the Australian Energy Market Commission announced its final rule to accelerate the rollout of smart meters to all customers by 2030. This led to an increase in retailer-led installations, which contributed to a rise in provision-related complaints. Many customers expressed dissatisfaction with the quality of information provided by retailers, particularly around the implications of switching to demand or time-of-use tariffs.

As this rollout progresses, we will continue to play a key role in advocating for clear communication, supporting consumer understanding and ensuring fair outcomes for all. Ensuring that Queenslanders understand their rights and options during this rollout is essential to maintaining trust and delivering equitable outcomes.

Looking ahead, we remain committed to improving access to our services, expanding our jurisdiction to include renewable and consumer energy resources and

contributing to public policy that supports better outcomes for all Queenslanders. We will continue to advocate for fairer practices, collaborate with industry and community partners and ensure our services remain independent, accessible and responsive.

## ACKNOWLEDGEMENTS

This year, we witnessed the continued strength and resilience of Queenslanders as they faced economic pressures and adapted to a changing energy and water landscape.

I'm deeply grateful to everyone who worked alongside us to support the community, from consumer advocates and support services to regulators and industry partners. Your collaboration has been essential in helping us deliver fair, accessible and responsive services to those who need them most.

I also extend my sincere thanks to our Advisory Council Chair, Rowena McNally, and all council members for their valuable guidance and support. And to my team at EWOQ—thank you for your unwavering commitment to our purpose and values, and for your openness to growth and continuous improvement. Together, we are making a positive difference in the lives of Queenslanders.

As we look to the year ahead, I'm confident that our team, our partners and our community will continue to work together to ensure Queenslanders are supported, informed and empowered.



**Jane Pires**  
Ombudsman

# Message from the Advisory Council Chair

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I am pleased to report that the Queensland Energy and Water Ombudsman (EWOQ) has continued its focus on delivering high-quality and effective dispute resolution services to Queensland residents and small businesses.

Following the record high number of complaints made to the Ombudsman in 2023–24, complaint numbers have returned this reporting period to more typical levels.

EWOQ responded to 9,581 cases and resolved 7,479 complaints this year with a significant increase in the number of cases closed within 28 days and additional improvements in scheme participant management and in the complaint process for consumers.

The number of enquiries received by EWOQ also increased by 28% this year due to the introduction of the Better Bills initiative. While this increased the number of customer calls mistakenly made to EWOQ rather than to the customer's provider, it has greatly improved customers' awareness of the ombudsman role and services.

The Advisory Council met 5 times throughout the year to consider EWOQ's progress against its strategic plan and delivery of key initiatives and discuss emerging trends and issues.

- Key pain points for consumers have included access to rebates and concessions, understanding the impacts of the smart meter rollout and financial difficulties during the nation-wide cost of living increases.
- There is a continued disparity in the level of complaints in the water and energy industries: energy accounts for 94% of cases closed while water accounts for just 4%. EWOQ is currently analysing the significant issues for both consumers and the industry, and we are looking forward to the outcome of this work.
- Electricity disconnections remain a source of difficulty for consumers, notwithstanding the existing processes and legislation. These issues can be complex to investigate and resolve, particularly when consumers engage credit wiping agencies.

The Advisory Council has been interested to understand the impact of the smart meter rollout on Queensland residents and small businesses, particularly as the accelerated smart meter rollout commences from June 2025. Two consumer segments that can face particular challenges with meters and rebates are:

- SMEs (small-medium size business operators) particularly in centres where meters can affect multiple businesses simultaneously; and
- embedded networks where multiple properties are connected to a single 'parent' meter, such as in retirement villages and apartment complexes.

For both consumers and providers, it is essential that customers understand their rights and options when moving to a smart meter and of the particular tariffs that

are associated with that change. If this is not done, customers may find themselves committed to an unsuitable or disadvantageous tariff.

The Ombudsman's outreach and engagement program, particularly the Community Assistance Days held in the Gold Coast, Toowoomba, Ipswich and Beenleigh, have continued to be very successful. These provide an excellent forum to bring together local consumers, providers and dispute resolution services, to raise awareness of dispute resolution services, support first contact resolution and ensure a fair outcome for all parties. Feedback from the Community Assistance days has been consistently positive, with many issues able to be directly discussed and resolved on the day.

Preparations are being made by EWOQ to implement necessary policy, procedure and process changes due to the *Information Privacy and Other Legislation Amendment Act 2023* (IPOLA Act) reforms to improve protections for consumers. The Council were pleased to see consumer privacy and data protection remain a priority, ensuring EWOQ was prepared for changes to come into effect on 1 July 2025.

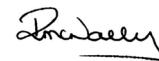
These examples highlight the importance of the role EWOQ continues plays in helping direct consumers to the appropriate support and in assisting consumers and providers in understanding and resolving disputes.

The Advisory Council had a number of changes this year: Rob Howes, Melanie Lawrie and Scott Brown all concluded their terms in 2024–25. I thank them, and all the Advisory Council members for the diligence and generosity with which they have all served during the year, and for their insightful and thoughtful advice.

On behalf of the Advisory Council, I would like to thank the members of the Governance, Energy and Finance Committee of the Queensland Parliament for their interest in the work being done by the Energy and Water Ombudsman.

I also acknowledge and thank the Queensland Energy and Water Ombudsman, Jane Pires, for her leadership of the EWOQ team over the past year. The Advisory Council has greatly appreciated the assistance and support of the Ombudsman and her team.

And to the secretariat and all EWOQ employees—thank you for all your ongoing commitment to Queensland's energy and water customers and scheme participants over the past year.



Rowena McNally  
Chair



# Customer story

## **CUSTOMER FACES BUSINESS CLOSURE AFTER GAS SUPPLY DISCONNECTED**

Maya\* owned a small food business. Business had been quiet lately and she was struggling to keep up with the bills.

When her energy provider disconnected her gas supply due to a significant debt, Maya was left unable to operate her kitchen, and her business.

Maya contacted her energy provider to try to negotiate a reconnection, but they insisted the full debt be paid upfront before reconnecting the gas. Unable to afford this and facing the prospect of closing her business the next day, Maya reached out to EWOQ for help.

### **Here's how we helped**

We contacted Maya's energy provider and discussed what payment assistance she could access due to financial hardship. The energy provider agreed that Maya wouldn't have to pay the total debt upfront, but that they required a lump sum payment for some of the debt before reconnecting the business. We helped negotiate an acceptable lump sum payment and ongoing payment plan to clear the rest of the debt.

### **Outcome**

The energy provider reconnected Maya's gas supply the very next day, allowing Maya to keep the doors open for her business. She was relieved to have avoided closure and grateful that she could pay the debt off on a manageable payment plan and continue moving forward.

This case highlights the importance of flexible payment options for small business owners facing financial hardship, and the role EWOQ plays in helping customers access support.

**If you're struggling to manage energy bills for your home or business and are unable to reach an agreement with your provider, EWOQ can help you explore your options.**

\*Name changed to protect privacy.

# Our strategic plan

The strategic plan informs our business plan, which details the activities we need to undertake to achieve our strategic objectives. Each year we allocate resources and make decisions to support the outcomes outlined in the strategy.

Our Strategic Plan 2024–28 outlines our vision over 4 years:



## VISION

To make a positive difference to Queenslanders in a changing energy and water environment.

PILLARS	OBJECTIVES	INDICATORS OF SUCCESS
Customer	<ul style="list-style-type: none"> <li>We deliver fair and reasonable outcomes for consumers and scheme participants.</li> <li>We listen to understand and respect our customers to build and maintain their trust.</li> <li>Our teams have the skills to resolve wide-ranging problems for our internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve agreed targets in customer and scheme participant surveys.</li> <li>Achieve agreed dispute resolution targets.</li> <li>Continuously improve quality and customer experience.</li> </ul>
People	<ul style="list-style-type: none"> <li>We attract, develop and retain committed professionals who are motivated by our values.</li> <li>We have an empowered, high-performing and resourceful team.</li> <li>We build the capabilities of our people now and for the future.</li> </ul>	<ul style="list-style-type: none"> <li>Increase engagement result of <i>Working for Queensland</i> survey.</li> <li>Retain <i>My workgroup</i> factor result in the top quartile of <i>Working for Queensland</i> comparison data.</li> <li>Required capabilities are identified and professional development completed.</li> </ul>
Service	<ul style="list-style-type: none"> <li>We evolve with our changing environment.</li> <li>We embrace change and adapt to emerging technologies.</li> <li>Our business is accountable, efficient and effective.</li> </ul>	<ul style="list-style-type: none"> <li>Being prepared for legislative changes and an expanded jurisdiction.</li> <li>Invest in our systems and processes to ensure we remain fit for purpose.</li> <li>Deliver our services effectively within agreed targets.</li> </ul>
Connections	<ul style="list-style-type: none"> <li>Everyone who needs our help knows who we are and how to contact us.</li> <li>We inform providers and consumers on how we can help with energy and water issues.</li> <li>We collaborate with organisations who support energy and water consumers.</li> <li>We connect with and influence our stakeholders to improve outcomes for the sector.</li> </ul>	<ul style="list-style-type: none"> <li>Share our insights and experiences to collaboratively improve the sector for all.</li> <li>Provide information to help our stakeholders understand and help resolve the issues their customers are experiencing.</li> <li>Meet with communities across the state via in-person and digital methods.</li> <li>Increase awareness of our service through a variety of channels.</li> </ul>



## We will deliver our objectives through our key strategic initiatives:

- building future capabilities
- contributing to reconciliation with First Nations people
- implement a contemporary customer relationship management solution
- driving efficiencies and effectiveness
- embedding our better normal picture
- enhancing scheme participant management
- enriching customer experience
- raising awareness of our service.



## We will embrace opportunities by:

- adapting to the needs of our ever-changing world, including issues impacting our community
- expanding our jurisdiction to include renewable energy
- future focus on alternative energy options.

# Our achievements

We have made significant progress toward achieving our strategic initiatives during 2024–25.

STRATEGIC INITIATIVE	ACHIEVEMENTS
<b>Enriching customer experience</b>	<ul style="list-style-type: none"> <li>Significantly enhanced customer experience and digital accessibility across our online platforms, enabling customers and scheme participants to seamlessly access essential services anytime, anywhere.</li> <li>Implemented a continuous Quality Assurance program to highlight strengths and identify opportunities for improvement, supporting team development and individual performance enhancement.</li> <li>Leveraged our Voice of the Customer Program feedback and business insights to deepen understanding of the customer experience and drive continuous improvement.</li> </ul>
<b>Building future capabilities</b>	<ul style="list-style-type: none"> <li>Successfully procured and implemented a less developer-intensive website, delivering enhanced flexibility, improved security and regular updates to meet evolving user experience and accessibility standards.</li> <li>Maintained a structured performance development framework to ensure individual goals are aligned with organisational priorities, fostering continuous growth and capability building.</li> <li>Actively managed and regularly reviewed our HR policy framework to ensure it remains current, contemporary and aligned with best practice.</li> </ul>
<b>Contributing to reconciliation with First Nations people</b>	<ul style="list-style-type: none"> <li>Continued implementation of our Reconciliation Action Plan 2024–26, reinforcing our commitment to respectful relationships, cultural learning and meaningful engagement with Aboriginal and Torres Strait Islander peoples.</li> </ul>
<b>Driving efficiencies and effectiveness</b>	<ul style="list-style-type: none"> <li>Continued to work towards a more agile and responsive ICT environment by designing, managing, and maturing strategies, systems, solutions and governance frameworks that meet evolving needs.</li> </ul>
<b>Enhancing scheme participant management</b>	<ul style="list-style-type: none"> <li>Proactively built and maintained collaborative relationships with our scheme participants, fostering mutual value and sector-wide engagement.</li> <li>Developed an enhanced Scheme Participant Portal, improving access to information, streamlining interactions and supporting a more responsive digital experience.</li> </ul>
<b>Embedding our Better Normal Picture</b>	<ul style="list-style-type: none"> <li>Continued to mature our Health and Wellbeing Action Plan to ensure a supportive and proactive Health and Safety framework that promotes and reinforces the mental and physical wellbeing of all team members.</li> </ul>
<b>Raising awareness of our service</b>	<ul style="list-style-type: none"> <li>Continued to grow awareness through a range of targeted channels, guided by the 2024–26 Awareness Raising Strategy and annual communications plan to help Queenslanders understand available support and our role.</li> <li>Connected with our stakeholders in person and online to share information and leverage opportunities to collaborate, including representation at inter-agency meetings to ensure we had a seat at the decision-making table.</li> <li>Delivered our community outreach program to raise awareness, ensuring greater visibility and accessibility for diverse communities across Queensland.</li> </ul>
<b>Implement a customer relationship management (CRM) solution</b>	<ul style="list-style-type: none"> <li>Successfully delivered Phase One and Two of the CRM enhancement project, realising key benefits through Microsoft Dynamics including improved functionality, streamlined workflows and enhanced support for team members and scheme participant interactions.</li> </ul>

# Measures of success

We met a substantial portion of our measures of success in 2024–25, with 15 of 22 achieved and a further 4 within 5 points of being met.

OBJECTIVE	MEASURE	TARGET	RESULT
Our Customer	Calls answered within 20 seconds <sup>1</sup>	> 80%	54%
	Average speed of answer <sup>1</sup>	< 60	79
	Customer web/email contacts responded to within 3 business days	> 80%	76%
	Customer complaints against EWOQ	< 10	7
	Customer satisfaction with EWOQ service	> 85%	80%
Our People	Training and development program (hours/FTE)	20	38
	<i>My workgroup factor (WfQ)</i>	> 75%	80%
	Annual WfQ employee engagement	> 65%	64%
Our Service	Media enquiries responded to within timeframes	100%	100%
	Invoices issued on time	100%	100%
	Policy submissions submitted on time	100%	100%
	Reports produced on time	100%	100%
	Potential Systemic Issues not reviewed in 7 days	< 5	1
	Cases closed in less than 28 days	> 80%	76%
	Cases closed in less than 60 days	> 90%	98%
	Cases closed over 90 days	< 1%	< 1%
Our Connections	Publish quarterly newsletter	4	4
	Increase website page views	> 10%	-1%
	Increase social media followers	> 10%	32%
	Policy submissions made	> 6	19
	ANZOA interest group meetings attended <sup>2</sup>	> 20	26
	Number of community outreach activities	> 20	27

<sup>1</sup> Incoming call volumes, team member leave, training and technical issues following the implementation of the Microsoft Digital Contact Centre in August 2024 have impacted this result. This is being rectified for future reporting. Moving forward, we will report on a new measure, Average speed of answer (sec).

<sup>2</sup> Australian and New Zealand Ombudsman Association.



# Customer story

## **CUSTOMER LEFT TO DEAL WITH WATER LEAK FOR 3 MONTHS**

Craig\* noticed that the footpath outside his house was persistently being flooded. Since there was no obvious source of the water, he thought there may have been a leak in underground water infrastructure. Believing the issue lay outside his property boundary, he contacted his water provider to investigate.

Despite the provider's initial assessment that no leak was present, the flooding continued for three months. Craig repeatedly contacted the provider, but they maintained that the issue was not related to their infrastructure. As the waterlogged yard worsened, Craig hired a licensed plumber, who confirmed the leak was outside his property, making it the provider's responsibility.

Troubled with how the situation had been handled so far, Craig approached EWOQ for help.

### **Here's how we helped**

We launched an investigation and asked the water provider to re-test their infrastructure. Upon reinspection, they confirmed the plumber's findings: the leak was in their infrastructure and required urgent repair.

### **Outcome**

The water provider repaired the leak and apologised to Craig for the delay and their poor customer service. As a gesture of goodwill, they offered to cover the cost of the plumber Craig had hired to find the leak. Craig was relieved to have the issue resolved and appreciated EWOQ's support.

This case highlights the importance of thorough investigation and responsiveness from service providers, especially when infrastructure issues affect customers' homes and wellbeing.

**If you're experiencing unresolved issues with your water provider, EWOQ can support you in reaching a fair outcome.**

\*Name changed to protect privacy.

# Our customers



## At a glance

The majority of our customers continue to reside in South East Queensland, with 80% of complaints originating from the 11 local government areas within this region—an increase from 70% in the previous year. This shift reflects a relative decline in complaints from regional areas, which had surged last year due to disruptions caused by the rollout of new billing systems and extended wait times across customer service channels.

Residential customers remain our primary demographic, accounting for 98% of all cases. Among these, phone remains the preferred method of lodging complaints, with 59% of customers choosing to engage via this channel.



## In detail

### TOP 10 CUSTOMER LOCATIONS BY COMPLAINTS

#### Brisbane City Council

**26%** (1,787)

#### City of Gold Coast

**15%** (1,035)

#### Moreton Bay Regional Council

**10%** (719)

#### Sunshine Coast Regional Council

**7%** (514)

#### Logan City Council

**7%** (499)

#### Ipswich City Council

**5%** (369)

#### Redland City Council

**4%** (280)

#### Townsville City Council

**2%** (156)

#### Toowoomba Regional Council

**2%** (139)

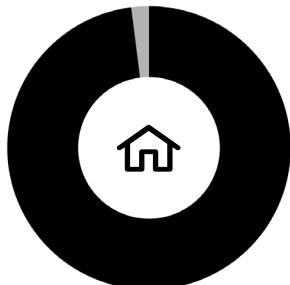
#### Cairns Regional Council

**2%** (116)

Location figures are based on the incident address and exclude non-residential complaints, and residential complaints where the customer did not disclose a Queensland suburb or postcode or was from interstate or overseas.

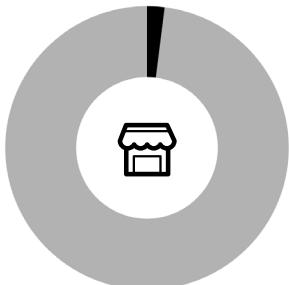
For complaints where an incident address was provided, 80% were from South East Queensland, which includes the local government areas of Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast.

## WHO CONTACTED US?



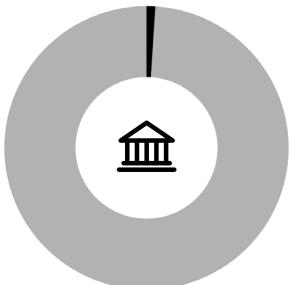
98%

residential



2%

business



< 1%

government

## How many First Nations customers contacted us?

We have invited customers to identify as Aboriginal and/or Torres Strait Islander since July 2019, enabling us to gain more accurate insights into the communities we serve. This data informs our understanding of the experiences and challenges faced by Aboriginal and Torres Strait Islander peoples when engaging with our services. It also supports our ongoing efforts to monitor emerging trends and collaborate with industry stakeholders to address barriers and improve outcomes for these customers.

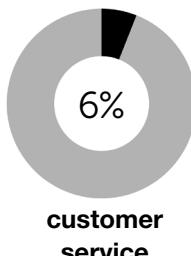
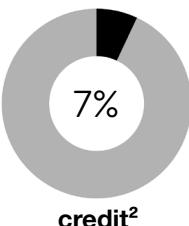
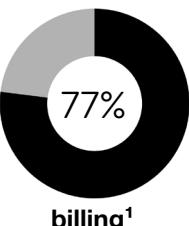
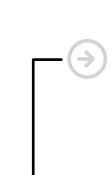
We closed **326 cases** in the 2024–25 period for customers identifying as Aboriginal and/or Torres Strait Islander. This represents 4.7% of cases where the customer responded to the First Nations question.

### Cases closed

326

### Complaints

281

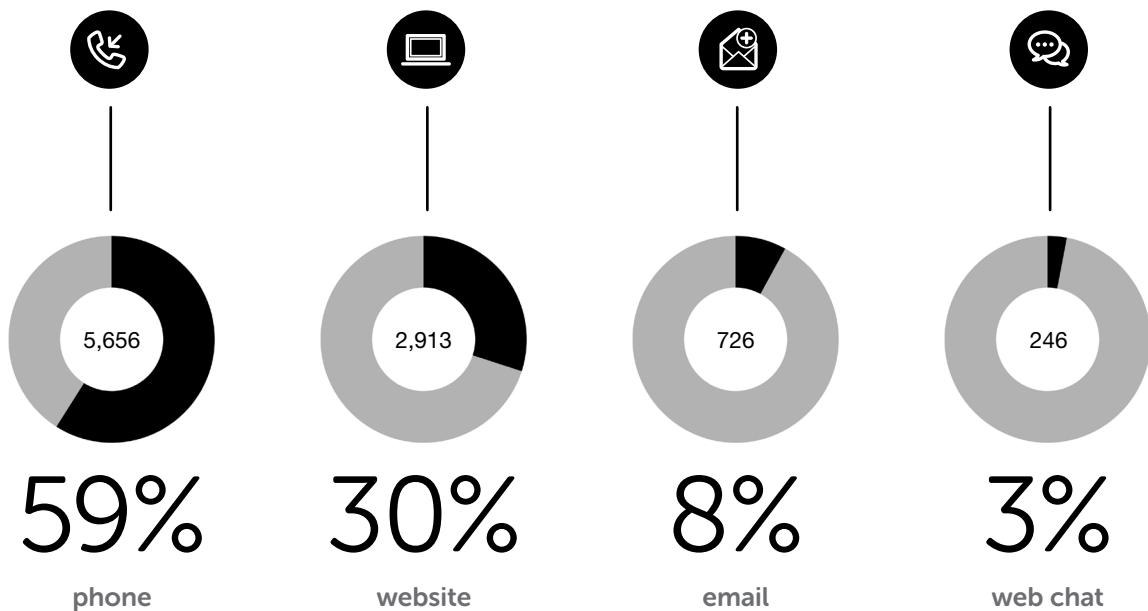


By comparison, for complaints where the customer did not identify as Aboriginal or Torres Strait Islander, 76% were about billing, 3% about credit and 9% about customer service in 2024–25.

<sup>1</sup> Billing = high or disputed bills, metering faults, billing errors, rebates and concessions.

<sup>2</sup> Credit = payment difficulties, hardship and disconnections.

## HOW CUSTOMERS CONTACTED EWOQ IN 2024–25



40 people (< 1%) contacted us via other methods which may include in person, letter, social media and SMS.

Customers who raised complaints with us were more likely to contact us via website or email (41%) compared to customers who raised enquiries (24%) or referrals (31%).



### Learn more

#### FOR THE DATA

Visit [ewoq.com.au](http://ewoq.com.au) and search 'complaint statistics' to view the number of complaints by postcode.

Turn to Appendix 2 for:

- Table 18
- Table 24

#### RELATED READING

Case types – see page 25.

# Customer experience



## At a glance

Customer satisfaction remained a key focus throughout 2024–25, as we transitioned to a new customer relationship management (CRM) system and redeveloped our website to improve accessibility and enhance service delivery.

To better understand customer experiences, we conducted regular surveys targeting individuals who had opted in to provide feedback and whose complaints fell into one of the following categories:

- referred to a higher level with their electricity, gas or water provider
- investigated by EWOQ
- referred back to their provider for initial resolution.

These surveys captured insights across multiple service channels—phone, online and in person—and helped us assess and improve key aspects of our service, including the clarity of information provided, the helpfulness and professionalism of our team and the fairness and effectiveness of our complaint resolution process.

Our survey methodology is aligned with the Australian Government's benchmarks for industry-based customer dispute resolution, which emphasise 6 core attributes of effective service: accessibility, independence, fairness, accountability, efficiency and effectiveness. These principles continue to guide our approach to delivering high-quality, customer-focused outcomes.



## Key data

### TOP WAYS CUSTOMERS LEARNED ABOUT US

39%  
online search or social media

23%  
electricity, gas or water provider

**88%** of customers were satisfied or very satisfied with the ease of finding an ombudsman to complain about an electricity, gas or water retailer.

**67%** of customers were satisfied or very satisfied with the time we took to investigate and resolve their complaint.

**80%** of customers were satisfied or very satisfied with their overall experience.

### KEY ACHIEVEMENTS

**78%** of surveyed customers said they would recommend EWOQ to others.

**88%** of customers were satisfied or very satisfied with how courteous, friendly and helpful our team members were.

*"I honestly could not believe how simple and easy the process was. The staff were amazing. It was truly nice to have someone listen and understand. I even told family members how surprising, efficient and professional staff were. Absolutely a truly amazing job and would highly recommend to anyone who is having problems."*  
– EWOQ customer.



## In detail

### CUSTOMER SATISFACTION

Based on survey results, customer satisfaction levels vary between complaint categories, with the following key measures standing out.

**Table 1: Customer satisfaction survey results**

Key measure (very satisfied)	Refer back	Refer to higher level (RHL)	Investigation
The effort made by EWOQ team member to listen and fully understand your side of the complaint	80%	90%	76%
The knowledge, skills and expertise of EWOQ team member involved in your complaint	76%	89%	71%
The final outcome of your complaint	54%	72%	50%
Overall satisfaction	74%	88%	66%

We were pleased to see consistently strong satisfaction with the overall experience across all case types, particularly in relation to the effort made by EWOQ and the expertise of our team. Customers in the RHL category reported the highest satisfaction levels, reflecting the timely resolution of their cases and the enhanced service experience delivered by our staff.

However, satisfaction with complaint outcomes declined among customers in the Refer Back and Investigation categories. These results are often influenced by whether the complaint was resolved in favour of the customer or the provider, as well as the complexity of the case type.

The refer back process applies to customers who contact EWOQ before attempting to resolve their issue directly with their provider. In these instances, we direct customers to engage with their provider first, which can sometimes be perceived as unhelpful and result in lower satisfaction scores.

Investigations represent our most complex case type, accounting for 6% of all cases in 2024–25. These cases typically require several weeks to resolve due to their detailed nature and the need for thorough analysis.

We continue to value customer feedback through our post-case surveys, which offer insights into their experience and help us identify opportunities for improvement. This year, we received 188 compliments, including 56 that specifically acknowledged the professionalism and dedication of individual officers. These comments are reviewed regularly to inform service enhancements and celebrate staff contributions.

### CUSTOMER EXPERIENCE IMPROVEMENTS

Over the past 12 months, we have implemented a range of initiatives aimed at improving the customer experience and strengthening our internal processes.

- We updated our refer back email template to include relevant complaint details, helping to reduce resolution timeframes and improve clarity for customers.
- The introduction of error and exception reporting within our new CRM system has enhanced data accuracy and enabled more proactive issue resolution.
- One-on-one interviews were conducted with all team members to assess current practices and identify key themes and opportunities for improvement.

We continue to conduct regular quality assurance (QA) activities to ensure our case management practices are accurate, efficient and compliant. Monthly case reviews incorporating both positive and constructive feedback and have been instrumental in driving process enhancements and informing ongoing coaching and development.

Following the launch of our new CRM system in August 2024, a comprehensive training program was delivered to our dispute resolution team. The system's improved data capture and exception reporting capabilities have enabled us to identify training needs and uplift individual performance. Exception reporting remains a critical tool for maintaining data integrity and ensuring timely updates.

A key focus this year has been the development of our new continuous improvement initiative Value Add. Building on our previous Quality Management Framework, Value Add is designed to enhance capability within our dispute

## OUR CUSTOMERS

resolution team and improve the quality of customer interactions. The program encourages staff to educate, explain and champion a fair outcome for consumers and scheme participants.

To support this initiative, we established the role of Continuous Improvement Coordinator in February 2025. The Value Add program officially launches in July 2025 and will include a refreshed coaching framework, a new QA program and an updated customer experience survey all aimed at delivering improved outcomes for customers and scheme participants.



## Learn more

### EXPLORE MORE

Visit [ewoq.com.au](http://ewoq.com.au) and search 'customer survey' or 'engagement charter'.

### RELATED READING

Our service – see page 24.

Our connections – see page 38.

# Our people



## At a glance

On 30 June 2025, 46 officers were employed on a full or part-time basis. Our hybrid work model was successfully maintained, fostering flexibility and collaboration across teams.

We continued focusing on strategic recruitment and onboarding to attract and retain skilled individuals aligned with our values, ensuring they contribute effectively from the start and feel valued for it.

Our Executive Management Group spent time focusing on succession planning and our future workforce needs with a series of workshops across 2024–25.

Our ongoing commitment to culture, values, and health and wellbeing, led by our dedicated working group, continued to enhance the mental and physical health of our people, particularly through our 'S.P.A.R.K. Alive Challenge' and fundraising for causes important to our

team. A volunteering policy was developed and released to further support our team and to contribute within the community.

Collaboration continued with our Workplace Health and Safety (WH&S) Committee and Reconciliation Action Plan (RAP) working groups contributing their knowledge and skills to assist in the planning and implementation of initiatives and programs to support a positive, safe, inclusive and diverse workplace.

Learning and development remained a priority, with various opportunities offered to team members, including ongoing participation in the Queensland Government Digital Graduate Program.

Our biannual EWOQ conference was held in Brisbane in October with the theme Connect, Culture and Customers, and a focus on learning, connecting and team building.



## Key data

**44.27** total full time equivalent (FTE) employees (head count of 46).

We've reported nil redundancies, nil early retirements and nil retrenchment packages during the 2024–25 financial period.

**Table 2: Occupation types in our workforce**

Occupation type	Percentage of total workforce (Calculated on FTE)
Corporate	48.23%
Frontline and frontline support	51.77%

**Table 3: Appointment types in our workforce**

Appointment type	Percentage of total workforce (Calculated on FTE)
Permanent	86.45%
Temporary	11.29%
Casual	0.00%
Contract	2.26%

**Table 4: Employment statuses in our workforce**

Employment status	Percentage of total workforce (Calculated on FTE)
Full-time	84.78%
Part-time	15.22%
Casual	0.00%

**Table 5: Diversity groups in our workforce**

Diversity groups	Number (Head count)	Percentage of total workforce (Calculated on headcount)
Women	33	71.74%
Aboriginal People and/or Torres Strait Islander Peoples	< 5	Not disclosed
People with disability	< 5	Not disclosed
Culturally and Linguistically Diverse – speak a language at home other than English including ATSI/ASSI languages	< 5	Not disclosed
Women in leadership roles – Senior Officers <sup>1</sup>	1	2.17%
Senior Executive Service and Chief Executives <sup>2</sup>	1	2.17%

**Table 6: Genders in our workforce**

Gender	Number (Head count)	Percentage of total workforce (Calculated on headcount)
Man	13	28.26%
Woman	33	71.74%
Non-binary	0	0%
Another term	0	0%
Not disclosed	0	0%

<sup>1</sup> Positions that are Classified, s122 and s155 combined.

<sup>2</sup> Positions that are Classified and s122 and s155 combined.



## In detail

### FLEXIBLE WORKING ARRANGEMENTS

A one-EWOQ approach has successfully facilitated consistency and ongoing collaboration and interaction across our organisation. Our team members continued to access a range of flexible work arrangements, including telecommuting, compressed hours, flexible start and finish times, purchased leave and part-time arrangements.

We embraced and adopted a flexible work arrangement as standard practice, with 3 days in the office and 2 days working from home (common arrangement).

This contemporary approach has continued to prove

effective, supporting workforce flexibility and productivity. Specific needs are met through individual flexible work arrangements, with continued adaptations to ways of working to maximise these arrangements, such as conducting team meetings face-to-face where possible, encouraging video calls with remotely based team members and utilising internal messaging systems to maintain open and regular contact.

### LEARNING AND DEVELOPMENT

We are committed to developing our people to ensure our services are delivered efficiently and effectively.

All team members are encouraged to develop their skills and knowledge through on-the-job training, self-directed

and instructor-led learning.

EWOQ's team conference provided opportunities to learn more about the impact of artificial intelligence in the way work, how to harness the power of conversation and root cause analysis, along with an update from our Advisory Council Chair and an opportunity for the Executive Management Group to respond to questions from the team.

This year development focused on training for our new customer relationship management system, cultural learning, ongoing technical, compliance, role-specific and professional development activities on a range of topics have continued. These have included:

- leadership development
- contemporary dispute resolution
- essential skills for handling high-stress calls
- procurement
- desktop publishing
- mental health first aid
- truth telling series
- compliance training for each team member which included building evacuation, code of conduct, fraud control, privacy, risk management and workplace bullying.

## EMPLOYEE RELATIONS

EWOQ maintains a Consultative Committee, co-chaired with Together Union, to facilitate meaningful consultation on matters that may impact our workforce. In the 2024–25 period the EWOQ Consultative Committee consulted on:

- workload management
- organisational change and restructuring
- training
- work-life balance
- improving gender equity
- fair career paths.

## STRATEGIC HR AND POLICY REVISIONS

Following the adoption of *Public Sector Act 2022* principles, the Core Agreement (enterprise bargaining) certification and the release of the Even better public service for Queensland strategy 2024–2028, EWOQ continued its focus on the development and review of core human resource policies, procedures and resources within EWOQ to support good decision making.

HR delegations continued to be reviewed across the year to reflect policy and position changes, along with the update of our succession plan to ensure continuity of service and to consider development requirements.

Further, an extensive review of our HR delegations is underway to ensure parity and consistency across roles.

## PERFORMANCE MANAGEMENT FRAMEWORK

Our Performance Management Framework is built on the foundations of positive performance management practices and provides our team members and leaders with the opportunity to understand and set expectations, focus on continuous improvement through supportive leadership, create safe spaces to receive and give feedback, and identify current and future development needs in response to industry demand and change.

During the year, we completed regular performance development discussions with our team members through monthly 1-on-1 discussions and 6 monthly performance reviews. We now turn our attention to how our existing performance management framework can be enhanced with the work commencing within the Customer Resolution and Engagement team with a focus on continuous improvement and coaching.

## WORKFORCE DIVERSITY

We are committed to diversity of thought, experience, perspective and gender.

In 2024–25, we improved our diversity and inclusion capability by:

- coordinating a series of speaker events to provide an opportunity for truth telling and understanding of First Nations perspectives
- coordinating internal learning opportunities for National Reconciliation Week
- developing a digital tree of reconciliation to celebrate what growing through reconciliation means to our team members
- providing team members with access to an Employee Assistance Program with specialist support for minority groups
- implementing our second Innovate Reconciliation Action Plan
- strengthening and growing our networks and partnerships within the communities we served
- continuing to support writing of individual Acknowledgement of Country statements
- reviewing our human rights, discrimination and inclusion and diversity support material on our intranet.

We reviewed and strengthened our Cultural and related leave policy, expanding to all cultural groups and ensuring an understanding of options relating to leave and entitlements. Consultation occurred across EWOQ and the policy was endorsed by our Reconciliation Action Plan working group prior to approval. Discrimination results in *Working for Queensland*, our employee opinion

survey, continued to indicate a strong culture of non-discriminatory behaviour.

## WORKPLACE HEALTH AND SAFETY

Workplace health and safety policies and procedures were reviewed and endorsed to support legislative compliance and ensure the health and wellbeing of our team members. This included the development of a psychological health and safety policy.

EWOQ conducted our first People at Work survey (PAWS) to gauge psychosocial risk factors across our teams. Results indicated EWOQ falls into the 'minimal concern' category, however the findings have provided an opportunity to do a deeper dive into some job demand and job resource factors.

We consider emerging risks including psychosocial on a quarterly basis and work is progressing on a standalone psychosocial risk register.

Our WH&S Committee continued to meet every 3 months, and we have an active health and wellbeing group who promote a range of activities and resources across the area.

Our Mental Health First Aid network is active, and we

continue to include a wide range of WH&S support material on our intranet.

## EMPLOYEE ACHIEVEMENT AND RECOGNITION PROGRAM

During 2024–25, our EWOQ All Stars Employee Achievement and Recognition Program continued, celebrating the successes of our team members with awards granted throughout the year across 3 categories:

- **All Star Award:** a bi-annual award recognising a team member for their overall contribution, ongoing commitment and demonstration of our values.
- **Bright Star Award:** a quarterly award for innovation, leadership, enthusiasm and problem solving.
- **Constellation Award:** a quarterly award recognising a high performing team.

There are also 2 informal awards that can be issued at any time by any team member:

- **Shining Star Award:** for going above and beyond.
- **Rock Star Award:** which celebrates team members making a difference, paying it forward or simply making the team laugh.



## Learn more

### EXPLORE MORE

Visit [ewoq.com.au](http://ewoq.com.au) and search 'working here'.

# Our service



## At a glance

In 2024–25, our service effectively supported customers across a broad spectrum of complaints and issues, including billing errors, service quality concerns, connection problems and supply reliability. We managed a total of 9,581 cases and delivered \$933,861 in customer benefits, an increase of \$117,229 compared to the previous year.

Customer enquiries rose by 28%, reflecting growing public interest in cost-of-living support, rebate and concession information and clarity around the smart meter rollout. As the rollout accelerated, more consumers turned to EWOQ as a trusted, independent source to validate their understanding of rights and responsibilities and to seek guidance on provider positions.

While we narrowly missed our service standard target of closing 80% of cases within 28 days, we achieved a strong result of 76%, marking a 7 point improvement from the previous year. Our new customer relationship management system has played a key role in enhancing efficiency and effectiveness. Notably, 98% of cases were

resolved within 60 days and over 99% within 90 days, demonstrating our commitment to timely and high-quality service delivery.

We also supported customers in embedded networks, such as retirement villages and apartment complexes, where electricity is supplied through privately owned infrastructure. In 2024–25, we closed 536 embedded network complaints. 292 related to authorised retailers and 244 to exempt sellers with billing and customer service being the most common issues.

Our proactive approach to identifying systemic issues—those affecting multiple customers—continued through close monitoring and collaboration with regulators and industry stakeholders. This year, we identified 37 potential systemic issues, a 48% decrease from the previous year, resulting in 20 systemic issue notices being issued. Addressing these issues helps prevent widespread problems and contributes to improved service delivery across the sector.



## Key data

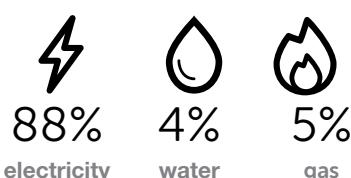
TOTAL CASES  
**9,581**

⌚ 14%  
decrease  
from last year

TOTAL COMPLAINTS  
**7,479**

⌚ 19%  
decrease  
from last year

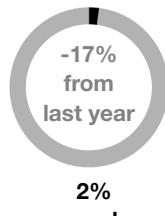
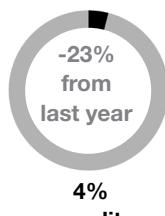
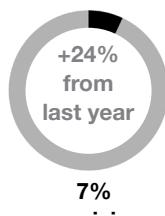
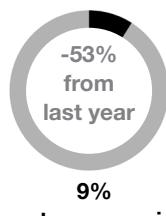
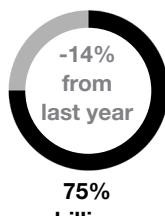
Of the 9,581 cases closed in 2024–25:



32% were referred back to an energy or water provider.  
40% were referred to a higher level within the energy or water provider.

16% were enquiries that were general in nature.  
6% were investigated.  
6% were referred to another organisation.

### Top 5 issues



Based on complaints (refer backs, refer to higher levels and investigations).



## In detail

Our service was established to support customers who use less than 160 megawatt hours of electricity or one terajoule of gas annually. In South East Queensland, we also assist residential and small business water customers whose annual consumption is less than 100 kilolitres.

### We investigate unresolved disputes across a wide range of issues, including:

- account errors and billing disputes
- connection and supply issues
- customer service concerns
- damages and loss
- disconnections and restrictions
- equipment faults
- extensions to supply
- guaranteed service levels
- marketing and contract disputes
- payment difficulties
- supply quality and reliability
- vegetation management
- (for water customers) burst pipes, leaks, blockages and spills.

As a free, fair and independent dispute resolution service, our approach is grounded in the principles of external dispute resolution. We work to establish the facts and clarify the issues, helping both customers and providers better understand the nature of the complaint and each other's perspectives.

Resolutions may be achieved through mutual agreement or conciliation, guided by what we determine to be a fair and reasonable outcome.

## CASE TYPES

When customers contacts us, we assess their issue and guide them through the most appropriate resolution pathway.

- Enquiry: Listening to the customer's concern and providing advice or referral.
- Referral to another organisation: When the issue falls outside our jurisdiction.
- Refer back: Directing the customer to first engage with their provider.
- Refer to higher level (RHL): Escalating the complaint within the provider's organisation.
- Investigation: Conducting a formal review of the unresolved issue.

Each contact is recorded as a case, while complaints—which include refer back, refer to higher level (RHL), and investigation—are billed to scheme participants.

### Enquiry

**1,531 = 16% of cases closed**

Customers often seek general advice about energy or water supply. Enquiries increased by 28%, reflecting growing interest in rebates, concessions and smart meter rollout information.

### Refer back

**3,088 = 32% of cases closed**

Before we can help, customers need to give their provider a chance to fix the problem. If a customer contacts us and they haven't contacted their provider to discuss the issue, we note the case as a refer back.

Refer backs decreased by 28%.

### Refer to higher level

**3,822 = 40% of cases closed**

These cases are escalated within the provider's organisation. We prepare a formal notice summarising the issue, requiring the provider to contact the customer within 5 business days to try and resolve the issue. If unresolved, the case may proceed to investigation.

## › Referral to other organisations

# 571 = 6% of cases closed

Referrals decreased by 17%. Most were directed to the Office of Fair Trading (80%), covering issues such as bulk hot water, bottled gas and solar installations. Queensland Ombudsman referrals accounted for 8%.

This structured approach ensures customers receive timely, appropriate support while maintaining the integrity and efficiency of our dispute resolution process.

For disputes outside our jurisdiction, we have Memoranda of Understanding (MoU) with the following organisations to ensure timely exchange of information and referral of cases, where relevant:

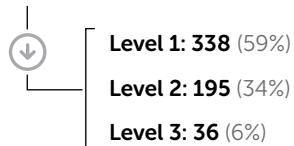
- Australian Competition and Consumer Commission
- Australian Energy Regulator
- Department of Treasury – Energy Division
- Department of Local Government, Water & Volunteers
- Office of Fair Trading
- Queensland Competition Authority
- Queensland Ombudsman.

### Issues we refer to these organisations include:

- the fixing of prices or tariffs
- a customer contribution to the cost of capital works
- products such as air conditioners, hot water systems, solar panels and home electrician services offered by electricity retailers
- on-selling of water and gas to tenants in caravan parks, retirement villages and other multi-tenanted dwellings (embedded networks)
- bottled LPG (liquefied petroleum gas)
- electricity consumption of more than 160 megawatt hours a year
- gas consumption of more than one terajoule a year
- water consumption of more than 100 kilolitres a year for small business
- metered standpipes, raw water supplies, trade waste, stormwater harvesting or stand-alone recycled water.

## › Investigations

# 569 = 6% of cases closed



When a complaint progresses to investigation, we begin by preparing a Notice of Investigation outlining the customer's concerns. This notice is sent to the provider, who is required to respond within 10 business days.

Throughout the process, our investigation officers work closely with both parties to facilitate a resolution that is fair and reasonable.

If the investigation finds the provider's actions were appropriate, the complaint is closed, and both parties are informed of the outcome and the rationale behind our

decision. Where errors are identified, we negotiate a suitable resolution. Examples of outcomes include:

- establishing a payment plan for an overdue account
- reconnection of energy supply
- compensation for damage to equipment.

In 2024–25, we closed 569 investigations, down from 643 in the previous year. Investigations are categorised by complexity and time required, with Level 3 investigations representing the most complex cases. These can take several weeks to resolve. On average, each Level 3 investigation required 9.0 hours, with the longest taking 16.7 hours.

Our investigation process is designed to ensure transparency, fairness and meaningful outcomes for customers, while supporting providers in improving their service delivery.

## › Notice of withdrawal

A customer can withdraw a case during its investigation.

There were 2 notice of withdrawals during 2024–25.

## › Final order

When informal resolution is not possible, complaints may be finalised through formal mechanisms under the *Energy and Water Ombudsman Act 2006*.

- Section 22 Decisions: Under section 22 of the Act, the Ombudsman may decide not to investigate or to

discontinue an investigation. In 2024–25, 14 cases were finalised through this pathway.

- Final Orders: If a complaint cannot be resolved through negotiation or conciliation, the Ombudsman may issue a final order requiring the energy or water

provider to take specific action. No final orders were issued this year.

The Ombudsman's powers under the Act include the ability to:

- direct providers to pay compensation
- require a non-monetary remedy to resolve the dispute
- amend a stated charge under the Act
- cancel a negotiated contract
- instruct providers to perform corrective work.

These powers ensure that customers have access to a fair and enforceable resolution process when informal methods are exhausted, reinforcing our commitment to accountability and justice in dispute resolution.

## TIME TAKEN TO RESOLVE COMPLAINTS

**Table 7: Time taken to close cases**

	Target	2024–25	
Less than 28 days	80%	7,243	76%
Less than 60 days	90%	9,412	98%
Less than 90 days	95%	9,547	> 99%
More than 90 days	< 5%	34	< 1%

## EMBEDDED NETWORKS

While most customers purchase electricity directly from authorised energy retailers, a significant number receive their supply through embedded networks—privately owned energy networks commonly found in retirement villages, apartment blocks and caravan parks. In these settings, the site owner or operator purchases electricity from the grid and on-sells it to residents.

Most embedded network operators are classified as exempt sellers, meaning they are not required by the Australian Energy Regulator to hold a retailer authorisation. However, some embedded networks are serviced by authorised retailers who also on-supply electricity to customers.

To strengthen our engagement and streamline onboarding for embedded networks, we established a dedicated Exempt Seller Coordinator role in 2024–25. This position serves as the first point of contact for embedded network scheme participants, supporting their understanding of and compliance with our policies and procedures.

The coordinator plays a vital role in ensuring that embedded network customers have equitable access to our services and receive the protections they are entitled to under the law. This initiative reflects our commitment to inclusivity, transparency and fair treatment for all

customers, regardless of how they receive their energy supply.

In the 2024–25 period we closed 536 embedded network complaints:

- 292 authorised retailer complaints
- 244 exempt seller complaints.

### Top issues for embedded networks:

- Billing 76%
- Customer service 9%
- Credit 9%
- Provision 5%.

### Case types:

- Refer back 52%
- Refer to higher level 31%
- Investigation 17%.

## SYSTEMIC ISSUES

A systemic issue is a problem raised by a customer that affects—or has the potential to affect—multiple customers. Under the *Energy and Water Ombudsman Act 2006*, we are responsible for identifying systemic issues that arise from complaints made to our office.

Systemic issues may result from a range of factors, including human error, system or process failures and gaps in policies or procedures.

We identify potential systemic issues through several key channels.

- Complaint monitoring: Our investigation team actively monitors cases via our case management system to detect patterns and recurring issues.
- Stakeholder engagement: We stay informed through advice from the Advisory Council, collaboration with regulators and government agencies, and peer networks with other ombudsman offices.
- Scheme participant disclosures: Providers may also alert us to potential systemic issues.

In 2024–25, we identified 37 potential systemic issues. We issued 20 systemic issue notices and monitored 15 cases that did not result in a systemic issue notice being issued. 2 cases were under assessment as of 30 June 2025.

A systemic issue notice is issued when we identify a concern and request further information from one or more scheme participants to determine whether the issue is systemic in nature.

Billing remains the most common area of concern, accounting for 73% of all potential systemic issues identified this year. By proactively identifying and addressing systemic issues, we help prevent widespread problems and contribute to improved service delivery across the energy and water sectors.

**Top potential systemic issues:**

- Billing 73%
- Customer service 14%
- Provision 3%
- Metering 3%
- Other 8%.

**Resolving systemic issues**

When a potential systemic issue is identified we:

- advise the scheme participant
- request information on how they would address it
- ask scheme participants to determine how many customers could be impacted
- update the relevant regulator when there was a risk a systemic issue could breach or violate a legislative code or license.

Depending on the concern, our identification of systemic issues may lead a scheme participant to:

- redesign products and services
- change organisational practices and procedures
- retrain staff on product and service delivery
- reassess consumer information (e.g. labelling)

- reassess the performance of after-sales service
- receive an early warning about potential product and service defects.

**Systemic issues outcomes**

In 2024–25, we closed 51 potential systemic issues. Of these:

- 23 issues were monitored but did not result in a systemic issue notice being issued
- The remaining issues led to the following outcomes, as reported by scheme participants:
  - » 4 issues resulted in remedial action
  - » 24 issues resulted in no action taken.

Our ongoing monitoring and identification of systemic issues plays a critical role in:

- reporting concerns to relevant regulators
- informing our policy and advocacy efforts
- promoting continuous improvement across the energy and water sectors
- supporting better outcomes for consumers through targeted industry uplift.

By addressing systemic issues proactively, we help prevent recurring problems and contribute to a more transparent, accountable and responsive service environment for all customers.

**MONETARY OUTCOMES**

We negotiated a total of \$933,861 worth of outcomes for customers.

**Table 8: Top 5 monetary outcomes**

		Number	Amount
1	Refund processed	247	\$347,429
2	Billing adjustment	180	\$228,441
3	Goodwill gesture	624	\$193,825
4	Rebate applied	74	\$62,041
5	Payment plan offered	58	\$37,053

**Learn more****FOR THE DATA**

Turn to Appendix 2 for:

- Table 20
- Table 21
- Table 22

**EXPLORE MORE**

Visit [ewoq.com.au](http://ewoq.com.au) and search 'complaints'.

Visit [ewoq.com.au](http://ewoq.com.au) and search 'systemic issues'.

**RELATED READING**

Our customers – see page 14.

Our governance – see page 42.

# Electricity complaints



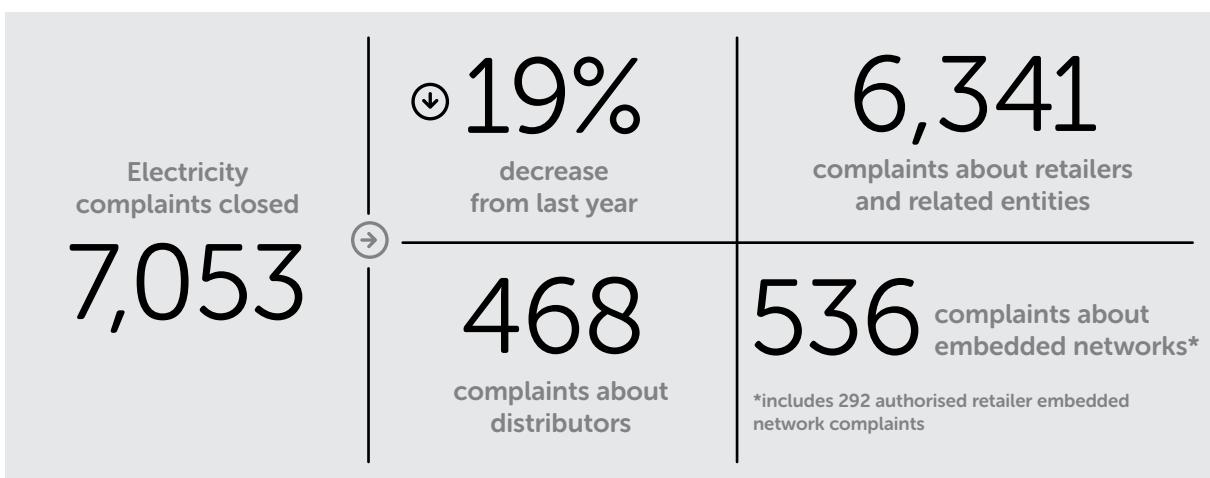
## At a glance

We closed 7,053 complaints about electricity during 2024–25 – 1,670 less than the previous year. Refer to higher level and refer backs were the most common types of electricity complaints (52% and 40% of complaints respectively), followed by investigations (7%).

Billing was the most common primary issue with 76% of complaints closed. Customer service complaints (9% of complaints) was the second highest primary issue.

Complaints about provision was the third highest primary issue in 2024–25 (7%), followed by credit (4%).

For investigations, credit remained the second most common primary issue, with 12% of investigations being about credit, in line with previous year. Billing investigations remained stable at 72% of investigations in 2024–25 compared to 75% last year.

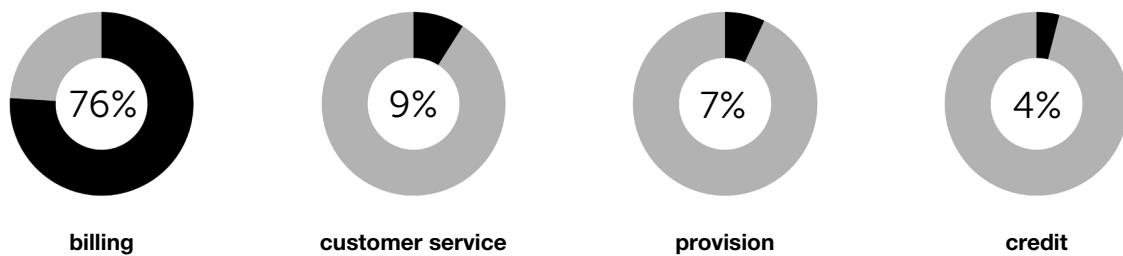


## Key data

### Closed electricity complaints by case type

52% refer to higher level	40% refer back	7% investigation
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### Electricity complaints by primary issue



## CLOSED ELECTRICITY COMPLAINTS

**Table 9: Closed electricity complaints by primary issue and case type**

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	2,014	2,958	377	5,349
Customer Service	283	343	18	644
Provision	267	197	37	501
Credit	144	78	62	284
Supply	85	30	19	134
Land	35	30	8	73
Marketing	13	19	1	33
Transfer	8	16	3	27
Domestic and Family Violence <sup>1</sup>	0	1	1	2
Privacy <sup>1</sup>	1	0	0	1
Other	5	0	0	5
<b>Total</b>	<b>2,855</b>	<b>3,672</b>	<b>526</b>	<b>7,053</b>

<sup>1</sup> Issue added in the 2024–25 issue tree review.

## INVESTIGATIONS

An **investigation** is a complaint we examine to facilitate an outcome we believe is fair and reasonable for both the customer and provider. Investigations can be Level 1, 2 or 3 depending on the time it takes to resolve the issue.

**Table 10: Electricity investigations by primary and secondary issues**

Primary issue	Secondary issue	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	High	223	143	173	179	186
	Error	78	64	42	31	29
	Estimation	91	70	76	57	28
	Rebate/Concession	30	11	24	49	28
	Backbill	21	22	16	20	22
	Meter	43	33	29	36	21
	Refund	30	11	6	5	15
	Tariff	46	30	37	18	11
	Account <sup>1</sup>	N/A	N/A	N/A	N/A	11
	Delay	20	31	68	16	9
	Fees & charges	14	6	11	5	9
	Format	2	1	1	3	4
	Opening/Closing account <sup>2</sup>	31	27	18	11	2
	Transfer <sup>1</sup>	N/A	N/A	N/A	N/A	1
	Affordability/Hardship <sup>1</sup>	N/A	N/A	N/A	N/A	1
	Incorrect Account Details <sup>2</sup>	4	8	7	3	0
	Re-Bill <sup>2</sup>	2	0	1	3	0
	Other <sup>2</sup>	25	4	5	2	0

Primary issue	Secondary issue	2020–21	2021–22	2022–23	2023–24	2024–25
Billing (continued)	Period <sup>2</sup>	7	0	1	2	0
<b>Total (Billing)</b>		<b>667</b>	<b>461</b>	<b>515</b>	<b>440</b>	<b>377</b>
Credit	Collection	98	51	34	34	39
	Disconnection/Restriction	9	28	20	12	13
	Hardship	6	8	3	6	6
	Payment difficulties	21	14	7	4	4
	Privacy <sup>2</sup>	4	4	2	1	0
<b>Total (Credit)</b>		<b>138</b>	<b>105</b>	<b>66</b>	<b>57</b>	<b>62</b>
Provision	Existing connection	84	61	27	22	25
	Restriction <sup>3</sup>	5	11	6	5	7
	New connection	15	13	5	3	5
<b>Total (Provision)</b>		<b>104</b>	<b>85</b>	<b>38</b>	<b>30</b>	<b>37</b>
Supply	Off supply (unplanned)	21	24	11	15	16
	Variation	6	8	4	3	3
	Off supply (planned)	7	7	3	3	0
	Quality	6	0	4	2	0
<b>Total (Supply)</b>		<b>40</b>	<b>39</b>	<b>22</b>	<b>23</b>	<b>19</b>
Customer Service	Failure to consult or inform	10	6	12	7	8
	Poor service	29	12	9	6	5
	Incorrect advice or information	30	14	7	2	4
	Privacy <sup>2</sup>	2	1	2	0	1
	Failure to respond <sup>2</sup>	10	6	5	4	0
	Poor/Unprofessional attitude <sup>2</sup>	1	1	0	1	0
	Refund <sup>4</sup>	3	0	0	N/A	N/A
<b>Total (Customer Service)</b>		<b>85</b>	<b>40</b>	<b>35</b>	<b>20</b>	<b>18</b>
Land	Property damage <sup>5</sup>	4	5	4	3	5
	Vegetation management	2	1	3	0	3
	Network assets	6	9	2	4	0
	Easement	0	1	0	0	0
	Street lighting	0	1	0	0	0
	Other <sup>2</sup>	1	0	0	0	0
<b>Total (Land)</b>		<b>13</b>	<b>17</b>	<b>9</b>	<b>7</b>	<b>8</b>
Transfer	Error	4	0	0	2	2
	Without consent	8	5	2	2	1
	In error <sup>2</sup>	4	1	0	2	0
	Delay	5	2	1	1	0
	Site ownership	2	1	0	1	0
	Contract terms <sup>6</sup>	1	0	1	0	0
	Objection/Rejected by retailer	3	1	0	0	0
	Billing <sup>4</sup>	0	2	1	N/A	N/A
<b>Total (Transfer)</b>		<b>27</b>	<b>12</b>	<b>5</b>	<b>8</b>	<b>3</b>

Continued on next page.

Primary issue	Secondary issue	2020–21	2021–22	2022–23	2023–24	2024–25
Marketing	Door to door	0	0	0	0	1
	Contract	2	2	2	1	0
	Information	0	1	0	1	0
	Misleading	1	2	1	0	0
	Pressure	0	2	0	0	0
<b>Total (Marketing)</b>		<b>3</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>1</b>
Domestic and Family Violence <sup>1</sup>	Failure to identify affected customer or their circumstances <sup>1</sup>	N/A	N/A	N/A	N/A	1
<b>Total (Domestic and Family Violence)</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1</b>
<b>Grand total</b>		<b>1,077</b>	<b>766</b>	<b>693</b>	<b>587</b>	<b>526</b>

<sup>1</sup> Issue added in the 2024–25 issue tree review.

<sup>2</sup> Issue made redundant or classified elsewhere in 2024–25 issue tree review.

<sup>3</sup> Renamed from disconnection/restriction in the 2024–25 issue tree review.

<sup>4</sup> Issue made redundant or classified elsewhere in 2023–24 issue tree review.

<sup>5</sup> Renamed from property damage/restoration in the 2024–25 issue tree review.

<sup>6</sup> Renamed from cooling off rights in the 2023–24 issue tree review.

## ELECTRICITY COMPLAINTS CLOSED PER 10,000 CUSTOMERS

**Table 11: Electricity complaints closed per 10,000 customers**

Provider <sup>1</sup>	Electricity customer numbers <sup>2</sup>	Complaints closed per 10,000 customers	Complaints closed 2024–25	Complaints closed 2023–24	% Variance
<b>First tier retailer<sup>3</sup></b>					
Origin Energy Electricity Limited	500,001 – 1,000,000	25	1,604	1,738	-8%
Ergon Energy Queensland Pty Ltd	500,001 – 1,000,000	15	1,106	2,116	-48%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 – 500,000	24	975	1,266	-23%
<b>Second tier retailer</b>					
Alinta Energy Retail Sales Pty Ltd	100,001 – 500,000	41	861	918	-6%
EnergyAustralia Pty Ltd	100,001 – 500,000	37	372	482	-23%
Simply Energy (ENGIE)	10,001 – 100,000	123	208	100	108%
Sumo Power Pty Ltd	10,001 – 100,000	90	99	171	-42%
Dodo Power & Gas Pty Ltd	10,001 – 100,000	76	122	88	39%
Hanwha Energy Retail Australia Pty Ltd (T/A Nectr Energy)	10,001 – 100,000	75	91	96	-5%
OVO Energy Pty Ltd	10,001 – 100,000	44	115	189	-39%

Continued on next page.

Provider <sup>1</sup>	Electricity customer numbers <sup>2</sup>	Complaints closed per 10,000 customers	Complaints closed 2024–25	Complaints closed 2023–24	% Variance
Red Energy Pty Ltd	10,001 – 100,000	23	187	208	-10%
Ampol Energy (Retail) Pty Ltd	10,001 – 100,000	17	43	10	330%
Amber Electric Pty Ltd	3,001 – 10,000	106	54	42	29%
Globird Energy Pty Ltd	3,001 – 10,000	46	43	50	-14%
Energy Locals Pty Ltd	3,001 – 10,000	37	29	27	7%
1st Energy Pty Ltd	< 3,001	127	29	10	190%
Blue NRG Pty Ltd	< 3,001	109	27	16	69%
<hr/>					
Energex Limited	> 1,000,000	2	275	255	8%
Ergon Energy Corporation Limited	500,001 – 1,000,000	3	193	260	-26%

<sup>1</sup> Only providers with 20 or more complaints in 2024–25 have been included in this table. Embedded network complaints for retailers who on-sell electricity were also excluded. To view electricity retailer and distributor complaints by primary issue, turn to Appendix 3.

<sup>2</sup> Customer numbers sourced from AER retail energy market performance update for Quarter 3, 2024–25 (retailers) and AER Regulatory Information Notice (RIN) responses 2023–24 (distributors).

<sup>3</sup> First tier retailers are defined by the AER as those who hold more than a 10% market share in Queensland.



## Learn more

### FOR THE DATA

Turn to Appendix 3 for:

- Table 25
- Table 26

### RELATED READING

Appendix 5: Current scheme participants

# Gas complaints



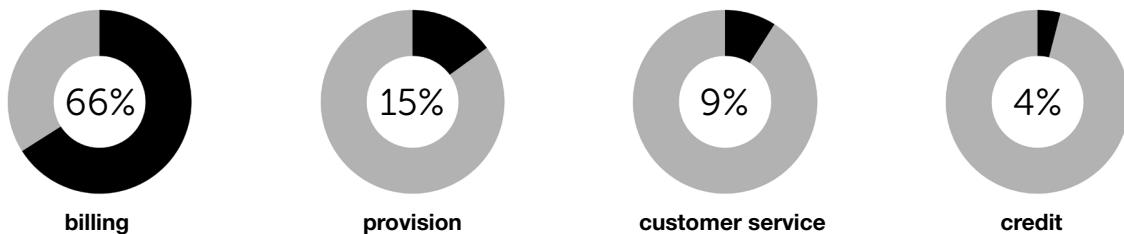
## At a glance

We closed 197 gas complaints in 2024–25, a decrease of 27%. We saw an equal number of refer backs and refer to higher level complaints, each representing 49% of gas complaints closed. Investigations accounted for 2% of closed gas complaints. Billing remains the most common primary issue (66% of complaints closed), followed by provision, customer service and credit.



## Key data

Gas complaints by primary issue



**Table 12: Closed gas complaints by primary issue and case type**

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	62	68	1	131
Provision	13	17	0	30
Customer Service	12	5	0	17
Credit	3	2	2	7
Transfer	0	4	0	4
Supply	3	0	0	3
Land	2	0	1	3
Marketing	1	0	0	1
Other	1	0	0	1
<b>Total</b>	<b>97</b>	<b>96</b>	<b>4</b>	<b>197</b>



## Learn more

### FOR THE DATA

Turn to Appendix 3 for:

- Table 27
- Table 28

### RELATED READING

Appendix 5: Current scheme participants

# Water complaints 💧



## At a glance

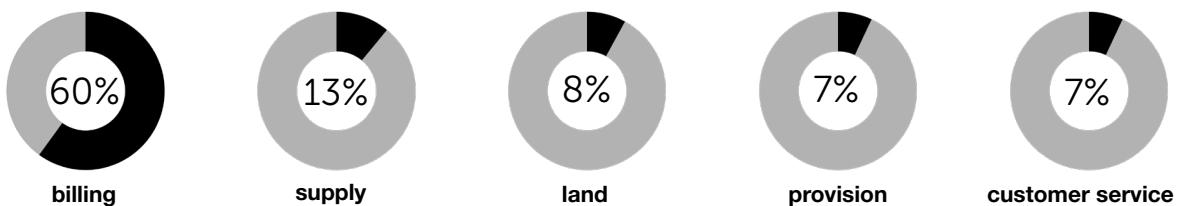
We closed 229 water complaints in 2024–25, a 23% decrease from last year. We saw reductions across all case types, with a 26% decrease in refer to higher level (24% of closed water complaints), a 24% decrease in refer backs (59% of closed water complaints) and an 11% decrease in investigations (17% of closed water complaints).

Billing remained a top issue for Queenslanders. Complaints about supply increased by 100% while complaints about customer service decreased by 50%. While this change is significant, water complaints represent just 3% of complaints received by EWOQ.



## Key data

### Water complaints by primary issue



**Table 13: Closed water complaints by primary issue and case type**

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	80	34	23	137
Supply	17	4	9	30
Land	13	3	3	19
Provision	11	4	2	17
Customer Service	8	7	1	16
Credit	6	1	1	8
Privacy <sup>1</sup>	0	1	0	1
Other	1	0	0	1
<b>Total</b>	<b>136</b>	<b>54</b>	<b>39</b>	<b>229</b>

<sup>1</sup> Issue added in the 2024–25 issue tree review.



## Learn more

### FOR THE DATA

Turn to Appendix 3 for:

- Table 29

### RELATED READING

Appendix 5: Current scheme participants



# Customer story

## **SUPPORTING A DOMESTIC VIOLENCE SURVIVOR THROUGH FINANCIAL HARDSHIP**

Vicki\* had recently escaped a seven-year relationship marked by domestic violence and financial control. Six months after leaving the shared property, she discovered a significant electricity debt in her name—accumulated while she was under financial duress.

Vicki contacted her electricity provider several times, seeking to have the debt waived or to arrange a payment plan. Despite her efforts, she was repeatedly promised a callback that never came. Each call forced her to relive her trauma, leaving her feeling unheard and unsupported.

Disheartened about her experience, she approached EWOQ for help.

### **Here's how we helped**

When Vicki reached out to EWOQ, we stepped in to advocate on her behalf. We liaised directly with her electricity provider, highlighting her circumstances and requesting that the debt be waived due to the financial control she had experienced.

### **Outcome**

As a result of our intervention, the electricity provider agreed to waive the full \$1,786 debt. Vicki expressed deep gratitude for the support and relief of having the matter resolved.

Vicki's experience highlights the importance of trauma-informed customer service and the need for energy providers to have clear processes for supporting customers affected by domestic and family violence.

**If you or someone you know is experiencing domestic or family violence, support is available. Contact DVConnect on 1800 811 811 or 1800 RESPECT on 1800 737 732 (24 hours a day, 7 days a week).**

\*Name changed to protect privacy.



# Customer story

## **CUSTOMER DENIED REBATE OVER CONFUSION ON ELIGIBILITY RULES**

Dora\* owned a property within an embedded electricity network. In June 2024, she vacated the property to complete renovations before putting it up for sale. Although she was no longer living there, she maintained an active electricity account and continued paying for usage.

In mid-2024, the Queensland government announced that all eligible Queensland households who had an active electricity account on 1 July 2024 would receive a \$1,000 Cost of Living rebate credited to their accounts. Dora expected that she would receive the rebate, as her account was active on that date.

When Dora didn't receive the rebate, she contacted her embedded network provider, who told her she was ineligible because the property was vacant on 1 July. Confused and confident she met the criteria, Dora contacted EWOQ for help.

### **Here's how we helped**

We investigated Dora's case and confirmed that her electricity account was active on 1 July, and remained open until the property was sold on 24 July. We queried the provider's decision and were told they had interpreted government guidance to mean that vacant properties in embedded networks were ineligible.

To clarify the intent of the eligibility criteria, we contacted the Department of Energy and Climate. They confirmed that the reference to 'vacant properties' was meant to prevent embedded networks from claiming rebates for properties not being billed for electricity, not to exclude account holders like Dora who were still paying for services.

Dora was eligible for the rebate.

### **Outcome**

We shared this clarification with the embedded network provider, who then applied the \$1,000 rebate to Dora's account and issued a refund, as the account had since been closed.

Dora was relieved to have the matter resolved and grateful for the support.

**If you're unsure about your eligibility for a rebate or have concerns about how your provider has applied a policy, EWOQ is here to help.**

\*Name changed to protect privacy.

# Our connections



## At a glance

In 2024–25, we continued to strengthen our role as a trusted, independent dispute resolution service for Queensland energy and water consumers. Our work focused on expanding outreach, enhancing digital engagement, deepening reconciliation efforts, influencing public policy and fostering sector collaboration.

We increased our outreach and engagement by 42% this year, reaching 27 communities across regional and South East Queensland. We facilitated connections with scheme participants, community organisations and consumers through targeted events, ensuring consumers had access to service providers and dispute resolution services.

We undertook a major upgrade of our public-facing website, significantly enhancing accessibility and improving the visibility of information about common complaints. These improvements help users better understand the support available from their providers and clarify how we can assist when issues remain unresolved. We significantly expanded our digital reach, reaching more than 362,000 Queensland energy and water consumers online, an increase of 57% compared to the previous year. Our audience grew by 32%, allowing us to

share important messages with Queenslanders about our service and energy and water issues that may affect them.

We advanced our reconciliation journey through the implementation of our second Innovate Reconciliation Action Plan (RAP), seeing success with a review of our cultural protocols for front-line team members and our partnership with the First Nations Foundation to support growing financial literacy in remote communities.

We actively contributed to key reforms and consultations to ensure the frameworks that guide our energy sector are fit for purpose, support consumers and facilitates the energy transition in Queensland. We maintained our strong relationships with peer networks, supporting best practise dispute resolution.

Supporting our scheme participants continues to be a key focus area. This year we developed an improved Scheme Participant Portal in alignment with the core principles that guide our engagement with our scheme participants: dispute resolution, information sharing, partnering and finance.



## In detail

### OUTREACH AND ENGAGEMENT

We facilitated 27 outreach and engagement initiatives in the past 12 months, visiting communities across regional and South East Queensland to raise awareness of our service and create opportunities for connection, collaboration and contact between community stakeholders, consumers and scheme participants.

Using our complaint data and past outreach insights, we connected with organisations and communities to:

- Build stronger connections with First Nations communities in line with Reconciliation Action Plan deliverables.
- Support partnerships with the First Nations Foundation and other organisations for outreach and engagement such as Queensland Council of Social Service and the Indigenous Consumer Assistance Network.
- Leverage our existing network to strengthen connection in areas where case numbers are low.
- Host information sessions for community workers and

community and neighbourhood centres that focused on financial literacy, energy assistance for seniors, and anti-poverty and welfare events at targeted locations.

- Coordinate Community Assistance Days to bring together a variety of community workers and organisations at the following locations:
  - » Yarrabah, Cairns and Mossman
  - » Palm Beach, Coomera and Logan
  - » Toowoomba, Ipswich and Beenleigh.

As part of our ongoing outreach and engagement efforts in regional Queensland, our team travelled to Townsville, Palm Island, Doomadgee, Normanton, Croydon, Rockhampton and Cherbourg. These visits aimed to provide community members with information about the support we offer and to explain their rights and responsibilities when making a complaint.

We regularly shared insights from our outreach activity with our frontline officers to provide understanding of energy and water issues in the community, and to foster stronger connections.

## Continuous pathways

In developing our Awareness raising and community engagement plan 2025–2026, we reviewed our case data to identify both emerging and ongoing pathways to communities in need, focusing on areas with low case rates per household. These insights have informed a refreshed approach to our activities, including digital engagement campaigns and targeted community engagement to address specific issues. We will continue to foster collaboration and seek to strengthen partnerships between Indigenous and non-Indigenous communities and organisations.

## RAISING AWARENESS ONLINE

We completed a range of paid digital campaigns throughout the year to raise awareness of our service and share timely information on energy and water issues affecting Queenslanders. Through our paid activity we reached more than 314,000 Queensland energy and water consumers, an increase of 57% compared to 2023–24. We reached an additional 48,000 consumers through our organic content, an increase of 60% compared to 2023–24. Our audience has grown by 32% across our social media channels, sharing content throughout the year on Facebook, LinkedIn, X and Instagram.

Despite a 14% reduction in cases closed, visits to our website reduced by just 1.5% with complaints received online increasing by 1%. This shows the importance of our website as a channel for consumers to access our services.

In addition to growing online awareness and engagement via our website and social media channels, we completed a significant upgrade of our public-facing website this year.

This project involved a complete rebuild using a new content management system, designed with accessibility in mind to make it easier for those who use accessibility tools to browse our website and access our online services. The new site structure focuses on making information on our common complaints easy to find, helping people to understand what support their provider can offer them and how we can help when issues aren't resolved. We've also included important features such as live chat and online forms that allow you to save your progress, giving consumers choices of how and when to engage with us.

## OUR RECONCILIATION ACTION PLAN

As an independent dispute resolution service, we're passionate about creating equal opportunities for all, and a culture of respect and understanding for First Nations peoples. We believe it is our responsibility to support the national reconciliation movement. Together with First Nations organisations, we aim to make practical contributions towards positive change for First Nations people.

Over the past year, our RAP working group met regularly to drive the development and implementation of our second Innovate RAP, fostering collaboration and continuous improvement.

- We updated our Cultural Engagement Protocols to better support respectful and meaningful engagement with First Nations peoples. This document—which outlines the importance of Welcome to Country, Acknowledgement of Country and Sorry Business—is used to enhance team understanding and embed cultural respect across our organisation.
- We deepened our engagement with Traditional Custodians by inviting elders to participate in key events such as National Reconciliation Week 2025, including discussion on cultural protocols, truth telling and sorry business.
- We developed a digital tree of reconciliation to celebrate what growing through reconciliation means to our team members.
- We facilitated internal learning opportunities where team members from our offices in Brisbane, Rockhampton and Cairns were able to share and celebrate First Nations culture.
- We formed a new partnership with the First Nations Foundation to support financial literacy and awareness in First Nations communities facing energy and water hardship. Our team conducted on-the-ground engagement in Palm Island, Doomadgee, Normanton and Croydon listening, learning and supporting community.

We remain committed to our reconciliation journey by using our influence to build and promote meaningful partnerships with First Nations communities and organisations. We continue to share information on our website and our social media to affirm our commitment and increase awareness of our service among First Nations communities.

## OUR CONTRIBUTION TO PUBLIC POLICY

We actively contribute to policy and legislative reviews led by government, regulators, not-for-profit organisations and other stakeholders. Drawing on our experience with customers and providers, we make informed submissions on issues that impact energy and water consumers.

In 2024–25, the energy sector underwent significant regulatory reform to better support consumers and enable the energy transition. We participated in a wide range of consultations to ensure the evolving framework remains fit for purpose and responsive to consumer needs.

### Australian Energy Market Commission (AEMC)

We supported key reforms by the AEMC to strengthen consumer confidence and protections. These include:

- capping price increases to once per year
- removing unfair fees for vulnerable customers
- ensuring hardship customers receive the lowest available offer.

We also contributed to reviews on electricity pricing, the smart meter rollout and improved access to real-time usage data helping consumers make informed energy choices.

### Australian Energy Regulator (AER)

In response to rising cost-of-living pressures and increasing energy prices, we continued our engagement with the AER to strengthen protections for vulnerable consumers. This included contributing to the review of Payment Difficulties Protections under the National Energy Consumer Framework, including the minimum disconnection threshold.

We remain committed to ensuring appropriate support is available and uplifting industry standards during this period of significant change. Our involvement also extended to reviews of the Embedded Networks exemptions framework and the Better Bills Guideline.

### Department of Climate Change, Energy, the Environment and Water

We collaborated with fellow energy ombudsmen to provide input on the Terms of Reference for the Better Energy Customer Experiences review. This comprehensive review aims to modernise Australia's consumer protection framework, including consideration of an overarching consumer duty.

### Queensland Government

We supported the expansion of EWOQ's jurisdiction to include complaints related to large-scale renewable energy through input on Queensland's draft Renewable Regulatory Framework. We also provided feedback on policy and regulatory settings to ensure they remain consumer-focused and adaptable, proposing changes to keep the EWOQ scheme efficient, responsive and fit for a rapidly evolving energy market.

### The Energy Charter

We strongly supported the co-design of the Draft Smart Meter Energy Code, ensuring consumers remain central to Australia's smart meter rollout. We continue to advocate for reforms that evolve consumer protections in line with the changing energy landscape.

## PEER NETWORKS

We maintained strong connections across the dispute resolution community through active membership in the Australian and New Zealand Ombudsman Association (ANZOA) and the Australian and New Zealand Energy and Water Ombudsman Network (ANZEWON). We also contributed to cross-sector collaboration, supporting

shared efforts to improve outcomes for vulnerable consumers.

### ANZOA

As a member of ANZOA, we uphold the highest standards of independence, fairness, and effectiveness, aligned with the 6 benchmarks for industry-based dispute resolution. Our Ombudsman, Jane Pires, serves as executive sponsor for 2 ANZOA interest groups: the Corporate Interest Group and the Indigenous Engagement Interest Group. The Corporate Interest Group is facilitated by Angela Arico our General Manager Strategy, Operations and Governance.

### ANZEWON

As a member of ANZEWON, a network of energy and water ombudsmen across Australia and New Zealand, we contributed to shared efforts addressing industry and policy developments impacting consumers. The network fosters collaboration and learning, helping members progress initiatives more efficiently. Our Ombudsman participated in 4 ANZEWON meetings throughout the year.

### Thriving Communities Partnership

We actively contribute to the Thriving Communities Partnership, working alongside organisations across utilities, finance, telecommunications and transport to ensure all Australians have fair access to essential services.

### Culture and Reconciliation Working Group

We actively participate in the Culture and Reconciliation Working Group to strengthen relationships with First Nations peoples and embed cultural awareness across our teams. Shared learnings and insights from other organisations inform meaningful actions such as joint training initiatives that enhance our understanding and responsiveness.

### Energy Charter Supporter

We proudly support the Energy Charter, a collaborative initiative bringing together energy businesses, customer advocates, community organisations and strategic partners to ensure the energy transition delivers positive outcomes for all Australians. Through our involvement, we help champion customer-focused reforms and contribute to building a fairer, more inclusive energy future.

## OUR SCHEME PARTICIPANTS

At 30 June 2025, we had the following scheme participants:

- **60** authorised retailers and distributors
- **491** exempt sellers.

Last year we onboarded **156** exempt sellers and **4** authorised retailers.

## Who needs to join our scheme?

Under the *Energy and Water Ombudsman Act 2006*, all authorised energy suppliers in Queensland, and water distributor-retailers in South East Queensland, must join the EWOQ scheme if they supply electricity, gas or water to residential customers or eligible small businesses.

Following amendments to the *Energy and Water Ombudsman Regulation 2007* in February 2022, embedded network owners and operators in Queensland are required to join our scheme. This includes those with a class D2, D6, R2, R3, R4, ND2, ND6, NR2, NR3 or NR4 exemption and individual exemptions as described in the Australian Energy Regulator's (Retail) Exempt Selling Guideline and Network Service Provider Registration Exemption Guideline.

- Exempt sellers with 2,000 or less customers are automatically deemed a scheme participant and are onboarded when a case is registered, or an application is submitted. They do not pay an annual fee.
- Exempt sellers with more than 2,000 customers must complete an application and pay a \$5,000 annual membership fee.
- Authorised retailers who on-supply electricity pay \$5,000 annually for the first authorisation and \$10,000 annually for more than one authorisation.

We are funded by scheme participants through participation fees and user-pays fees. Scheme participants pay an annual participation fee in July (or part fee if they become a scheme participant during the financial year).

No case management fees have been charged to embedded network sellers at the writing of this report.

## Enhancing scheme participant services

In 2024–25, we developed an improved Scheme Participant Portal, a key milestone in our commitment to strengthening engagement, transparency and collaboration with our scheme participants. The new

portal is due to launch in July 2025.

This enhanced platform was developed in direct response to feedback from our stakeholders and reflects our ongoing dedication to continuous improvement. It provides scheme participants with a more intuitive, efficient and informative experience and supports their ability to engage with EWOQ and contribute to fair and reasonable outcomes for Queensland consumers.

The upgraded portal introduces several new capabilities designed to streamline access and improve usability:

- Two tiers of access: Administrator and contact roles tailored to organisational needs.
- Enhanced case visibility: Including a new 'case status' feature for improved tracking of active cases.
- Resolved case listings: Easy access to historical case data for reference and learning.
- User self-management: Scheme participants can manage their own users and permissions.
- Support documentation: Comprehensive guidance to assist users in navigating the portal effectively.

## Promoting external dispute resolution

We partnered with the Energy and Water Ombudsman schemes for New South Wales, Victoria and South Australia to release the Promoting External Dispute Resolution Report in November 2024. The report is a result of working with all our scheme participants to ensure they are advising their customers about their right to access external dispute resolution (EDR) – free, fair and independent advice and dispute resolution.

Promotion of EDR builds confidence and trust in the sector. It also demonstrates energy and water businesses commitment to effective internal dispute resolution and their promotion of consumer protections. We continue to work with our members to encourage promotion of EDR to their customers, advocating for best practice standards.



## Learn more

### EXPLORE MORE

Visit [ewoq.com.au](http://ewoq.com.au) and search 'scheme participants' or 'submissions'.

### RELATED READING

Our customers – see page 14

Appendix 5 – Current scheme participants

# Our governance



## At a glance

Our governance framework outlines how we manage our business and deliver on our purpose, minimise our risks and meet our legislative and policy obligations. It enables effective decision making and strengthens our stakeholders' confidence in our ability to do our job and make a positive difference to Queenslanders in a changing energy and water environment.

Our systems are based on strong ethical foundations and a commitment to fairness, accountability and transparency. Risk management is a key governance principle and forms an integral part of our everyday activities. By employing and implementing risk management principles, we protect ourselves from threats and challenges to our continual operation whether that be financial losses, reputational damage or harm to our employees.

To ensure we commit to good governance, the following groups have oversight into our activities:

- Advisory Council
- Audit and Risk Management Committee
- Executive Management Group
- Information Steering Committee
- Workplace Health and Safety Committee.

Other committees and working groups are in place to support program or project delivery as required.



## In detail

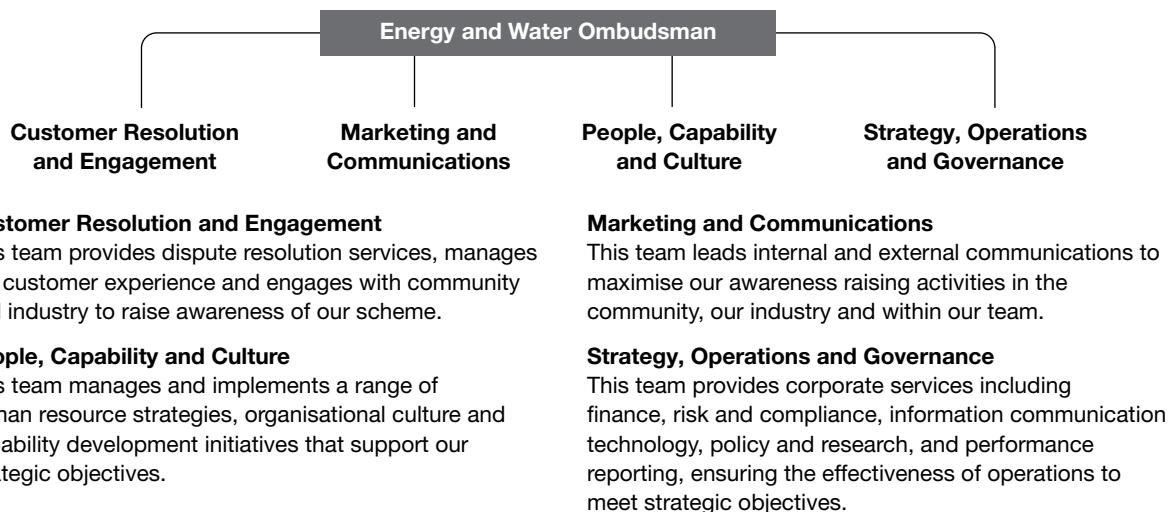
### GOVERNANCE FRAMEWORK

Our governance framework acts as our essential supporting structure that underpins the strategies, policies, procedures, processes and resources we are held accountable to, and that provide ongoing confidence in the integrity of our services. These elements have been mapped against 6 governance principles to ensure our practices are rigorous and robust.

	<b>LEADERSHIP</b>	Shared understanding of purpose and priorities through effective planning, collaboration, communication and resource allocation.
	<b>ACCOUNTABILITY</b>	Clear accountabilities, understanding our roles and responsibilities to meet corporate expectations and legislative requirements.
	<b>PERFORMANCE</b>	Monitoring and reporting on our performance to meet expectations.
	<b>RISK MANAGEMENT</b>	Regularly assessing and responding to risks, challenges and opportunities.
	<b>IMPROVEMENT</b>	Actively enhancing and improving our performance across all aspects of our business.
	<b>SERVICE DELIVERY</b>	Customer and scheme participant-focused service delivery, stakeholder engagement and collaboration.

## OUR TEAMS

We have 4 core teams under the leadership of the Ombudsman. They work together to meet our responsibilities, ensuring we remain effective and adaptable in the constantly evolving energy landscape.



## EXECUTIVE MANAGEMENT GROUP

As at the end of the 2024–25 reporting period, our Executive Management Group members were:

### **Jane Pires, Energy and Water Ombudsman**

As Energy and Water Ombudsman, Jane is committed to providing all Queenslanders with access to a free, fair and independent dispute resolution service, contributing to improved service delivery in the energy and water sectors, and fostering a culture of excellence within the team. Jane was appointed Energy and Water Ombudsman in December 2016 and has more than 30 years' experience in customer service and complaint management, including extensive senior executive experience in dispute resolution, mediation and conciliation.

Jane chairs the Standards Australia QR-015 Complaints Handling Committee responsible for developing the Australian Standard AS 10002:2022 Guidelines for complaint management in organisations, published in March 2022. She is also the Australian representative on the committee for international standard ISO 10002:2018 Quality management—Customer satisfaction—Guidelines for complaints handling in organisations.

### **Gavin Watts, General Manager – Customer Resolution and Engagement**

Gavin has led the Customer Resolution and Engagement team since July 2023. He has over 25 years' experience leading complaints management, dispute resolution, customer advocacy and customer service functions across various industries in the private sector.

Gavin is a member of the CRM Steering Committee, the Information Steering Committee and the Australia and New Zealand Ombudsman Association (ANZOA) Complaints Management Interest Group.

### **Leonie Jones, Manager – People, Capability and Culture**

Leonie has led the People, Capability and Culture team since joining EWOQ in 2019. She has more than 25 years' experience within the public sector and brings a depth of management and human resource knowledge to EWOQ.

Leonie co-chairs the EWOQ Consultative Committee, is a member of the Information Steering Committee and CRM Steering Committee along with the RAP Working Group. She is also an active member of the ANZOA People and Development Interest Group.

### **Angela Arico, General Manager – Strategy, Operations and Governance**

Angela brings over 15 years' experience in financial, operational and governance leadership across the energy, waste and not-for-profit sectors. Since joining EWOQ in 2025, she has overseen strategy, finance, ICT, policy, performance and risk, driving sustainability and agility across the organisation. Angela is a member of the Australian Institute of Company Directors and an affiliate of the Governance Institute of Australia.

Angela Chairs the ANZOA Corporate Interest Group and is a member of the Information Steering Committee and CRM Steering Committee.

## ADVISORY COUNCIL TO THE ENERGY AND WATER OMBUDSMAN

The Advisory Council to the Energy and Water Ombudsman Queensland provides expert advice to the Energy and Water Ombudsman and the Ministers responsible for energy and water about the effective and efficient conduct and operation of our scheme.

### The Advisory Council:

- monitors the Energy and Water Ombudsman's independence
- advises the Ombudsman on policy, procedural and operational issues relating to the *Energy and Water Ombudsman Act 2006*
- advises Ministers responsible for energy and water on the funding of the Ombudsman's functions at the end of the financial year
- advises Ministers on the Ombudsman's independence and functions of the office during the financial year.

### Chair Rowena McNally

Rowena has extensive experience in the energy, water, hospital and health, aged care and disability sectors. In her various board and other roles, Rowena has worked extensively across Queensland, particularly in the State's regional areas.

She has served on the boards of Ergon Energy (Qld), Power and Water Corporation (NT), Indigenous Essential Services Pty Ltd, Gladstone Area Water Board and Burnett Water Services. She previously chaired the Mount Isa Water Board and the Ministerial Advisory Council (SEQ Flood Mitigation).

Rowena is a Fellow of the Australian Institute of Company Directors, a Fellow of the Australian Institute of Management and a Fellow of the Resolution Institute.

### Advisory Council membership

The Advisory Council meets quarterly and comprises an independent chair and at least 6 other members.

Members are appointed by the Ministers on the Chair's recommendation and after consultation with scheme participants, consumer groups and community organisations.

There must be an equal number of other members representing industry and consumer interests. Under the *Energy and Water Ombudsman Act 2006*, at least 2 of the industry members must represent the interests of energy retailers, at least one must represent the interests of energy distributors, and at least one must represent the interests of the water entities.

### Members as of 30 June 2025

#### Independent Chair

- Rowena McNally

#### Industry representatives

- Anthony Hamill, Ergon Energy
- Iain Graham, Red Energy
- Martin Seri, Energy Queensland

#### Consumer representatives

- Damian Finitis, Department of Infrastructure/Office of Northern Australia
- Ian Jarratt, Queensland Consumers' Association
- Dominique Lamb, Consumer small business representative
- Robyn Robinson, Council of the Ageing Queensland

#### Member resignations

- Melanie Lawrie, AGL
- Rob Howes, Logan Water – City of Logan
- Scott Brown, Queensland Council of Social Service

### Roles and responsibilities of council members

The EWOQ Advisory Council Handbook details the roles and responsibilities of Council members, while the Advisory Council Code of Conduct helps members discharge their responsibilities under the *Public Sector Ethics Act 1994*.

Members are entitled to meeting fees approved by the Governor-in-Council and reimbursement of reasonable costs incurred for attending council meetings, based on the Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards.

## CODE OF CONDUCT AND ETHICS

We are required to make ethical decisions, be accountable for our actions and demonstrate integrity. We are committed to fostering a positive organisational culture that values and promotes ethical leadership and decision making.

All employees are required to observe the Queensland Public Service Code of Conduct. The principles and values in the code are incorporated into our policies and procedures as well as individual performance plans.

We are committed to fraud and corruption prevention and have a policy and plan in place. Mandated training in fraud control and corruption prevention was completed by all team members during 2024–25, along with a tailored online program on bullying and harassment.

## INTEGRITY FRAMEWORK

Strong culture, accountability and trust are important pillars of any organisation and a core focus for us. Our Integrity Framework articulates our commitment to the highest standards of integrity and conduct at every level.

## HUMAN RIGHTS

Queensland's *Human Rights Act 2019* recognises 23 categories of human rights and acknowledges the responsibility of public sector employees to respect, protect and promote the human rights of all individuals. The Act requires Queensland's public agencies, including EWOQ, to act or make decisions that are compatible with these rights. Section 97 of this Act also requires that we publish details of any:

- human rights actions taken during the reporting period
- a review of policies, programs, procedures, practices or services undertaken in relation to our compatibility with human rights
- human rights complaints received, including:
  - » the number of complaints received
  - » the outcome of the complaints
  - » any other information prescribed by regulation relating to complaints.

All reviews of our policies, procedures and plans must assess whether the documents promote and are compatible with human rights. We have developed a new human rights assessment checklist, updated templates and delivered training to support our team when developing or reviewing policies and procedures to ensure compatibility with the Act.

We received no human rights complaints in 2024–25; however, we did assist the Human Rights Commissioner with their review into a complaint.

## CHARTER OF VICTIMS' RIGHTS

Victims of violent crime (including domestic, family and sexual violence) have rights that government and non-government agencies must uphold. Creating a safe and inclusive environment for victims where their choices and privacy are respected and their preferences and personal circumstances are considered is fundamental to meeting these rights.

In 2024–25, we received no Charter of Victims' Rights complaints as prescribed by the *Victims' Commissioner and Sexual Violence Review Board Act 2024*.

## RISK MANAGEMENT AND ACCOUNTABILITY

Risk management is embedded in EWOQ's strategic planning, business operations and day-to-day decision-making. It plays a critical role in ensuring we meet our organisational objectives efficiently and effectively, while maintaining a safe and healthy workplace for our team.

In line with Section 23 of the *Financial and Performance Management Standard 2019*, EWOQ is committed to implementing robust risk management strategies that support accountability, resilience and continuous improvement.

To support this commitment, 2 independent advisory committees provide expert guidance to the Ombudsman:

- Audit and Risk Management Committee: oversees financial, operational and strategic risk, ensuring compliance and transparency.
- Information Steering Committee: provides oversight of ICT governance, information management and information security.

These committees offer independent advice, assurance and oversight, strengthening EWOQ's governance framework and supporting informed decision-making.

### Audit and Risk Management Committee

The Audit and Risk Management Committee plays a vital role in supporting the Ombudsman's oversight of financial integrity, compliance and risk management. Members are appointed by the Ombudsman and provide independent advice, assurance and counsel across key governance areas, including:

- the integrity of financial statements and internal controls
- compliance with legislative and regulatory requirements
- internal risk management and control systems
- performance of the internal audit function.

The committee operates under the terms of its Audit and Risk Management Committee Charter and has due regard to Queensland Treasury's Audit Committee Guidelines: Improving Accountability and Performance.

Members for 2024–25 as of 30 June 2025 were:

#### Chair:

- Gavin Holdway, External member, Independent Chair

#### Members:

- Brydie Bodnar, External Member, A/Chief People and Culture Officer Human Resources, Department of Transport and Main Roads
- Tanya Fitzgerald, Internal Member, General Manager Strategy, Operations and Governance, EWOQ (to February 2025)
- Karen Hendry, Internal Member, A/General Manager Strategy, Operations and Governance, EWOQ (to May 2025)
- Angela Arico, Internal Member, General Manager Strategy, Operations and Governance, EWOQ (from May 2025).

External members who are Queensland public sector employees and, in accordance with the Remuneration Procedures for Part-time Chairs and Members of Queensland Government Boards, do not receive additional remuneration for their committee service.

As an independent external member of the committee, Gavin Holdway was remunerated \$10,000 in the 2024–25 financial year. As internal member tenures conclude and

in alignment with updated Queensland Treasury guidelines, EWOQ is transitioning to a fully independent committee structure to further strengthen governance and accountability.

The committee met on 4 occasions during 2024–25.

### Internal audit

Our internal audit function is delivered by the Queensland Government's Corporate Administration Agency (CAA) under a formal service level agreement. This arrangement ensures independent and professional oversight of our internal control environment.

The internal audit workplan is developed through a strategic and annual planning process, in consultation with the Audit and Risk Management Committee and approved by the Ombudsman. The workplan aligns with recognised professional standards and adheres to the Queensland Treasury's Audit Committee Guidelines: Improving Accountability and Performance.

Internal audit activities may include:

- financial, compliance and operational reviews
- information system and data integrity assessments
- special review assignments initiated at the request of management.

The internal audit team reports directly to the Audit and Risk Management Committee and operates independently from both management and the external audit function, ensuring objectivity and transparency in its evaluations.

### Business continuity management

We maintain a comprehensive Business Continuity Plan (BCP) that underpins the resilience and continuity of our key operational areas—including information technology, human resources and finance. The BCP was not activated during the 2024–25 period, reflecting a stable operating environment.

Throughout the year, we continued to implement flexible working arrangements, reinforcing our commitment to employee wellbeing while ensuring our team remains fully capable of transitioning to remote operations swiftly and effectively, should circumstances require. To ensure ongoing preparedness, the BCP is routinely tested through desktop scenario exercises. These simulations allow us to assess our response capabilities, identify opportunities for improvement and strengthen organisational readiness.

### Information Steering Committee

Members of the Information Steering Committee are appointed by the Executive Management Group (EMG). The committee is responsible for overseeing business matters related to information technology, information management, and information security, ensuring the efficient, effective and equitable use of current and future ICT resources.

Key responsibilities of the committee include:

- Strategic oversight of ICT projects and resources, including the management, prioritisation, and alignment of initiatives with government standards and best practice policies and procedures.
- Review, approval and monitoring of ICT-related policies, guidelines, procedures and risk management, supported by quarterly assessments.
- Implementation and governance of the Information Security Management System (ISMS), ensuring compliance with Queensland Government Chief Information Office (QGCIO) requirements.
- Performance management and oversight of ICT service providers, contractors, vendors and ongoing projects.
- Identification and communication of emerging technology trends and opportunities to the EMG, including the escalation of significant ICT project concerns.

All committee members are employees of EWOQ and do not receive additional remuneration for their participation. The committee operates in accordance with the Information Steering Committee Charter.

### Information systems and record keeping

As a public sector office, we are legislatively required to maintain accurate and reliable records of our activities. We are committed to fulfilling our governance obligations under relevant Acts, applicable legislation, Queensland Government Information Standards, Queensland State Archives Standards and internationally recognised best practice frameworks.

To support this commitment, we utilise an Electronic Document and Records Management System (EDRMS), which enables secure and efficient management of our records. Oversight of our information governance is provided by a dedicated Information Management Officer, ensuring compliance and continuous improvement.

The security of our EDRMS is maintained in accordance with our ISMS, aligning with the requirements of the QGCIO and broader information security standards.

### Information and security management system

Our approach to managing the security of data and information systems is guided by the tools and frameworks provided under the Queensland Government Enterprise Architecture. These include a suite of policies, standards, frameworks and guidelines that we are required to follow in accordance with the *Financial and Performance Management Standard 2019 (Subordinate Legislation 2019 No. 182)*, made under the *Financial Accountability Act 2009*.

In 2024–25, our operational ISMS was fully implemented and maintained in line with Queensland Government legislation. We applied the Information Security Policy

## OUR GOVERNANCE

(IS18:2018) and its associated standards, including the ISO/IEC 27000 series, to ensure the confidentiality, integrity and availability of our information assets.

To safeguard sensitive data, uphold privacy, and prevent unauthorised access or misuse, we:

- educated team members on best practices
- continued mandatory use of multifactor authentication via the Microsoft Authenticator app
- deployed firewalls, intrusion detection systems and secure network configurations to defend against unauthorised access and cyber threats
- completed regular updates and patching of systems and software to address security vulnerabilities
- maintained secure disposal processes for sensitive information, including both physical documents and electronic media, ensuring information is irretrievably destroyed
- completed periodic security audits and assessments to identify risks, gaps and improvement opportunities.

### Information security attestation

As part of the mandatory annual information security reporting process, the Energy and Water Ombudsman formally attested to the appropriateness of our organisation's information security risk management practices. This attestation was provided to the Queensland Government Chief Information Security Officer, supported by a range of assurance activities undertaken throughout the year. These activities informed our assessment of the organisation's information security risk posture and confirmed that appropriate controls and governance mechanisms are in place.

### Workplace Health and Safety Committee

Our Workplace Health and Safety (WH&S) Committee recognises and evaluates workplace hazards and leads the development and implementation of programs to protect the employees' safety, health and wellbeing. Our committee:

- acts as a forum for health, safety and wellbeing consultative processes
- responds to employee WH&S concerns and challenges
- ensures records are kept of incidents

- leads the direction for managing health, safety and wellbeing issues
- addresses operational matters, where appropriate.

### Right to information and protection of personal information

We are committed to providing the community with open and transparent access to information about our services and activities. Consistent with the *Right to Information Act 2009* and *Information Privacy Act 2009*, we proactively release information held by our office unless the Ombudsman, in conjunction with the EMG, determines that it is contrary to the public interest.

All requests for information received during 2024–25 have been released under the Administrative Access Scheme.

The *Information Privacy and Other Legislation Amendment Act 2023* (IPOLA Act) reforms commenced 1 July 2025. The reforms aim to better protect personal information and provide appropriate responses and remedies for data breaches and misuse or mismanagement of personal information by agencies including EWOQ. In preparation, we developed new policies and processes to meet requirements and began implementing changes. We also took part in Privacy Awareness Week and contributed to the s185 annual report on information access and privacy.

### External dispute resolution scheme

Since 2015–16, we have been recognised as an external dispute resolution scheme by the Office of the Australian Information Commission (OAIC) under the *Privacy Act 1988*. We are required to report every quarter on serious or repeated interference with privacy or systemic privacy issues relating to these bodies to the OAIC.

We are also required to provide OAIC with an annual report including a range of data relating to complaints investigated under this jurisdiction.

### Mandatory online reporting

We publish the following datasets on the Queensland Government Open Data Portal:

- consultancy spending
- language services expenditure.

Datasets for the Charter of Victims' Rights and overseas travel expenditure were not required for the 2024–25 reporting year as there is nil to report.



## Learn more

### EXPLORE MORE

Visit [ewoq.com.au](http://ewoq.com.au) and search 'who we are' to find information on our governance.

Visit [data.qld.gov.au](http://data.qld.gov.au) and search 'EWOQ' to browse all data sets.

### RELATED READING

Appendix 1 – Advisory Council remuneration

Message from the Advisory Council Chair – see page 7.

Our performance – see page 9.



# Customer story



## **CUSTOMER RECEIVES ESTIMATED BILLS FOR 2 YEARS**

Kieran\* lived in a rental property for 2 years and, during this time, never had his meter read. He received only estimated bills from his electricity provider. After moving out, his provider conducted a final meter read and Kieran was hit with a large catch-up bill, leaving Kieran confused and concerned.

Kieran didn't understand why a meter read had never been taken during his tenancy. With no pets and no visible obstructions near the meter, he believed there was no reason for estimated billing. He disputed the catch-up bill with his provider, but they declined to waive it—prompting Kieran to contact EWOQ for help.

### **Here's how we helped**

We investigated the situation to see if the electricity provider had followed all rules around estimated bills.

We found that the rental property had a high fence which obstructed the view of the yard. Under safety rules, meter readers can make an assessment and decide not to enter a property if they feel unsafe to do so. High fences that obstruct views can be deemed a safety risk as the reader is unable to confirm the property is risk free before entering. The provider had also issued 6 letters to Kieran about access to the meter.

Based on the National Energy Retail Rules, we determined that the provider had followed correct procedures for estimated billing and had made reasonable attempts to access the meter. Kieran's outstanding bill was valid and remained payable.

### **Outcome**

As a gesture of goodwill, the provider reduced Kieran's bill by \$200 and offered a 24-month payment plan to help him manage the remaining balance. Kieran appreciated the support and accepted the plan.

This case highlights the importance of safe meter access and clear communication between providers and tenants, especially when estimated billing is involved.

**If you've received a catch-up bill or have concerns about estimated billing, EWOQ can help you understand your rights and options.**

\*Name changed to protect privacy.

# Financial summary

The Office of the Energy and Water Ombudsman has a strong focus on financial management, which allows for a greater ability to plan and deliver our objectives.

## FUNDING AND REVENUE

We are predominantly funded by scheme participants, the energy and water retailers and distributors operating in Queensland, that are required to pay an annual participation fee and user-pays fees.

Our income for 2024–25 was \$9.14 million and included:

- \$8.60 million user-pays fees
- \$0.34 million participation fees
- \$0.20 million other revenue, including bank interest and sale of assets.

## USER-PAYS FEE BREAKDOWN FOR 2024–25

- Investigation level 1: 10.93%
- Investigation level 2: 12.80%
- Investigation level 3: 3.74%
- Refer to higher level: 51.80%
- Refer back: 20.73%

## EXPENSES

Our expenses in 2024–25 were \$9.14 million. Employee expenses accounted for 72% of this, with supplies and services accounting for a further 27%. Depreciation, audit fees and costs associated with our Advisory Council made up the balance of our total expenditure.

## ASSETS

As at 30 June 2025, the Office's assets totalled \$4.4 million, which was comprised of:

- cash and cash equivalents
- receivables
- prepayments
- plant and equipment.

## LIABILITIES

As at 30 June 2025, our liabilities totalled \$3.9 million, which included:

- \$1.8 million in unearned revenue
- \$1.5 million in accounts payable
- \$0.6 million in employee entitlements.

# Financial statements

Office of the Energy and Water Ombudsman (trading as Energy and Water Ombudsman Queensland) for the financial year ended 30 June 2025.

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**Office of the Energy and Water Ombudsman  
Financial Statements  
For the Year Ended 30 June 2025**

**Financial Statements**

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- Balance Sheet
- Statement of Cash Flows
- Note 1 Basis of Financial Statement Preparation

**Our Financial Performance**

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**Our Financial Position**

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**Other Disclosures**

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- Note 13 Related Party Transactions
- Note 14 Commitments
- Note 15 Contingencies
- Note 16 Events occurring after balance date

**Certification**

Management Certificate

**Office of the Energy and Water Ombudsman**  
**Statement of Income and Accumulated Surpluses**  
**For the Year Ended 30 June 2025**

	Notes	2025	2024
		\$'000	\$'000
<b>Income from continuing operations</b>			
Scheme fees	2.	8,942	8,403
Other revenue	3.	210	194
<b>Total income from continuing operations</b>		<b>9,152</b>	<b>8,597</b>
<b>Expenses from continuing operations</b>			
Employee expenses	4.	6,438	5,807
Supplies and services	5.	2,653	2,865
Other expenses	6.	48	111
<b>Total expenses from continuing operations</b>		<b>9,139</b>	<b>8,783</b>
<b>Operating result surplus/(deficit) for the year</b>		<b>13</b>	<b>(186)</b>
 <b>Plus accumulated surpluses at the beginning of the financial year</b>			
		<b>428</b>	<b>614</b>
<b>Accumulated surpluses at the end of the financial year</b>			
		<b>441</b>	<b>428</b>

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Balance Sheet**  
**As at 30 June 2025**

	Notes	2025	2024
		\$'000	\$'000
<b>Current assets</b>			
Cash and cash equivalents	7.	4,131	3,794
Receivables	8.	281	1,205
Prepayments		26	173
<b>Total current assets</b>		<b>4,438</b>	<b>5,172</b>
<b>Non-current assets</b>			
Plant and equipment		5	8
<b>Total non-current assets</b>		<b>5</b>	<b>8</b>
<b>Total assets</b>		<b>4,443</b>	<b>5,180</b>
<b>Current liabilities</b>			
Payables	9.	1,550	2,137
Accrued employee benefits	10.	578	497
Unearned revenue	11.	1,795	2,039
<b>Total current liabilities</b>		<b>3,923</b>	<b>4,673</b>
<b>Total liabilities</b>		<b>3,923</b>	<b>4,673</b>
<b>Net assets</b>		<b>520</b>	<b>507</b>
<b>Equity</b>			
Contributed equity		79	79
Accumulated surplus		441	428
<b>Total equity</b>		<b>520</b>	<b>507</b>

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Statement of Cash Flows**  
**For the Year Ended 30 June 2025**

	Notes	2025	2024
		\$'000	\$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Scheme fees		8,990	9,216
Interest receipts		164	150
GST input tax credits from ATO		273	302
GST collected from customers		8	11
Other		47	42
<b>Outflows:</b>			
Employee expenses		(6,349)	(5,723)
Supplies and services		(2,469)	(2,904)
GST remitted to ATO		(9)	(11)
GST paid to suppliers		(273)	(302)
Other		(45)	(42)
<b>Net cash used by operating activities</b>		<b>337</b>	<b>739</b>
<b>Net increase in cash and cash equivalents</b>		<b>337</b>	<b>739</b>
<b>Cash and cash equivalents – beginning of the financial year</b>		<b>3,794</b>	<b>3,055</b>
<b>Cash and cash equivalents – end of the financial year</b>	7.	<b>4,131</b>	<b>3,794</b>

*The accompanying notes form part of these statements.*

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 1 – Basis of financial statement preparation**

**General Information**

These financial statements cover the Office of the Energy and Water Ombudsman trading as Energy and Water Ombudsman Queensland (EWOQ). EWOQ does not control other entities, the financial statements are for EWOQ as an individual entity.

EWOQ is an independent dispute resolution service for Queensland's energy consumers, and water customers in South East Queensland. The Office of the Energy and Water Ombudsman was established under the *Energy and Water Ombudsman Act 2006*. The principal place of business of EWOQ is 53 Albert Street Brisbane QLD 4000.

**Authorisation of financial statements for issue**

The financial statements are authorised for issue by the Energy and Water Ombudsman and the General Manager Strategy, Operations and Governance at the date of signing the Management Certificate.

**Compliance with prescribed requirements**

The financial statements have been prepared in compliance with section 62(1) of the *Financial Accountability Act 2009* and section 39 of the *Financial and Performance Management Standard 2019*.

These general purpose financial statements are prepared in accordance with the disclosure requirements of Australian Accounting Standards – Simplified Disclosures. The financial statements comply with the recognition and measurement required of all Australian Accounting Standards and Interpretations applicable to not-for-profit entities, and the presentation requirements in those standards as modified by AASB 1060.

**Underlying measurement basis**

The financial statements are prepared on an accrual basis, with the exception of the statement of cash flows which is prepared on a cash basis.

The historical cost convention is used as the measurement basis unless otherwise stated.

**Presentation matters**

*Currency and rounding* – Amounts included in the financial statements are in Australian dollars. Amounts are rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

*Comparatives* – Comparative information reflects the audited 2023-24 financial statements.

*Current/non-current classification* – Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or EWOQ does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

**Office of the Energy and Water Ombudsman  
Notes to the Financial Statements  
For the Year Ended 30 June 2025**

**Note 1 – Basis of financial statement preparation (continued)**

**Taxation**

The Office of the Energy and Water Ombudsman is exempt from income tax under the *Income Tax Assessment Act 1936* and is exempt from the other forms of Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST).

Receivables and payables in the balance sheet are shown inclusive of GST. GST credits receivable from, and GST payable to, the ATO at reporting date are separately recognised in receivable within Note 8.

**New and revised accounting standards**

*First time mandatory application of Australian Accounting Standards and Interpretations*

No Australian Accounting Standards applied for the first time had any impact on the 2024-25 financial statements.

*Early adoption of Accounting Standards and Interpretations*

No accounting pronouncements were early adopted in the 2024-25 financial year.

*Voluntary changes in material accounting policies*

No voluntary changes in accounting policies occurred during the 2024-25 financial year.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 2 – Scheme fees**

	<b>2025</b>	<b>2024</b>
	\$'000	\$'000
User-pays fees	8,598	8,072
Annual participation fees	344	331
<b>Total</b>	<b>8,942</b>	<b>8,403</b>

**Summary of material accounting policy**

EWOQ is fully funded through a combination of annual participation and quarterly user-pays fees.

EWOQ invoices in advance for annual participation fees to industry scheme participants. User-pays fees are invoiced quarterly in advance based on estimated usage and then reconciled back to actuals twice a year. User-pays and annual participation fees are recognised as revenue monthly as prescribed services are performed. Payments received in advance are initially recorded as unearned revenue in Note 11.

**Note 3 – Other revenue**

	<b>2025</b>	<b>2024</b>
	\$'000	\$'000
Interest	163	152
Other revenue	47	42
<b>Total</b>	<b>210</b>	<b>194</b>

**Summary of material accounting policy**

EWOQ receives bank interest and is legislated to charge scheme participants interest on unpaid fees. Interest income is recognised in the statement of income and accumulated surpluses as it accrues using the effective interest rate method.

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 4 – Employee expenses**

	2025	2024
	\$'000	\$'000
<b>Employee benefits</b>		
Wages and salaries	4,765	4,285
Employer superannuation contributions	668	627
Annual leave expenses	479	491
Long service leave levy	130	107
<b>Employee related expenses</b>		
Payroll tax	248	220
Workers' compensation premium	24	24
Other employee related expenses	124	53
<b>Total</b>	<b>6,438</b>	<b>5,807</b>
	2025	2024
Number of employees	44	42

The number of employees as at 30 June, including both full-time employees and part-time employees, is measured on a full-time equivalent basis.

**Summary of material accounting policy and disclosures**

**Short term employee benefits**

Liabilities for wages and salaries, including non-monetary benefits and annual leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service and are measured at the amounts expected to be paid when the liabilities are settled. The liabilities are presented as current employee benefit obligations in the balance sheet.

**Employer superannuation contributions**

Superannuation benefits are provided through either defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust), in accordance with employees' conditions of employment and employee instructions as to superannuation plans (where applicable).

**Defined contribution plans** – Employer contributions are based on rates specified under conditions of employment. EWOQ's contributions are expensed when they become payable at each fortnightly pay period.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 4 – Employee expenses (continued)**

*Defined benefit plan* – the liability for the Queensland Government's defined benefits obligations is held on a whole-of-government basis. Employer contributions to the defined benefit plan is based on rates determined on the advice of the State Actuary. EWOQ's contributions are expensed when they become payable at each fortnightly pay period. EWOQ's obligations to the defined benefit plan is limited to those contributions paid.

Other employee benefits – sick leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

**Note 5 – Supplies and services**

	2025	2024
	\$'000	\$'000
Information technology	877	726
Consultants and contractors	543	922
Accommodation costs	505	477
Corporate service charges	487	508
Travel	87	75
Promotion and entertainment	78	75
Sundries	46	37
Printing, stationery and office supplies	14	27
Communications	16	18
<b>Total</b>	<b>2,653</b>	<b>2,865</b>

**Summary of material accounting policy**

Supplies and Services items are recorded in the period in which the expense is incurred.

The Department of Housing and Public Works (DHPW) provides EWOQ with access to office accommodation under government wide frameworks. These arrangements are categorised as procurement of services rather than leases because DHPW has substantive substitution rights over the assets.

EWOQ outsources corporate support services to the Corporate Administration Agency (CAA).

**Note**

Increase in information technology reflects the additional licencing required to support EWOQ's move to additional Software as a Service (SaaS) applications and increased cybersecurity protections.

Decrease in consultants and contractors reflects the completion of the implementation of the new Customer Relationship Management Solution in 2023-24.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 6 – Other expenses**

	2025	2024
	\$'000	\$'000
External audit fees*	30	29
Council & Committee fees**	13	8
Amortisation	-	59
Depreciation	3	10
Other	2	5
<b>Total</b>	<b>48</b>	<b>111</b>

**Disclosure**

\*Total audit fees paid to the Queensland Audit Office relating to the 2024-25 financial statements are estimated to be \$30,322. (2024: \$28,915). There are no non-audit services included in this amount.

\*\*Council & Committee fees is a heading change. Council & Committee fees now includes payments to members of the Advisory Council to the Energy and Water Ombudsman and the external members of the Audit and Risk Management Committee.

**Note 7 – Cash and cash equivalents**

	2025	2024
	\$'000	\$'000
Cash at bank	4,131	3,794
<b>Total</b>	<b>4,131</b>	<b>3,794</b>

**Summary of material accounting policy**

Cash and cash equivalents include all cash and cheques received at 30 June as well as deposits held at call with financial institutions.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 8 – Receivables**

	2025	2024
	\$'000	\$'000
Trade debtors	214	1,130
Long service leave reimbursements	23	31
Interest receivable	11	12
	<hr/>	<hr/>
	248	1,173
GST input tax credits receivable	33	33
GST payable	-	(1)
<b>Total</b>	<b>281</b>	<b>1,205</b>
	<hr/>	<hr/>

**Summary of material accounting policy**

Trade debtors are recognised at the amounts due at the time of invoicing on a quarterly basis to scheme participants or when invoices are issued based on scheme participant's additional use of EWOQ's services above amounts paid in advance. Settlement terms are within 14 days from receipt date for scheme participants, within 30 days from invoice date for others.

The collectability of receivables is assessed periodically with provision being made for expected credit losses. The loss allowance is estimated based on the probability and timing of potential defaults and takes into account forecasts of future economic conditions as well as past events. No provision for impairment was necessary at year end.

**Note 9 – Payables**

	2025	2024
	\$'000	\$'000
User-pays fees – refunds	1,301	1,925
Accrued expense	249	212
<b>Total</b>	<b>1,550</b>	<b>2,137</b>
	<hr/>	<hr/>

**Summary of material accounting policy**

User-pays fees – refunds are where revenue received in advance from a scheme participant exceeds the actual service provided in respect of that scheme participant, the difference is recognised as a payable to the scheme participant at year end.

Accrued expenses represent goods and services received prior to balance date whether invoiced or not. Accrued expenses are settled in accordance with supplier payment terms.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 10 – Accrued employee benefits**

	2025	2024
	\$'000	\$'000
<b>Current</b>		
Wages Payable	19	-
Annual leave	526	465
Long service leave levy payable	33	32
<b>Total</b>	<b>578</b>	<b>497</b>

**Summary of material accounting policy** – Refer to Note 4

**Note 11 – Unearned revenue**

	2025	2024
	\$'000	\$'000
<b>Current</b>		
Unearned revenue – user-pays fees	1,795	2,039
<b>Total</b>	<b>1,795</b>	<b>2,039</b>

**Summary of material accounting policy** – refer to Note 2

Cash received from scheme participants in respect of services to be provided is recognised as unearned revenue.

**Disclosure**

Our legislation requires invoices for user-pays fees are to be raised in advance and payment of these invoices is due 14 days from receipt. Timing of actual payment of these invoices by scheme participants varies.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 12 – Key management personnel (KMP) disclosures**

**Details of key management personnel**

The following details for key management personnel include those EWOQ positions that had authority and responsibility for planning, directing and controlling the activities of EWOQ during 2024-25 and 2023-24. Further information about these positions can be found in the body of EWOQ's Annual Report under the section relating to Executive Management.

<b>Position</b>	<b>Position Responsibility</b>
Energy and Water Ombudsman	The strategic leadership, efficient and effective management of EWOQ, including its operational and financial performance.
General Manager, Customer Resolution and Engagement	Responsible for leading the complaint investigation and dispute resolution, outreach and engagement functions of EWOQ.
General Manager, Strategy, Operations and Governance	Responsible for the delivery of services including governance, finance, facilities management, reporting and analysis, providing strategic advice on policies and emerging industry issues.
Manager, People, Capability and Culture	Responsible for leading strategic HR solutions and contemporary HR services to meet business and cultural development needs within EWOQ.

**KMP remuneration policies**

With the exception of the Energy and Water Ombudsman, remuneration policy for EWOQ's KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*.

The remuneration and other terms of employment of the Energy and Water Ombudsman are specified in the Governor in Council Appointment.

Remuneration expenses for those key management personnel comprise the following components:

Short term employee expenses which include:

- Salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position; and
- non-monetary benefits – consisting of provision of car parking together with fringe benefits tax applicable to the benefit.

Long term employee expenses – include amounts expensed in respect to long service leave entitlements.

Post-employment expenses – include amounts expensed in respect to employer superannuation obligations.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 12 – Key management personnel (KMP) disclosures (continued)**

The following disclosures focus on the expense incurred by EWOQ during the respective reporting periods that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Income and Accumulated Surpluses.

**Remuneration expenses**

**2024-25**

Position	Short term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Expenses \$'000	\$'000	\$'000	\$'000
Energy and Water Ombudsman	232	8	6	33	279
General Manager, Customer Resolution and Engagement*	168	8	4	21	201
General Manager, Strategy, Operations and Governance	181	6	5	22	214
Manager, People, Capability and Culture	163	2	4	20	189
<b>Total Remuneration</b>	<b>744</b>	<b>24</b>	<b>19</b>	<b>96</b>	<b>883</b>

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 12 – Key management personnel (KMP) disclosures (continued)**

2023-24

Position	Short term Employee Expenses		Long Term Employee Expenses \$'000	Post-Employment Expenses \$'000	Total Expenses \$'000
	Monetary Expenses \$'000	Non-Monetary Expenses \$'000			
Energy and Water Ombudsman	235	8	6	30	279
General Manager, Assessment, Investigation and Resolution*	244	6	7	38	295
General Manager, Strategy, Operations and Governance	160	8	4	22	194
Manager, People, Capability and Culture	146	-	4	20	170
<b>Total Remuneration</b>	<b>785</b>	<b>22</b>	<b>21</b>	<b>110</b>	<b>938</b>

\*This position was renamed 15 July 2024.

**Performance payments**

No KMP remuneration packages provide for performance or bonus payments.

**Note 13 – Related party transactions**

**Transactions with people/entities related to KMP**

EWOQ has no related party transactions to disclose this financial year.

**Office of the Energy and Water Ombudsman**  
**Notes to the Financial Statements**  
**For the Year Ended 30 June 2025**

**Note 14 – Commitments**

Commitments at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows.

*Commitments for the use of office premises*

	2025	2024
	\$'000	\$'000
Not later than 1 year	358	356
Later than 1 year but not later than 5 years	-	115
<b>Total</b>	<b>358</b>	<b>471</b>

This commitment consists of the use of office premises located in Brisbane, Cairns and Rockhampton. The agreements with the Department of Housing and Public Works have terms ranging from 1 to 5 years with options for renewal. See Note 5.

*Contract for the Development of the Customer Relationship Management Solution*

	2025	2024
	\$'000	\$'000
Not later than 1 year	60	237
Later than 1 year but not later than 5 years	95	150
<b>Total</b>	<b>155</b>	<b>387</b>

The commitment in 2024 represented the costs of development and ongoing management of the customer relationship management solution. The commitment for the development of the solution was finalised during the 2025 year. The remaining commitment in 2025 represents the ongoing management and support of the solution.

**Note 15 – Contingencies**

There were no other known contingent assets or liabilities at 30 June 2025.

**Note 16 – Events Occurring after Balance Date**

No event has occurred after balance date that has a material effect on these financial statements.

## MANAGEMENT CERTIFICATE OF THE OFFICE OF THE ENERGY AND WATER OMBUDSMAN

These general purpose financial statements have been prepared pursuant to s.62(1)(a) of the *Financial Accountability Act 2009* (the Act), s.39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Office of the Energy and Water Ombudsman for the financial year ended 30 June 2025 and of the financial position of the office as at the end of that year; and

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Angela Arico

General Manager, Strategy, Operations  
and Governance

Office of the Energy and Water Ombudsman

Date 12 August 2025



Jane Pires

Energy and Water Ombudsman

Office of the Energy and Water Ombudsman

Date 12 August 2025

● **Queensland**  
 ● ● **Audit Office**

*Better public services*

**INDEPENDENT AUDITOR'S REPORT**

To the Energy and Water Ombudsman

**Report on the audit of the financial report**

**Opinion**

I have audited the accompanying financial report of the Office of the Energy and Water Ombudsman (the Office).

The financial report comprises the balance sheet as at 30 June 2025, the statement of income and accumulated surpluses and statement of cash flows for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In my opinion, the financial report:

- a) gives a true and fair view of the Office's financial position as at 30 June 2025, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures.

**Basis for opinion**

I conducted my audit in accordance with the Auditor-General Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the Office in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including independence standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

**Responsibilities of management for the financial report**

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards – Simplified Disclosures, and for such internal control as Management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Management is also responsible for assessing the Office's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the Office or to otherwise cease operations.

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● ● **Audit Office**

*Better public services*

**Auditor's responsibilities for the audit of the financial report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

[https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of my auditor's report.

**Statement**

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2025:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

**Prescribed requirements scope**

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the Office's transactions and account balances to enable the preparation of a true and fair financial report.

*mluwinka*

15 August 2025

Martin Luwinga  
as delegate of the Auditor-General

Queensland Audit Office  
Brisbane

# Appendix 1: Advisory Council

## ADVISORY COUNCIL TO THE ENERGY AND WATER OMBUDSMAN QUEENSLAND (EWOQ)

<b>Act or instrument</b>	<i>Energy and Water Ombudsman Act 2006</i>
<b>Functions</b>	<ul style="list-style-type: none"> <li>monitors the independence of the Energy and Water Ombudsman</li> <li>provides advice and recommendations to the Energy and Water Ombudsman about the scheme's appropriateness, scope and effectiveness; policies and practices relating to the scheme's administration and conduct; processes to improve how the scheme responds to stakeholder needs; and the promotion of the scheme and preparation of the annual report</li> <li>receives and considers financial budgets and business plans by the Ombudsman, including guidelines for calculating and structuring user-pays fees</li> <li>makes recommendations to Ministers responsible for energy and water, and the Ombudsman, on the scheme's financial budget and business plan.</li> </ul>
<b>Achievements</b>	<ul style="list-style-type: none"> <li>provided advice on current and emerging issues in the energy and water sectors and the implications for an external dispute resolution service for consumers, industry and government</li> <li>endorsed the 2024–25 budget for the Energy and Water Ombudsman Queensland.</li> </ul>
<b>Financial reporting</b>	Transactions to the entity are accounted for in the financial statements of Office of the Energy and Water Ombudsman.

**Table 14: Remuneration of Advisory Council members**

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chairperson	Rowena McNally	5/5	Daily fee: \$390	N/A	\$2,535 <sup>1</sup>
Member	Anthony Hamill	4/5	Daily fee: \$300	N/A	
Member	Damian Finitis	2/5	Daily fee: \$300	N/A	
Member	Dominique Lamb	2/5	Daily fee: \$300	N/A	
Member	Iain Graham	3/5	Daily fee: \$300	N/A	
Member	Ian Jarratt	3/5	Daily fee: \$300	N/A	\$600
Member	Martin Seri	5/5	Daily fee: \$300	N/A	
Member	Melanie Lawrie <sup>2</sup>	0/5	Daily fee: \$300	N/A	
Member	Rob Howes <sup>3</sup>	2/5	Daily fee: \$300	N/A	
Member	Robyn Robinson	4/5	Daily fee: \$300	N/A	\$300
Member	Scott Brown <sup>3</sup>	2/5	Daily fee: \$300	N/A	

**No. of scheduled meetings/sessions = 5.**

**Total out of pocket expenses = \$1,168.49**

<sup>1</sup> Includes fees relating to 2023–24 financial year.

<sup>2</sup> Term concluded in August 2024.

<sup>3</sup> Term concluded in May 2025.

# Appendix 2: Case data

**Table 15: Five-year received and closed by year**

	2020–21	2021–22	2022–23	2023–24	2024–25
Received	6,067	6,409	7,260	11,508	9,253
Closed	6,064	6,256	7,269	11,169	9,581

**Table 16: Received and closed cases by month**

Month	Received	Closed
Jul-24	1,160	1,243
Aug-24	969	956
Sep-24	853	976
Oct-24	738	923
Nov-24	666	683
Dec-24	521	543
Jan-25	746	696
Feb-25	685	708
Mar-25	721	672
Apr-25	726	714
May-25	687	682
Jun-25	781	785
<b>Total</b>	<b>9,253</b>	<b>9,581</b>

**Table 17: Five-year closed cases**

Closed cases	2020–21	2021–22	2022–23	2023–24	2024–25
Electricity	5,038	5,245	6,237	9,968	8,472
Gas	390	386	325	600 <sup>1</sup>	495
Water	467	420	472	399	341
None of the above	169	205	235	202	273
<b>Total</b>	<b>6,064</b>	<b>6,256</b>	<b>7,269</b>	<b>11,169</b>	<b>9,581</b>

<sup>1</sup> One case closed in 2023–24 had its product type updated to gas. This was reported as an electricity case in the 2023–24 Annual report.

**Table 18: Customer profile**

Sector	2020–21	2021–22	2022–23	2023–24	2024–25
Residential	5,787	6,069	7,095	10,870	9,363
Business <sup>1</sup>	271	182	172	289	217
Government	6	5	2	10	1
<b>Total</b>	<b>6,064</b>	<b>6,256</b>	<b>7,269</b>	<b>11,169</b>	<b>9,581</b>

<sup>1</sup> The 'Small business' sector was renamed to 'Business' in 2024–25 as EWOQ can receive enquiries and referrals from large business customers.

**Table 19: Closed complaints by primary issue**

Primary issue	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	2,714	3,205	4,030	6,503	5,617
Customer Service	454	421	542	1,444	677
Provision	481	489	407	442	548
Credit	518	382	386	390	299
Supply	154	191	197	202	167
Land	107	93	80	80	95
Marketing	38	40	39	45	34
Transfer	138	106	87	90	31
Privacy <sup>1</sup>	N/A	N/A	N/A	N/A	2
Domestic Violence <sup>1</sup>	N/A	N/A	N/A	N/A	2
Other	94	98	42	94	7
<b>Total</b>	<b>4,698</b>	<b>5,025</b>	<b>5,810</b>	<b>9,290</b>	<b>7,479</b>

<sup>1</sup> Issue added in the 2024–25 issue tree review.

**Table 20: Closed case types**

Case type	2020–21	2021–22	2022–23	2023–24	2024–25
Enquiry	574	592	888	1,193	1,531
Referral to another organisation	792	639	571	686	571
Refer back	1,819	2,027	2,584	4,295	3,088
Refer to higher level	1,642	2,124	2,468	4,352	3,822
Level 1 investigation	705	444	446	458	338
Level 2 investigation	428	345	264	159	195
Level 3 investigation	104	85	48	26	36
Final order	0	0	0	0	0
<b>Total</b>	<b>6,064</b>	<b>6,256</b>	<b>7,269</b>	<b>11,169</b>	<b>9,581</b>

**Table 21: Cases referred to other organisations**

Agency	2020–21	2021–22	2022–23	2023–24	2024–25
Office of Fair Trading	437	371	400	530	456
Queensland Ombudsman	64	67	68	57	47
Australian Energy Regulator	256	165	78	74	41
Queensland Government (Water) through the Department of Local Government Water and Volunteers <sup>1</sup>	3	9	7	8	12
Queensland Government (Energy) through the Department of Treasury – Energy Division <sup>1</sup>	15	19	16	12	9
Australian Competition and Consumer Commission	2	6	2	2	4
Queensland Competition Authority	3	2	0	3	2
Queensland Government (Energy and Water) through the Department of Natural Resources, Mines and Energy <sup>1</sup>	12	N/A	N/A	N/A	N/A
<b>Total</b>	<b>792</b>	<b>639</b>	<b>571</b>	<b>686</b>	<b>571</b>

<sup>1</sup> As a result of Machinery of Government changes, the Queensland Government department responsible for energy and/or water may change over time. Referrals are reported against the current Queensland Government department responsible for energy and/or water at the time of reporting.

**Table 22: Performance targets – five-year time taken to close cases**

	Target	2020–21		2021–22		2022–23		2023–24		2024–25	
Less than 28 days	80%	5,249	87%	5,499	88%	5,987	82%	7,684	69%	7,243	76%
Less than 60 days	90%	5,937	98%	6,158	98%	7,052	97%	10,732	96%	9,412	98%
Less than 90 days	95%	6,029	99%	6,228	> 99%	7,232	99%	11,048	99%	9,547	> 99%
More than 90 days	< 5%	35	1%	28	< 1%	37	1%	121	1%	34	< 1%

**Table 23: Potential systemic issues**

Issue	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	52	66	40	44	27
Customer Service	58	55	17	17	5
Metering	4	8	5	2	1
Provision	2	4	1	0	1
Transfer	5	4	3	3	0
Marketing	2	8	4	2	0
Other <sup>1</sup>	5	8	10	3	3
<b>Total</b>	<b>128</b>	<b>153</b>	<b>80</b>	<b>71</b>	<b>37</b>

<sup>1</sup> Includes disconnection, hardship and network assets.

**Table 24: Five-year contact method**

Contact method	2020–21	2021–22	2022–23	2023–24	2024–25
Phone	3,597	3,612	3,944	6,673	5,656
Website	1,629	1,737	2,365	3,216	2,913
Email	595	570	561	882	726
Web chat	204	306	376	358	246
Other <sup>1</sup>	39	31	23	40	40
<b>Total</b>	<b>6,064</b>	<b>6,256</b>	<b>7,269</b>	<b>11,169</b>	<b>9,581</b>

<sup>1</sup> May include in person, SMS, letter and social media.

# Appendix 3:

## Retailer and distributor data

### ELECTRICITY RETAILERS

**Table 25: Closed electricity retailer complaints by primary issue**

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	Origin Energy Electricity Limited	809	676	862	1,463	1,400
	Ergon Energy Queensland Pty Ltd	215	277	289	1,193	840
	AGL Sales (Queensland Electricity) Pty Ltd	456	488	585	1,024	818
	Alinta Energy Retail Sales Pty Ltd	327	682	888	771	687
	EnergyAustralia Pty Ltd	162	182	272	393	319
	Simply Energy (ENGIE)	54	75	85	86	183
	Red Energy Pty Ltd	52	80	93	170	159
	Dodo Power & Gas Pty Ltd	42	71	84	72	100
	OVO Energy Pty Ltd	3	1	21	153	90
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	2	13	47	82	74
	Sumo Power Pty Ltd	6	44	83	137	72
	Locality Planning Energy Pty Ltd	20	37	65	70	71
	Altogether Group Pty Ltd	N/A	4	11	33	46
	Amber Electric Pty Ltd	N/A	N/A	1	28	41
	Globird Energy Pty Ltd	N/A	8	13	39	37
	Metered Energy Holdings Pty Ltd	N/A	10	20	42	32
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	N/A	8	32
	1st Energy PTY LTD	13	14	20	4	26
	Energy Locals Pty Ltd	7	15	6	25	24
	Blue NRG Pty Ltd	6	3	13	15	22
	Powershop - Kogan	5	11	14	14	16
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	6	5	12	13
	Humenergy Group Pty Ltd	N/A	0	3	10	10
	Diamond Energy Pty Ltd	6	5	5	11	7
	Powershop Australia Pty Ltd	14	13	14	21	5
	CovaU Pty Ltd	8	22	21	4	5
	Momentum Energy Pty Ltd	4	10	2	3	5
	Apex Energy Holdings Pty Ltd	N/A	0	0	0	4
	Next Business Energy Pty Ltd	3	1	7	4	2

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Billing (continued)	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	1	1	0	1	2
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	N/A	2
	ReAmped Energy Pty Ltd	30	54	50	8	1
	Gee Power and Gas Pty Ltd	N/A	3	4	1	1
	Energy Locals Pty Ltd	0	0	0	0	1
	Localvolts Pty Ltd	N/A	N/A	N/A	N/A	1
	Starcorp Energy Pty Ltd	N/A	N/A	N/A	2	0
	Powerhub Pty Ltd	0	0	0	1	0
	Real Utilities Pty Ltd	N/A	N/A	N/A	1	0
	The Embedded Networks Company	N/A	N/A	N/A	1	0
	Discover Energy Pty Ltd	0	6	37	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	3	23	0	0
	Energy Services Management Pty Ltd (trading as Glow Power)	N/A	1	3	0	0
	Lumo Energy Australia Pty Ltd	0	0	1	0	0
	Smart Energy Retail Pty Ltd	N/A	0	1	0	0
	Radian Holdings Pty Ltd	N/A	1	0	0	0
	QEnergy Limited	26	13	13	N/A	N/A
	Mojo Power Pty Ltd	10	15	7	N/A	N/A
	Elysian Energy Pty Ltd	0	18	7	N/A	N/A
	Powerdirect Pty Ltd	19	22	3	N/A	N/A
	Social Energy Australia Pty Ltd	N/A	1	2	N/A	N/A
	Bright Spark Power Pty Ltd	N/A	1	0	N/A	N/A
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	1	0	0	N/A	N/A
	Power Club Limited	1	4	N/A	N/A	N/A
	Sanctuary Energy Pty Ltd	1	0	N/A	N/A	N/A
	Click Energy Pty Ltd	65	N/A	N/A	N/A	N/A
<b>Total (Billing)</b>		<b>2,368</b>	<b>2,891</b>	<b>3,680</b>	<b>5,902</b>	<b>5,148</b>
Customer Service	Ergon Energy Queensland Pty Ltd	27	36	45	783	143
	Origin Energy Electricity Limited	116	87	116	155	137
	Alinta Energy Retail Sales Pty Ltd	60	57	58	68	85
	AGL Sales (Queensland Electricity) Pty Ltd	67	54	69	114	72
	EnergyAustralia Pty Ltd	27	13	28	41	23
	Sumo Power Pty Ltd	4	0	8	14	14
	OVO Energy Pty Ltd	0	0	2	23	11
	Dodo Power & Gas Pty Ltd	2	9	11	7	11
	Red Energy Pty Ltd	4	10	14	20	10

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Customer Service (continued)	Locality Planning Energy Pty Ltd	2	5	4	10	10
	Simply Energy (ENGIE)	14	8	6	8	9
	Altogether Group Pty Ltd	N/A	0	4	2	8
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	N/A	0	7
	Amber Electric Pty Ltd	N/A	N/A	1	7	6
	Metered Energy Holdings Pty Ltd	N/A	3	5	6	5
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	0	3	14	4	5
	Humenergy Group Pty Ltd	N/A	0	0	1	4
	Globird Energy Pty Ltd	N/A	0	2	8	3
	Blue NRG Pty Ltd	2	0	1	0	2
	Powershop - Kogan	1	0	1	3	1
	Powershop Australia Pty Ltd	1	0	1	2	1
	1st Energy PTY LTD	5	0	2	1	1
	Energy Locals Pty Ltd	1	2	1	0	1
	Gee Power and Gas Pty Ltd	N/A	2	1	0	1
	Diamond Energy Pty Ltd	0	1	0	0	1
	Momentum Energy Pty Ltd	0	0	0	0	1
	Next Business Energy Pty Ltd	0	0	0	0	1
	CovaU Pty Ltd	0	0	4	1	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	0	1	1	0
	The Embedded Networks Company	N/A	N/A	N/A	1	0
	ReAmped Energy Pty Ltd	4	6	2	0	0
	Discover Energy Pty Ltd	0	2	2	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	1	0	0
	Radian Holdings Pty Ltd	N/A	0	1	0	0
	Apex Energy Holdings Pty Ltd	N/A	1	0	0	0
	Elysian Energy Pty Ltd	1	3	2	N/A	N/A
	Mojo Power Pty Ltd	2	2	2	N/A	N/A
	Mojo Power East Pty Ltd (formerly People Energy Pty Ltd)	0	0	1	N/A	N/A
	Powerdirect Pty Ltd	2	2	0	N/A	N/A
	QEnergy Limited	3	1	0	N/A	N/A
	Enova Energy Pty Ltd	1	0	0	N/A	N/A
	Power Club Limited	2	0	N/A	N/A	N/A
	Click Energy Pty Ltd	10	N/A	N/A	N/A	N/A
<b>Total (Customer Service)</b>		<b>358</b>	<b>307</b>	<b>410</b>	<b>1,280</b>	<b>573</b>
Provision	Origin Energy Electricity Limited	101	93	63	72	78
	Alinta Energy Retail Sales Pty Ltd	34	26	18	20	52
	Ergon Energy Queensland Pty Ltd	37	56	41	55	50

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Provision (continued)	AGL Sales (Queensland Electricity) Pty Ltd	57	42	37	36	33
	EnergyAustralia Pty Ltd	24	13	13	18	11
	Simply Energy (ENGIE)	5	4	2	0	9
	Red Energy Pty Ltd	12	8	6	6	8
	Dodo Power & Gas Pty Ltd	3	6	7	0	6
	Locality Planning Energy Pty Ltd	2	0	0	4	5
	Sumo Power Pty Ltd	0	3	1	3	5
	Metered Energy Holdings Pty Ltd	N/A	1	5	4	4
	OVO Energy Pty Ltd	1	0	2	2	4
	Ampol Energy (Retail) Pty Ltd	N/A	N/A	N/A	2	4
	Globird Energy Pty Ltd	N/A	1	0	3	3
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	0	0	0	3
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	2	0	0	4	2
	Amber Electric Pty Ltd	N/A	N/A	1	2	2
	Powershop Australia Pty Ltd	2	3	4	1	2
	Humenergy Group Pty Ltd	N/A	0	0	0	2
	Powershop - Kogan	0	0	3	0	1
	Diamond Energy Pty Ltd	0	0	1	0	1
	Energy Locals Pty Ltd	2	0	0	0	1
	Altogether Group Pty Ltd	N/A	0	1	2	0
	Blue NRG Pty Ltd	0	0	0	1	0
	ReAmped Energy Pty Ltd	5	14	6	0	0
	CovaU Pty Ltd	1	2	1	0	0
	Energy Services Management Pty Ltd (trading as Glow Power)	N/A	0	1	0	0
	Apex Energy Holdings Pty Ltd	N/A	0	1	0	0
	1st Energy PTY LTD	0	4	0	0	0
	Discover Energy Pty Ltd	0	1	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	2	0	0	0	0
	QEnergy Limited	0	1	1	N/A	N/A
	Elysian Energy Pty Ltd	0	8	0	N/A	N/A
	Powerdirect Pty Ltd	5	2	0	N/A	N/A
	Mojo Power Pty Ltd	0	2	0	N/A	N/A
	Power Club Limited	0	1	N/A	N/A	N/A
	Click Energy Pty Ltd	6	N/A	N/A	N/A	N/A
<b>Total (Provision)</b>		<b>301</b>	<b>291</b>	<b>215</b>	<b>235</b>	<b>286</b>
Credit	Ergon Energy Queensland Pty Ltd	90	91	110	73	72
	AGL Sales (Queensland Electricity) Pty Ltd	79	54	41	65	50
	Origin Energy Electricity Limited	185	99	67	65	30

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Credit (continued)	Alinta Energy Retail Sales Pty Ltd	37	39	41	44	22
	Locality Planning Energy Pty Ltd	2	3	7	12	11
	EnergyAustralia Pty Ltd	29	15	16	11	11
	Metered Energy Holdings Pty Ltd	N/A	5	23	17	10
	OVO Energy Pty Ltd	1	0	0	4	10
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	0	0	5	5	8
	Humenergy Group Pty Ltd	N/A	1	1	4	7
	Amber Electric Pty Ltd	N/A	N/A	0	4	5
	Sumo Power Pty Ltd	0	4	3	8	4
	Dodo Power & Gas Pty Ltd	10	5	14	5	4
	Red Energy Pty Ltd	3	1	6	3	4
	Simply Energy (ENGIE)	6	6	1	4	3
	Powershop Australia Pty Ltd	3	0	1	1	3
	Energy Locals Pty Ltd	0	1	0	1	3
	Blue NRG Pty Ltd	0	0	0	0	3
	1st Energy PTY LTD	4	4	4	5	2
	Diamond Energy Pty Ltd	0	1	0	0	2
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	0	0	0	2
	Altogether Group Pty Ltd	N/A	1	0	1	1
	ReAmped Energy Pty Ltd	2	8	5	3	0
	Smart Energy Retail Pty Ltd	N/A	0	0	1	0
	Next Business Energy Pty Ltd	0	0	0	1	0
	The Embedded Networks Company	N/A	N/A	N/A	1	0
	Savant Energy Power Networks Pty Ltd	N/A	N/A	N/A	1	0
	Discover Energy Pty Ltd	0	0	1	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	0	1	0	0
	Energy Services Management Pty Ltd (trading as Glow Power)	N/A	0	1	0	0
	Gee Power and Gas Pty Ltd	N/A	1	0	0	0
	Lumo Energy Australia Pty Ltd	1	0	0	0	0
	Powerdirect Pty Ltd	6	4	1	N/A	N/A
	QEnergy Limited	1	2	1	N/A	N/A
	Mojo Power Pty Ltd	1	0	1	N/A	N/A
	Elysian Energy Pty Ltd	0	1	0	N/A	N/A
	Click Energy Pty Ltd	14	N/A	N/A	N/A	N/A
<b>Total (Credit)</b>		<b>474</b>	<b>346</b>	<b>351</b>	<b>339</b>	<b>267</b>
Marketing	Alinta Energy Retail Sales Pty Ltd	3	6	4	4	11
	Origin Energy Electricity Limited	8	8	17	11	6
	Red Energy Pty Ltd	2	0	1	3	4

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Marketing (continued)	AGL Sales (Queensland Electricity) Pty Ltd	9	2	10	7	3
	Sumo Power Pty Ltd	3	5	2	6	3
	EnergyAustralia Pty Ltd	4	3	2	6	2
	Simply Energy (ENGIE)	4	1	0	1	1
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	2	1	0	1	1
	Momentum Energy Pty Ltd	0	2	0	0	1
	Progressive Green Pty Ltd (trading as Flow Power)	N/A	N/A	N/A	N/A	1
	OVO Energy Pty Ltd	0	0	1	2	0
	Ergon Energy Queensland Pty Ltd	0	1	0	1	0
	Powershop - Kogan	0	0	0	1	0
	Locality Planning Energy Pty Ltd	0	0	1	0	0
	ReAmped Energy Pty Ltd	0	2	0	0	0
	Energy Locals Pty Ltd	1	1	0	0	0
	1st Energy PTY LTD	0	1	0	0	0
	Dodo Power & Gas Pty Ltd	0	1	0	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	0	1	0	0	0
	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	1	0	0	0
	Energy Services Management Pty Ltd (trading as Glow Power)	N/A	1	0	0	0
	Next Business Energy Pty Ltd	1	0	0	0	0
	Powerdirect Pty Ltd	0	1	0	N/A	N/A
	Elysian Energy Pty Ltd	0	1	0	N/A	N/A
<b>Total (Marketing)</b>		<b>37</b>	<b>39</b>	<b>38</b>	<b>43</b>	<b>33</b>
Transfer	AGL Sales (Queensland Electricity) Pty Ltd	25	21	22	19	5
	EnergyAustralia Pty Ltd	15	10	15	12	5
	Origin Energy Electricity Limited	33	14	25	24	4
	Alinta Energy Retail Sales Pty Ltd	17	15	5	7	3
	Simply Energy (ENGIE)	8	4	1	1	3
	Red Energy Pty Ltd	2	5	3	5	1
	Dodo Power & Gas Pty Ltd	1	4	0	3	1
	Ergon Energy Queensland Pty Ltd	1	3	0	2	1
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr Energy)	2	0	3	0	1
	Sumo Power Pty Ltd	4	1	1	0	1
	Powershop Australia Pty Ltd	1	1	0	0	1
	Altogether Group Pty Ltd	N/A	0	0	0	1
	OVO Energy Pty Ltd	0	0	0	5	0
	CovaU Pty Ltd	1	1	0	2	0

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Transfer (continued)	Pacific Blue Retail Pty Ltd (trading as Tango Energy)	N/A	1	0	1	0
	Locality Planning Energy Pty Ltd	1	2	2	0	0
	Online Power and Gas Pty Ltd (trading as Future X Power)	1	2	1	0	0
	Discover Energy Pty Ltd	0	0	1	0	0
	Energy Locals Pty Ltd	0	0	1	0	0
	Metered Energy Holdings Pty Ltd	N/A	0	1	0	0
	Apex Energy Holdings Pty Ltd	N/A	0	1	0	0
	ReAmped Energy Pty Ltd	0	5	0	0	0
	1st Energy PTY LTD	4	2	0	0	0
	Blue NRG Pty Ltd	4	1	0	0	0
	Radian Holdings Pty Ltd	N/A	1	0	0	0
	Energy Services Management Pty Ltd (trading as Glow Power)	N/A	1	0	0	0
	Diamond Energy Pty Ltd	1	0	0	0	0
	Next Business Energy Pty Ltd	1	0	0	0	0
	Powershop - Kogan	1	0	0	0	0
	Powerdirect Pty Ltd	2	3	0	N/A	N/A
	Elysian Energy Pty Ltd	1	2	0	N/A	N/A
	Mojo Power Pty Ltd	0	1	0	N/A	N/A
	QEnergy Limited	2	0	0	N/A	N/A
	Power Club Limited	0	1	N/A	N/A	N/A
	Click Energy Pty Ltd	5	N/A	N/A	N/A	N/A
<b>Total (Transfer)</b>		<b>133</b>	<b>101</b>	<b>82</b>	<b>81</b>	<b>27</b>
Domestic & Family Violence <sup>1</sup>	Locality Planning Energy Pty Ltd	N/A	N/A	N/A	N/A	1
	Red Energy Pty Ltd	N/A	N/A	N/A	N/A	1
<b>Total (Domestic &amp; Family Violence)</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>2</b>
Privacy <sup>1</sup>	Locality Planning Energy Pty Ltd	N/A	N/A	N/A	N/A	1
<b>Total (Privacy)</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1</b>
Other	Origin Energy Electricity Limited	16	13	7	16	2
	Alinta Energy Retail Sales Pty Ltd	3	2	0	4	1
	EnergyAustralia Pty Ltd	3	1	0	1	1
	AGL Sales (Queensland Electricity) Pty Ltd	2	2	3	13	0
	Ergon Energy Queensland Pty Ltd	6	13	6	9	0
	Sumo Power Pty Ltd	0	1	1	3	0
	Dodo Power & Gas Pty Ltd	0	1	0	1	0
	Energy Locals Pty Ltd	0	0	0	1	0
	Red Energy Pty Ltd	0	0	0	1	0
	Altogether Group Pty Ltd	N/A	0	0	1	0
	Amber Electric Pty Ltd	N/A	N/A	0	1	0
	Simply Energy (ENGIE)	1	0	1	0	0

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
	Metered Energy Holdings Pty Ltd	N/A	0	1	0	0
	Globird Energy Pty Ltd	N/A	0	1	0	0
	Locality Planning Energy Pty Ltd	0	1	0	0	0
	1st Energy PTY LTD	1	0	0	0	0
Other (continued)	Powershop Australia Pty Ltd	1	0	0	0	0
	Diamond Energy Pty Ltd	1	0	0	0	0
	Powershop – Kogan	1	0	0	0	0
	Elysian Energy Pty Ltd	0	1	0	N/A	N/A
	Powerdirect Pty Ltd	1	0	0	N/A	N/A
	Mojo Power Pty Ltd	1	0	0	N/A	N/A
<b>Total (Other)</b>		<b>37</b>	<b>35</b>	<b>20</b>	<b>51</b>	<b>4</b>
<b>Grand Total</b>		<b>3,708</b>	<b>4,010</b>	<b>4,796</b>	<b>7,931</b>	<b>6,341</b>

Note: N/A means retailer not a scheme participant during this period or the primary issue was not recorded during this period.

<sup>1</sup> Issue added in the 2024–25 issue tree review.

## ELECTRICITY DISTRIBUTORS

**Table 26: Closed electricity distributor complaints by primary issue**

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Provision	ENERGEX limited	84	106	96	87	126
	Ergon Energy Corporation Limited	42	35	52	68	77
	Essential Energy	1	0	1	0	0
<b>Total (Provision)</b>		<b>127</b>	<b>141</b>	<b>149</b>	<b>155</b>	<b>203</b>
Supply	ENERGEX limited	68	72	66	70	78
	Ergon Energy Corporation Limited	69	81	104	107	53
	Essential Energy	0	3	2	2	0
<b>Total (Supply)</b>		<b>137</b>	<b>156</b>	<b>172</b>	<b>179</b>	<b>131</b>
Land	ENERGEX limited	32	36	44	21	37
	Ergon Energy Corporation Limited	46	31	14	31	36
<b>Total (Land)</b>		<b>78</b>	<b>67</b>	<b>58</b>	<b>52</b>	<b>73</b>
Customer Service	ENERGEX limited	48	44	46	55	29
	Ergon Energy Corporation Limited	11	22	28	43	26
	Essential Energy	1	0	1	0	0
<b>Total (Customer Service)</b>		<b>60</b>	<b>66</b>	<b>75</b>	<b>98</b>	<b>55</b>
Billing	ENERGEX limited	2	5	1	3	4
	Ergon Energy Corporation Limited	1	2	0	2	1
<b>Total (Billing)</b>		<b>3</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>5</b>
Other	ENERGEX limited	31	30	7	19	1
	Ergon Energy Corporation Limited	10	17	2	9	0
	Essential Energy	0	1	1	0	0
<b>Total (Other)</b>		<b>41</b>	<b>48</b>	<b>10</b>	<b>28</b>	<b>1</b>
<b>Grand total</b>		<b>446</b>	<b>485</b>	<b>465</b>	<b>517</b>	<b>468</b>

See page 32 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

## GAS RETAILERS

**Table 27: Closed gas retailer complaints by primary issue**

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	Origin Energy Retail Ltd	62	62	56	77	66
	AGL Sales (Queensland) Pty Ltd	38	26	34	85	47
	Alinta Energy Retail Sales Pty Ltd	2	5	10	15	16
	Globird Energy Pty Ltd	0	1	1	3	1
	Red Energy Pty Ltd	1	1	0	2	1
	CovaU Pty Ltd	1	1	1	1	0
	Western Downs Regional Council	0	1	1	1	0
	Maranoa Regional Council	0	1	1	0	0
	Discover Energy Pty Ltd	0	0	1	0	0
<b>Total (Billing)</b>		<b>104</b>	<b>98</b>	<b>105</b>	<b>184</b>	<b>131</b>
Provision	AGL Sales (Queensland) Pty Ltd	11	11	8	9	11
	Origin Energy Retail Ltd	3	15	9	5	11
	Alinta Energy Retail Sales Pty Ltd	1	0	1	2	3
	Red Energy Pty Ltd	0	0	0	0	2
	Western Downs Regional Council	0	0	0	1	0
	CovaU Pty Ltd	0	0	0	1	0
	Globird Energy Pty Ltd	0	0	0	1	0
<b>Total (Provision)</b>		<b>15</b>	<b>26</b>	<b>18</b>	<b>19</b>	<b>27</b>
Customer Service	Origin Energy Retail Ltd	4	10	10	14	8
	AGL Sales (Queensland) Pty Ltd	5	7	7	8	5
	Alinta Energy Retail Sales Pty Ltd	0	0	1	0	2
	Globird Energy Pty Ltd	0	0	0	0	1
	Red Energy Pty Ltd	0	0	1	1	0
<b>Total (Customer Service)</b>		<b>9</b>	<b>17</b>	<b>19</b>	<b>23</b>	<b>16</b>
Credit	AGL Sales (Queensland) Pty Ltd	11	10	10	6	4
	Origin Energy Retail Ltd	16	16	4	5	1
	Red Energy Pty Ltd	0	0	0	1	1
	Alinta Energy Retail Sales Pty Ltd	1	1	2	0	1
	Western Downs Regional Council	0	1	0	0	0
<b>Total (Credit)</b>		<b>28</b>	<b>28</b>	<b>16</b>	<b>12</b>	<b>7</b>
Transfer	Origin Energy Retail Ltd	1	1	3	2	2
	Alinta Energy Retail Sales Pty Ltd	2	1	1	2	1
	Globird Energy Pty Ltd	0	0	0	0	1
	AGL Sales (Queensland) Pty Ltd	2	3	0	4	0
	Red Energy Pty Ltd	0	0	0	1	0
<b>Total (Transfer)</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>4</b>
Marketing	AGL Sales (Queensland) Pty Ltd	0	0	0	1	1
	Origin Energy Retail Ltd	1	1	0	1	0
	Alinta Energy Retail Sales Pty Ltd	0	0	1	0	0
<b>Total (Marketing)</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Other	Origin Energy Retail Ltd	1	1	0	3	0
	AGL Sales (Queensland) Pty Ltd	2	0	0	0	0
<b>Total (Other)</b>		<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>
<b>Grand total</b>		<b>165</b>	<b>176</b>	<b>163</b>	<b>252</b>	<b>186</b>

## GAS DISTRIBUTORS

**Table 28: Closed gas distributor complaints by primary issue**

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Supply	Australian Gas Networks Limited	6	8	3	7	2
	Allgas Energy Pty Ltd	0	6	3	1	1
	Western Downs Regional Council	1	0	0	0	0
<b>Total (Supply)</b>		<b>7</b>	<b>14</b>	<b>6</b>	<b>8</b>	<b>3</b>
Land	Australian Gas Networks Limited	0	3	2	4	3
	Allgas Energy Pty Ltd	1	2	5	1	0
<b>Total (Land)</b>		<b>1</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>
Provision	Allgas Energy Pty Ltd	2	0	4	0	2
	Australian Gas Networks Limited	13	9	1	2	1
<b>Total (Provision)</b>		<b>15</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>3</b>
Customer Service	Australian Gas Networks Limited	3	3	3	1	1
	Allgas Energy Pty Ltd	1	0	2	0	0
<b>Total (Customer Service)</b>		<b>4</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>
Billing	Maranoa Regional Council	0	2	0	0	0
<b>Total (Billing)</b>		<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other	Allgas Energy Pty Ltd	1	1	0	1	1
	Australian Gas Networks Limited	1	4	0	2	0
<b>Total (Other)</b>		<b>2</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>1</b>
<b>Grand total</b>		<b>29</b>	<b>38</b>	<b>23</b>	<b>19</b>	<b>11</b>

## WATER RETAILERS AND DISTRIBUTORS

**Table 29: Closed water retailer and distributor complaints by primary issue**

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Billing	Urban Utilities	118	84	64	72	65
	Unitywater	71	57	46	70	54
	Gold Coast City Council	39	38	32	20	15
	Redland City Council	4	10	3	6	2
	Logan City Council	7	5	5	8	1
<b>Total (Billing)</b>		<b>239</b>	<b>194</b>	<b>150</b>	<b>176</b>	<b>137</b>
Supply	Urban Utilities	3	8	13	9	14
	Unitywater	5	12	4	5	10
	Gold Coast City Council	1	1	1	0	4
	Logan City Council	0	0	0	0	2
	Redland City Council	1	0	1	1	0
<b>Total (Supply)</b>		<b>10</b>	<b>21</b>	<b>19</b>	<b>15</b>	<b>30</b>

Primary issue	Scheme participant	2020–21	2021–22	2022–23	2023–24	2024–25
Land	Urban Utilities	17	9	10	9	13
	Unitywater	9	10	5	13	4
	Redland City Council	0	1	0	0	2
	Gold Coast City Council	2	1	0	1	0
<b>Total (Land)</b>		<b>28</b>	<b>21</b>	<b>15</b>	<b>23</b>	<b>19</b>
Provision	Urban Utilities	12	7	5	13	13
	Unitywater	10	12	9	7	2
	Gold Coast City Council	0	0	1	0	2
	Logan City Council	1	0	2	2	0
	Redland City Council	0	0	1	0	0
<b>Total (Provision)</b>		<b>23</b>	<b>19</b>	<b>18</b>	<b>22</b>	<b>17</b>
Customer Service	Urban Utilities	9	12	11	19	8
	Unitywater	11	11	10	11	5
	Gold Coast City Council	2	3	2	2	3
	Logan City Council	1	0	2	0	0
	Redland City Council	0	0	1	0	0
<b>Total (Customer Service)</b>		<b>23</b>	<b>26</b>	<b>26</b>	<b>32</b>	<b>16</b>
Credit	Urban Utilities	6	4	1	8	4
	Unitywater	5	2	2	9	2
	Gold Coast City Council	4	0	0	3	2
	Logan City Council	1	1	0	1	0
<b>Total (Credit)</b>		<b>16</b>	<b>7</b>	<b>3</b>	<b>21</b>	<b>8</b>
Privacy <sup>1</sup>	Urban Utilities	N/A	N/A	N/A	N/A	1
<b>Total (Privacy)</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1</b>
Other	Urban Utilities	5	5	3	0	1
	Unitywater	6	3	6	5	0
	Logan City Council	0	0	1	2	0
	Gold Coast City Council	0	1	1	0	0
	Redland City Council	0	0	1	0	0
<b>Total (Other)</b>		<b>11</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>1</b>
<b>Grand total</b>		<b>350</b>	<b>297</b>	<b>243</b>	<b>296</b>	<b>229</b>

Note: N/A means the primary issue was not recorded during this period.

<sup>1</sup> Issue added in the 2024–25 issue tree review.

# Appendix 4:

## Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> <li>A letter of compliance from the accountable officer or statutory body to the relevant Minister/s</li> </ul>	ARRs – section 7	Page 1
Accessibility	<ul style="list-style-type: none"> <li>Table of contents</li> <li>Glossary</li> <li>Public availability</li> </ul>	ARRs – section 9.1	Contents Appendix 6
	<ul style="list-style-type: none"> <li>Interpreter service statement</li> </ul>	ARRs – section 9.2	Page i
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	<i>Queensland Government Language Services Policy</i>	Page i
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	ARRs – section 9.3	
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	<i>Copyright Act 1968</i>	Page i
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	ARRs – section 9.4	
General information	<ul style="list-style-type: none"> <li>Introductory Information</li> </ul>	QGEA – <i>Information Licensing</i>	Page i
		ARRs – section 9.5	
Non-financial performance	<ul style="list-style-type: none"> <li>Government's objectives for the community and whole-of-government plans/specific initiatives</li> <li>Agency objectives and performance indicators</li> <li>Agency service areas and service standards</li> </ul>	ARRs – section 11.1	Our future direction
Financial performance	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> </ul>	ARRs – section 11.2	Our performance
Governance – management and structure	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> </ul>	ARRs – section 11.3	Our service
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> </ul>	ARRs – section 12.1	Financial summary
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> </ul>	ARRs – section 13.1	Our governance
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> </ul>	ARRs – section 13.2	Our governance
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> </ul>	ARRs – section 13.3	Our governance
Governance – risk management and accountability	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	<i>Public Sector Ethics Act 1994</i>	Our governance
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	ARRs – section 13.4	
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	<i>Human Rights Act 2019</i>	Our governance
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	ARRs – section 13.5	
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	ARRs – section 13.6	Our governance
	<ul style="list-style-type: none"> <li>Summary of financial performance</li> <li>Organisational structure</li> <li>Executive management</li> <li>Government bodies (statutory bodies and other entities)</li> <li>Public Sector Ethics</li> <li>Human Rights</li> </ul>	ARRs – section 14.1	About us
	<ul style="list-style-type: none"> <li>Risk management</li> <li>Audit committee</li> <li>Internal audit</li> <li>External scrutiny</li> <li>Information systems and recordkeeping</li> <li>Information Security attestation</li> </ul>	ARRs – section 14.2	
	<ul style="list-style-type: none"> <li>Risk management</li> <li>Audit committee</li> <li>Internal audit</li> <li>External scrutiny</li> <li>Information systems and recordkeeping</li> <li>Information Security attestation</li> </ul>	ARRs – section 14.3	
	<ul style="list-style-type: none"> <li>Risk management</li> <li>Audit committee</li> <li>Internal audit</li> <li>External scrutiny</li> <li>Information systems and recordkeeping</li> <li>Information Security attestation</li> </ul>	ARRs – section 14.4	
	<ul style="list-style-type: none"> <li>Risk management</li> <li>Audit committee</li> <li>Internal audit</li> <li>External scrutiny</li> <li>Information systems and recordkeeping</li> <li>Information Security attestation</li> </ul>	ARRs – section 14.5	
	<ul style="list-style-type: none"> <li>Risk management</li> <li>Audit committee</li> <li>Internal audit</li> <li>External scrutiny</li> <li>Information systems and recordkeeping</li> <li>Information Security attestation</li> </ul>	ARRs – section 14.6	

Summary of requirement		Basis for requirement	Annual report reference
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	Our people
	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i>	Our people
Open Data		ARRs – section 15.2	
	• Statement advising publication of information	ARRs – section 16	Our governance
	• Consultancies	ARRs – section 31.1	<a href="http://data.qld.gov.au">data.qld.gov.au</a>
	• Overseas travel	ARRs – section 31.2	Our governance
	• Queensland Language Services Policy	ARRs – section 31.3	<a href="http://data.qld.gov.au">data.qld.gov.au</a>
Financial statements	• Charter of Victims' Rights	VCSVRA	
		ARRs – section 31.4	Our governance
		FAA – section 62	
	• Certification of financial statements	FPMS – sections 38, 39 and 46	Financial statements
		ARRs – section 17.1	
		FAA – section 62	
	• Independent Auditor's Report	FPMS – section 46	Independent Auditor's Report
		ARRs – section 17.2	

FAA	<i>Financial Accountability Act 2009</i>
FPMS	<i>Financial and Performance Management Standard 2019</i>
ARRs	<i>Annual report requirements for Queensland Government agencies</i>
VCSVRA	<i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i>

# Appendix 5:

## Current scheme participants

All licensed retailers and distributors who supply energy to small customers in Queensland (and water in South East Queensland) must become members of our scheme (scheme participants). Since 28 February 2022, prescribed entities with a retail authorisation were also required to become members of our scheme. EWOQ is predominantly funded by an industry levy paid by the scheme participants.

<b>Scheme participant</b>	<b>Product type</b>	<b>Service type</b>
1st Energy Pty Ltd	Electricity	Retailer
AGL Sales (Queensland Electricity) Pty Ltd	Electricity	Retailer
AGL Sales (Queensland) Pty Ltd	Gas	Retailer
Alinta Energy Retail Sales Pty Ltd	Electricity and Gas	Retailer
Allgas Energy Pty Ltd	Gas	Distributor
Altogether Group Pty Ltd	Electricity	Retailer
Amber Electric Pty Ltd	Electricity	Retailer
Ampol Energy (Retail) Pty Ltd	Electricity	Retailer
Apex Energy Holdings Pty Ltd	Electricity	Retailer
Australian Gas Networks Limited	Gas	Distributor
Blue NRG Pty Ltd	Electricity	Retailer
CovaU Pty Ltd	Electricity and Gas	Retailer
Diamond Energy Pty Ltd	Electricity	Retailer
Discover Energy Pty Ltd	Electricity and Gas	Retailer
Dodo Power & Gas Pty Ltd	Electricity	Retailer
Electricity in a Box Pty Ltd	Electricity	Retailer
Energex Limited	Electricity	Distributor
Energy Locals Pty Ltd <sup>1</sup>	Electricity	Retailer
Energy Services Management Pty Ltd (trading as Glow Power)	Electricity	Retailer
EnergyAustralia Pty Ltd	Electricity	Retailer
Ergon Energy Corporation Ltd	Electricity	Distributor
Ergon Energy Qld Pty Ltd	Electricity	Retailer
Essential Energy	Electricity	Distributor
Gee Power and Gas Pty Ltd	Electricity and Gas	Retailer
Globird Energy Pty Ltd	Electricity and Gas	Retailer
Gold Coast City Council	Water	Distributor and Retailer
Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	Electricity	Retailer
Humenergy Group Pty Ltd	Electricity and Gas	Retailer
Locality Planning Energy Pty Ltd	Electricity	Retailer
Logan City Council	Water	Distributor and Retailer
Lumo Energy Australia Pty Ltd	Electricity	Retailer
Maranoa Regional Council	Gas	Distributor and Retailer

Scheme participant	Product type	Service type
Metered Energy Holdings Pty Ltd	Electricity and Gas	Retailer
Momentum Energy Pty Ltd	Electricity	Retailer
Next Business Energy Pty Ltd	Electricity	Retailer
Online Power and Gas Pty Ltd (trading as Future X Power)	Electricity	Retailer
Origin Energy Electricity Limited	Electricity	Retailer
Origin Energy Retail Ltd	Gas	Retailer
OVO Energy Pty Ltd	Electricity and Gas	Retailer
Pacific Blue Retail Pty Ltd (trading as Tango energy)	Electricity	Retailer
Powerhub Pty Ltd	Electricity	Retailer
Powershop Australia Pty Ltd <sup>2</sup>	Electricity	Retailer
Radian Holdings Pty Ltd	Electricity	Retailer
Real Utilities Pty Ltd	Electricity and Gas	Retailer
ReAmped Energy Pty Ltd	Electricity	Retailer
Red Energy Pty Ltd	Electricity and Gas	Retailer
Redland City Council	Water	Distributor and Retailer
Savant Energy Power Networks Pty Ltd	Electricity and Gas	Retailer
Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	Electricity	Retailer
Simply Energy (Engie)	Electricity	Retailer
Smart Energy Retail Pty Ltd	Electricity	Retailer
Starcorp Energy Pty Ltd	Electricity	Retailer
Sumo Power Pty Ltd	Electricity	Retailer
Telstra Energy (Retail) Pty Ltd	Electricity	Retailer
The Embedded Networks Company	Electricity	Retailer
Unitywater	Water	Distributor and Retailer
Urban Utilities	Water	Distributor and Retailer
Western Downs Regional Council	Gas	Distributor and Retailer

<sup>1</sup> Sales and marketing activities conducted by Sonnen.

<sup>2</sup> Sales and marketing activities conducted by Kogan Energy.

# Appendix 6: Glossary

**ANZOA** Australia and New Zealand Ombudsman Association.

**ANZEWON** Australian and New Zealand Energy & Water Ombudsman Network.

**Billing** a case issue relating to high or disputed bills, delays, errors, estimated accounts, fees and charges, rebates or concessions, tariffs, meters and refunds.

**Case** any contact a customer has with EWOQ, including an enquiry, refer back to provider, refer to higher level, refer to another organisation or investigation.

**Complaint** is a case billed to a scheme participant (i.e. refer back to provider, refer to higher level or investigation).

**Credit** a case issue relating to payment difficulties, disconnection or bad debt.

**Customer service** a case issue relating to a scheme participant's failure to inform or respond, incorrect advice, poor attitude or privacy issues.

**Embedded network** a privately owned network where the electrical wiring is configured in such a way that the site owner sells energy to tenants and residents, commonly found in apartment blocks, retirement villages and caravan parks.

**Enquiry** a case type assigned to a general query about electricity, gas or water that is not a complaint nor associated with a scheme participant.

**EWOQ** Energy and Water Ombudsman Queensland.

**Exempt seller** an energy seller who only sells energy incidentally at a specific site (an embedded network) to a defined group of customers.

**Investigation** a complaint type that EWOQ investigates and facilitates an outcome that is fair and reasonable. Investigations can be Level 1, 2 or 3 depending on the time taken to resolve the issue.

**Land** a case issue relating to the impact of network assets, network maintenance and vegetation management.

**Machinery of Government** refers to a change in the structure of government as outlined in Administrative Arrangement Orders that are re-issued or amended by the Premier of Queensland.

**Marketing** a case issue relating to conduct by energy marketers, such as misleading information, pressure and non-account holder sign up.

**Provision** a case issue relating to problems with new or existing connections.

**Refer back** when a customer has not contacted their provider to resolve their issue prior to submitting their complaint to EWOQ. We refer them back to their provider.

**Refer to higher level (RHL)** we can refer a customer's complaint to a higher level of authority within the provider before starting an investigation.

**Refer to other organisations** we have memoranda of understanding with other government authorities who have jurisdiction over aspects of the energy or water sector outside our jurisdiction, including the Office of Fair Trading and the Australian Energy Regulator.

**Scheme participant** energy distributors and retailers operating in Queensland and water distributors and retailers in South East Queensland who must join the EWOQ scheme.

**Small customer** a residential or small business consumer who uses less than 100 megawatt hours of electricity a year, less than one terajoule of gas a year, or – for those in South East Queensland – less than 100 kilolitres of water a year.

**Supply** a case issue relating to the quality of energy supply, damage or loss, outages or sewerage overflow.

**Transfer** a case issue relating to errors in billing or transfer of account due to switching energy retailers, contract terms, delay in transfer or site ownership.

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# Our thanks

Thank you for reading the Energy and Water Ombudsman Queensland 2024–25 Annual Report.

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