

Energy & Water Ombudsman NSW

Annual Report 2024–25



Energy & Water
Ombudsman NSW
Free, fair and independent

Our mission

To provide high quality, independent dispute resolution and raise customer service standards in the energy and water industries.



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About us

EWON acknowledges the Traditional Owners of the lands across New South Wales. We respect Elders past and present and we thank the many Aboriginal communities who welcome us onto their land. **ngara ngwiya yudi — listen, give, guide**

The Energy & Water Ombudsman NSW (EWON) is a not-for-profit, industry-based ombudsman scheme.

We provide free, fair and independent dispute resolution services to:

- energy customers
- Sydney Water, Hunter Water, Water NSW, Shoalhaven Water, Essential Water (Broken Hill) and private water utilities customers
- NSW consumers affected by renewable energy transmission infrastructure.

We are not a consumer or industry advocate – we independently achieve fair and reasonable outcomes for all parties.

EWON was established in 1998 as the Energy Industry Ombudsman NSW (EIION). Initially comprising the six government-owned electricity providers and one transmission company, we expanded in 1999 to include several water providers, and changed our name to EWON. The following year, we welcomed the first gas member. In 2018, a time of rapid membership growth, exempt electricity sellers and networks (exempt entities) joined our scheme. In 2024, our membership again expanded to include renewable energy transmission providers.

We investigate a broad range of complaints, including billing, credit, customer service, transfer, digital meter exchange, supply, land, provision, marketing and privacy issues.

Our purpose

- Provide high-quality independent advice, information and dispute resolution to NSW energy and water customers.
- Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and inform the development of regulations, codes and policy.
- Engage effectively with NSW consumers by promoting our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Charter

This Annual Report is published in accordance with EWON's Charter.

Our main Charter responsibilities are to:

- Handle energy and water complaints independently, fairly, informally, efficiently and free of charge to the customer.
- Promote EWON to consumers and small businesses.
- Encourage and advise energy and water providers on good complaint handling practices to help reduce and avoid complaints.

Benchmarks

We develop our policies and processes in accordance with the Australian Government's Benchmarks for Industry-based Customer Dispute Resolution.

The benchmarks are:

- accessibility
- independence
- fairness
- accountability
- efficiency
- effectiveness.

EWON is independently reviewed against those benchmarks every five years.

Notes about this report

Data

The data in this report is drawn from complaints received by EWON in the financial year FY25, unless otherwise specified.

EWON's open complaint data varies in accordance with complaint progression, and figures in this report reflect complaint status as at 10 July 2025. Percentages are rounded to the nearest whole number, so they may not always add up to 100%. Complaints related to renewable energy infrastructure are included in electricity complaint totals unless otherwise specified.

Case studies

Personal information about our customers has been changed to protect their privacy.

Unfamiliar words and terms

This report includes some industry terms and acronyms that you may not be familiar with. For explanations, please refer to our Glossary and List of acronyms, at the end of the report.

FY25 highlights

Complaints



27,588

complaints received

down 2%

on previous year

Industry complaints



22,210

81%

Electricity complaints
(-3%)



4,166

15%

Gas complaints
(no change)



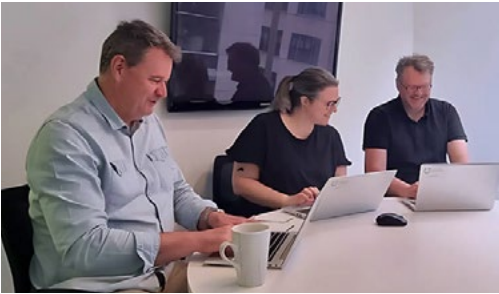
1,058

4%

Water complaints
(+14%)

154 complaints were non energy/non water

Policy contribution



24

Policy submissions

18

Systemic issues addressed

Community engagement



104

Community engagement events

3,890

Customers reached

Top three issues



72%

19,857

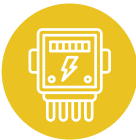
Billing complaints (-5%)



7%

1,994

Credit complaints (-6%)



5%

1,260

Digital meter exchange
complaints (-4%)



1,030

Media mentions
Up from 323 in FY23

Governance



Chair's report

I'm pleased to present EWON's 27th annual report, and my first as Chair.



Louise Sylvan is Chair of the Reliable, Affordable Clean Energy for 2030 (RACE for 2030) Co-operative Research Centre; Chair of The Centre for Social Innovation; and Adjunct Professor at the University of Sydney's Charles Perkins Centre in the Prevention Research Collaboration, School of Public Health, Faculty of Medicine and Health.

I was aware of EWON's influential work before I joined the Board, but as the complexity of the energy sector continues to challenge consumers, I'm witnessing firsthand the importance of NSW residents having access to an independent ombudsman for dispute resolution.

EWON received 27,588 complaints this financial year, a slight decrease from last year. Aside from increased energy prices, decreased energy rebates and overall cost of living pressures, a major challenge facing customers in the past year has been the rollout of smart meters. Despite being critical to the transition of the energy system, the level of consumer detriment and confusion associated with the rollout has been widespread. EWON's [Spotlight On report](#) highlighted the fragmented relationships between retailers, customers and Metering Service Providers (MSP). The powerful response to this report, including from the media, led to us dedicating a Consultative Council Meeting to the topic. The Australian Energy Regulator, Australian Energy Market Commission, retailers and MSPs attended, and I would like to acknowledge the time and effort all participants put into making the discussions so effective. Our resulting working group will continue this important work.

The issues affecting the energy and water sectors are well-publicised, but EWON continues to work towards positive change; several encouraging policy outcomes were achieved this financial year. Highlights are included in this report.

Behind the scenes, EWON's new Customer Relationship Management system is now live, offering an enhanced customer experience and increased efficiency. This major

project has streamlined the Dispute Resolution team's work and increased security around our customer and stakeholder data. It demonstrates the Board and Ombudsman's attention to ensuring the efficiency of the organisation.

Our productivity also depends in part on the industry's efficiency in handling their complaints and responding within allocated timeframes. Most EWON members offer timely customer management when a complaint is escalated to the Ombudsman, but our goal is for all retailers and distributors to reach their targets, ensuring a positive experience for all customers.

It is a requirement of EWON's constitution that we carry out an independent review every five years which focuses on how well we comply with the Australian Government's Benchmarks for Industry-based Customer Dispute Resolution. The Board was proud to note that the review team affirmed EWON's position as an effective industry ombudsman scheme that provides good value for its funding. The Board was also pleased that the review team was future-focused, noting the potential changes to EWON's jurisdiction coming from the development of renewable energy and its transmission, and to the significant development of Consumer Energy Resources.

Our Innovate Reconciliation Action Plan (Innovate RAP) was approved by Reconciliation Australia in July 2024. This RAP is a further commitment to ensuring EWON staff and stakeholders support First Nations peoples, not just for the duration of our RAP, but indefinitely. We continue to express our deep gratitude to the First Nations communities who

welcome us onto their land as part of our Outreach program. Our highlights to date include:

- launching our Innovate RAP at EWON's October 2024 Consultative Council Meeting, where several EWON members shared their reconciliation journey
- hosting four First Nations Bring Your Bills Days in Moree, Mungindi, Bourke and Brewarrina
- improving our Employment Strategy to increase recruitment, retention and development of First Nations employees.

This year we farewelled Board industry director Kathy Hourigan (Sydney Water), who was replaced by Stuart Wallace (Sydney Water). We warmly welcomed two new community directors, Angela Tsoukatos (SydWest Multicultural Services) and Evelyne Tadros (Mental Health Coordinating Council).

In closing, I'd like to thank the Board for their support and collegial approach to the strong and effective governance of EWON's affairs. I would also like to thank the Ombudsman, the executive team and EWON's staff for their significant effort and commitment to deliver EWON's vision and purpose each year. Together they ensure that EWON continues to demonstrate the hallmarks of a strong and effective ombudsman scheme. ■

A stylized, handwritten signature in dark ink, appearing to read 'L Sylvan'.

Louise Sylvan
Chair

Ombudsman's report

Four years ago, I started my Ombudsman's report by highlighting the unprecedented speed of change in the energy and water sectors – change that is now happening at lightning speed.



Janine Young was appointed Ombudsman in 2014, having gained extensive experience providing independent dispute resolution service as the Deputy Ombudsman at the Energy and Water Ombudsman Victoria and the Ombudsman at the Public Transport Ombudsman Victoria.

This can be unsettling, but for the energy and water sectors change is both overdue and necessary. Energy prices continue to rise and are now coupled with water pricing increases driven by aged infrastructure upgrades, meaning we won't see price relief on the short-term horizon.

Australia's transition to net zero will provide consumers with cheaper, cleaner and reliable energy – a smooth transition towards this objective requires a whole of energy sector approach combined with best practice and authentic community engagement. As the poet Robert Frost said, "The only way out is through, and the only good way through is together."

EWON has not only kept up with but has anticipated and responded to these changes. This financial year, we expanded our jurisdiction, pre-emptively influenced policy change and increased our capability and knowledge building, continuing EWON's commitment to ensuring a more equitable future for energy and water consumers. It's critical for me as Ombudsman to ensure we respond to this evolution without spreading ourselves too thin, while remaining in lockstep with the core accountabilities of EWON's Charter. I'm confident, with ongoing member, regulator and stakeholder support, we can collectively continue to meet our shared goals.

Surprisingly, given the difficult environment, complaints to EWON steadied this financial year. Evident in our complaints data, is the increased complexity of the complaints we received particularly relating to Consumer Energy Resources, renewable energy and affordability. The high level of affordability assistance required by customers experiencing vulnerabilities was the catalyst for establishing our Extra Help team in November 2024. The team provides targeted, holistic support to customers experiencing severe cost of living pressures, chronic mental/physical illness, family violence and housing risk. Read more about this team on page 37.

I'm particularly proud that the NSW Government called on EWON to expand its jurisdiction to accept complaints from landholders and community members impacted by renewable energy infrastructure initially with EnergyCo and ACERES taking up EWON membership.

EWON was identified as the most appropriate organisation to take on this work because of our reputation as an established, trusted and independent dispute resolution service, with long demonstrated experience in effective community engagement.

The Minister for Climate Change and Energy, Penny Sharpe, welcomed the change.

'Residents will no longer have to navigate a maze of agencies. The Ombudsman will connect them with the right people to have their concerns investigated and addressed.' – Minister Sharpe

Our Energy Transition team rapidly established an extensive 'boots on the ground' community engagement program across the NSW Renewable Energy Zones (REZ), giving us valuable insights into the consultation issues raised by regional community residents. Trust-building is critical to the energy transition, and many people are telling us they have felt ignored during the consultation process. Our jurisdiction expansion work is continuing – we're currently working with NSW DCCEE to accept complaints about renewable generation developers including solar, wind and storage – inside and outside of the NSW REZs. Read more on page 57.

The results of our 2024 Independent Review were extremely positive with EWON described as 'one of the few trusted voices' in the sector. As noted by the reviewers this position is "very difficult to attain, easy to lose, but of the utmost importance to the members of EWON, service users and the wider public as it enables EWON to make significant contributions to the effectiveness of the energy market." It goes without saying that we intend to maintain our reputation as being that trusted voice.

This past year, supported by the Board, I've increased my strategic engagement across the energy and water sectors. EWON has a complex sphere of influence across members, consumers, regulators, government and stakeholders and I'm grateful to have the opportunity to meet with, speak to, hear and learn from a range of different perspectives across the sector.

FY25 has been one of the most exciting and challenging years I've experienced at EWON. We've laid the foundations to continue expanding our jurisdiction and increased our agility so that we can respond to the challenges we'll be presented with in the future. None of this would be achieved without EWON's committed, hard-working, bold and brave team. Thank you to our Executive and Senior Leadership Teams and all staff. Together we continue to 'punch above our weight' and as recognised in our Independent Review, are a leading ombudsman scheme.

In closing I'd like to thank Louise Sylvan our Chair since October 2024. Louise's regulatory and governance expertise is both influential and beneficial to the Board and the Exec Team. I'd also like to thank EWON members, both large and small for their ongoing and independent collaboration relating to the joint challenges we all face. ■

Janine Young

Janine Young
Ombudsman and CEO



Ombudsman, Janine Young presenting on Community Engagement in Renewable Energy Projects at Australian Energy Week, June 2025.



Ombudsman, Janine Young, with guest presenters Jessica Shipway, Energy Australia and Elfa Moraitakis, SydWest Multicultural Services at EWON's Community Workers Forum in June 2025.

EWON Board

EWON's Board is responsible for corporate governance, budget approval and strategic direction. It includes an independent chair, five industry directors and five community directors.

We welcomed our new Board Chair, Louise Sylvan, in October 2024 following the end of Tony Crawford's second term.

We also welcomed three new directors:

- **Community directors** – Angela Tsoukatos, Chair of SydWest Multicultural Services; and Evelyne Tadros, Chief Executive Officer of the Mental Health Coordinating Council
- **Industry director (water sector)** – Stuart Wallace, who stepped into the role vacated by Kathy Hourigan, who resigned in December 2024.

Louise Sylvan
Chair, EWON



Rob Amphlett Lewis
Industry Director
Group Executive Distributed Services, Ausgrid



Kerryn Graham
Industry Director
Head of Business, Energy Australia



John Bowie
Industry Director
General Manager Retail X, Origin Energy



Candice Suttor
Industry Director
Executive Manager Retail, Altogether



Stuart Wallace
Industry Director
General Manager Customer and Stakeholder Engagement, Sydney Water



April Blair
Community Director
Board member, Intellectual Disability Rights Service



Rod Stowe
Community Director
Board Chair, Super Consumers Australia



Angela Tsoukatos
Community Director
Chair, SydWest Multicultural Services



Craig Memery
Community Director
Senior Advisor Energy and Water Justice, Justice and Equity Centre



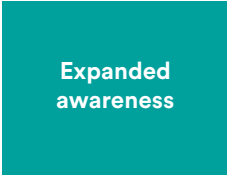
Evelyne Tadros
Community Director
Chief Executive Officer, Mental Health Coordinating Council



Strategic objectives

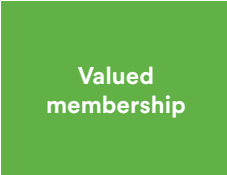
Our strategic objectives ensure that we:

- **achieve fair and reasonable outcomes** for all conciliated and investigated complaints
- identify and **address systemic issues**
- **expand our reach** across NSW
- **work effectively** with members
- **influence** evolving and emerging energy and water policy and regulation.



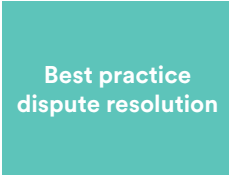
Community awareness across NSW, including embedded network and small business customers, which builds connections, increases reach, and improves access to members’ internal dispute resolution and EWON.

See pages 19 – 25 for information on the work we have achieved in this area



Membership provides quality independent external dispute resolution, evidenced based complaint issues insights and access to stakeholder, community, and industry engagement.

See pages 26 – 28 for information on the work we have achieved in this area



External Dispute Resolution sector leadership through service excellence and responsiveness to the changing environment.

See pages 29 – 50 for information on the work we have achieved in this area



Provision of evidenced based information and advice about relevant industry, systemic and strategic issues.

See pages 51 – 55 for information on the work we have achieved in this area

Reconciliation Action Plan

In July 2024, Reconciliation Australia approved our Innovate Reconciliation Action Plan (Innovate RAP) for 2025–28.

Building on our Reflect RAP, our Innovate RAP provides a framework for all of EWON to contribute to reconciliation; to improve services and support for First Nations customers; to engage with First Nations organisations and communities; and to improve our understanding of First Nations culture.

Highlights of our Innovate RAP in FY25 include:

- **Innovate RAP launch:** We launched our Innovate RAP at EWON's October 2024 Consultative Council Meeting. EWON members in the energy and water sectors shared their reconciliation journey. See page 16 for information on this event.
- **Community engagement:** We connect annually with First Nations community members and organisations at Yabun Survival Day in Camperdown Park and regularly attend community outreach in Redfern and La Perouse. We connected with key agencies this year, including the Coalition of Peak Aboriginal Organisations and the Australian Securities & Investment Commission's Indigenous Outreach Program. We

hosted four First Nations Bring Your Bills Days, in Moree and Mungindi, and Bourke and Brewarrina. Read more about these events on page 23.

- **Complaint management:** We established EWON's Extra Help team to manage complex vulnerability and affordability complaints, including (where appropriate) complaints from First Nations people. See page 37 for more information on this team.
- **Cultural awareness and celebration:** For NAIDOC Week 2024, we hosted Laura McBride and Courtney Marsh from the Australian Museum to discuss water-based projects: BARKA – Darling River and MAHN – fisherwomen of Sydney. For National Reconciliation Week 2025, many employees attended external events being held across Sydney, and we set up EWON's first Voices for Reconciliation Choir to celebrate First Nations music and history.
- **Policy and training reviews:** We improved our Employment Strategy to increase recruitment, retention and development of First Nations employees; incorporated anti-racism content into our 2025 leadership training; and established a new Diversity, Equity and Inclusion approach.



Ngalgarra

— Amy Kilby, Wiradjuri woman

- **Cultural awareness training:** We worked with Laurel Russ, an experienced cultural awareness consultant and community Elder, to develop and deliver cultural awareness workshops
- **Acknowledgement and protocols:** We continued to acknowledge Traditional Custodians through our website and email signatures and at the start of formal meetings. We encourage employees to make acknowledgements personal and relevant to the purpose of the meeting.

About the artwork

'Ngalgarra' by Amy Kilby, Wiradjuri woman and First Nations digital artist from the Riverina NSW. 'Ngalgarra' is a Wiradjuri word which means light, to shine or to be bright.

Executive team

In FY25, our structure expanded to include the Energy Transition team as the fourth core team working to deliver EWON’s Charter responsibilities and strategic objectives.

The teams are:

- Dispute Resolution
- Finance & Corporate Services
- Governance, Awareness & Policy
- Energy Transition.

Under the leadership of the Ombudsman, these teams work together to ensure we achieve service excellence and respond to evolving energy and water issues.



Janine Young, Ombudsman

The Ombudsman is also the Chief Executive Officer of EWON Limited and is responsible to the Board for the overall strategic direction and management of EWON. The Ombudsman’s day to day executive oversight of EWON’s operations is conducted independently of the Board.



Rosa Krilic, Deputy Ombudsman

The Deputy Ombudsman provides strategic support to the Ombudsman and undertakes high level stakeholder engagement. Rosa Krilic also leads the Dispute Resolution team. This team manages all customer complaints about energy and water providers, including receiving, assessing, referring, investigating and reviewing complaints.



David Kneeshaw, General Manager Finance & Corporate Services

The Finance & Corporate Services team is responsible for financial management; information technology and data analytics; people, culture and capability; office and facilities management and general administration.



Polly Porteous, General Manager Governance, Awareness & Policy

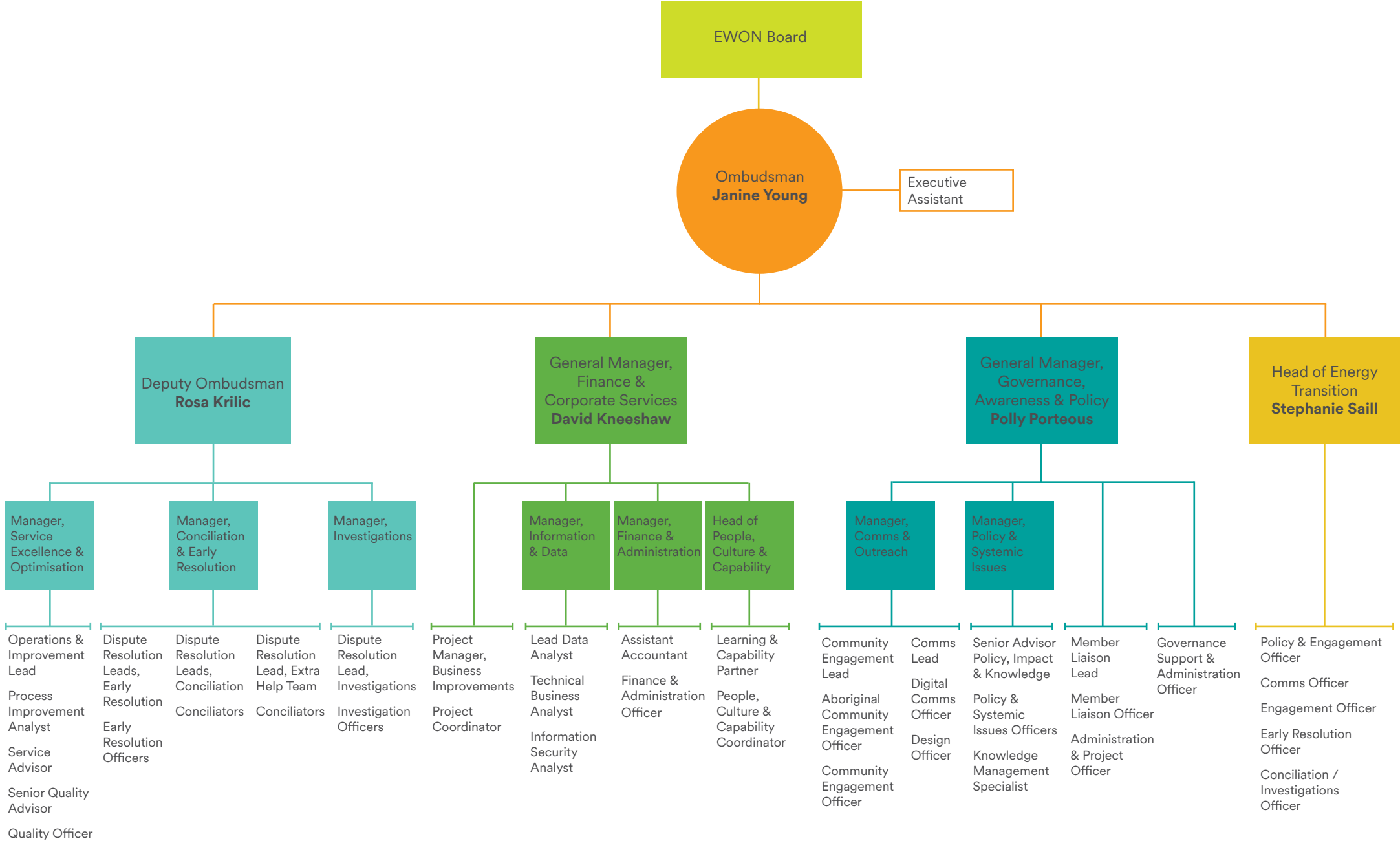
The Governance, Awareness & Policy (GAP) team is responsible for our governance, member liaison, communications, policy and systemic issues, and community outreach functions. Polly Porteous is also EWON’s Company Secretary.



Stephanie Sail, Head of Energy Transition

The Energy Transition team was established in September 2024 to receive and resolve enquiries and complaints as well we undertake policy, community engagement, awareness raising and stakeholder engagement work relating to renewable energy transmission infrastructure.

Organisational chart



Independent review

‘EWON is seen to be one of the few trusted voices in the energy sphere. Such a position is very difficult to attain, easy to lose, but of the utmost importance to the members of EWON, service users and the wider public as it enables EWON to make significant contributions to the effectiveness of the energy market.’ – report of the Five-year Independent Review of EWON

The report of the Five-year Independent Review of EWON (2024), released in late 2024, described EWON as one of the few trusted voices in the sector.

EWON’s Constitution requires an independent review of our complaint-handling service and the operations of the office at least once every five years. The Board appointed Dr Gavin McBurnie and Professor Chris Gill to undertake the 2024 review.

The review explored how well we comply with the Australian Government’s Benchmarks for Industry-based Customer Dispute Resolution (CDR Benchmarks). The reviewers examined complaint records; interviewed employees and Board directors; and consulted with members, stakeholders, regulators and government about EWON’s effectiveness and future developments that may impact our work.

... In the last quinquennial review, EWON’s community outreach was held to represent best practice and it remains so...

The review found that EWON’s casework demonstrates high levels of procedural and distributive justice. EWON’s community outreach program continues to represent best practice, as first identified in the 2019 independent review. The review recommended that EWON continue to develop and expand its community outreach program, focusing on regional, rural and remote NSW, First Nations customers and multicultural communities.

... EWON shows ‘an openness and willingness to being held accountable’...

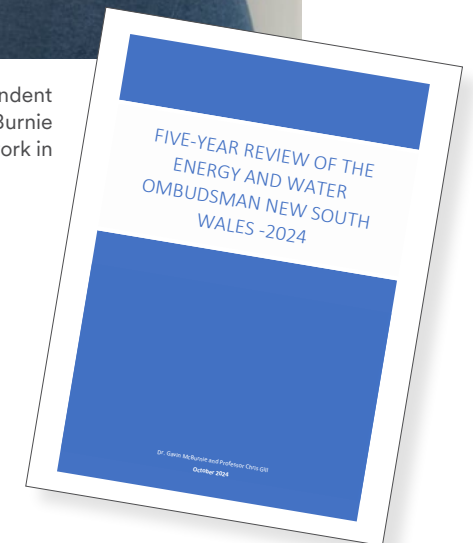
The review noted that EWON shows ‘an openness and willingness to being held accountable’ when balancing the competing interests of members, complainants, the public and regulators.

The EWON Board welcomed the comprehensive report, noting it affirmed EWON’s position as an excellent industry ombudsman scheme that demonstrates best practice and provides value for its funding. In its response, the Board noted it was pleased that the review discussed the implications of potential changes to EWON’s jurisdiction as NSW transitions to renewable energy and Consumer Energy Resources. It agreed with the review team that the changes are likely to have significant implications, not only for EWON’s casework, but also its Constitution, Charter, service model and funding model, and that EWON is already focused on this future work.

The review’s five recommendations have been incorporated into our FY26 Business Plan, a program of work aligned with EWON’s immediate and mid-term strategic priorities. ■



As part of the independent review, Dr Gavin McBurnie conducted the fieldwork in Sydney.



EWON Consultative Council

EWON's Consultative Council Meetings are a requirement under EWON's Constitution. They are run twice a year to update stakeholders about our work, and for members, consumers and other stakeholders to share their views.

October 2024: First Nations communities – energy and water

The October 2024 Consultative Council Meeting was hosted by EWON Chair, Louise Sylvan. Over 90 attendees heard guest speakers from EWON members and The Energy Charter discuss their organisation's Reconciliation Action Plan (RAP) development.

- Endeavour Energy's CEO, Guy Chalkley, and RAP Lead, Mark Barton, discussed the importance of building connection and long-term relationships with First Nations communities.
- Hunter Water's Education Lead, Kristy Ratcliffe, discussed Hunter Water's Innovate RAP and *Where's Our Water?* project, in which Newcastle High students wrote a book about water conservation in Awabakal and Worimi language for primary school students.
- Graeme Gardener, Aboriginal Community Engagement Advisor, TasNetworks; and Nina Braid, Aboriginal Partnerships Manager at Yarra Valley Water explained how The Energy Charter and other collaboration networks enable better outcomes for First Nations communities and people.

'It was pleasing to see so many people coming together interested about engaging with First Nations communities. I felt seen and that it mattered. Thank you for your effort in putting this together, it would have taken a lot of work. I told my mob about it and they were impressed. Good job, folk at EWON. I will continue to come to your meetings.'

'Thanks, EWON for taking the initiative. Was great to see so many people attend and even a CEO of a big company take part in important issues. I really enjoy attending your meetings, real thought goes into it. Keep up the good work.'

Attendee feedback

May 2025: Unplugged – A deep dive into NSW metering issues

This meeting examined the NSW smart metering rollout and the challenges highlighted in EWON's Spotlight On report, *Electricity metering competition: Who benefits?*

The report looks at whether the Power of Choice metering framework has delivered the expected benefits for consumers and outlines the types of complaints EWON continues to receive from customers with smart meters.

Over 130 attendees heard a panel of experts discuss how customer trust is negatively impacted when smart meters don't provide the promised benefits. Many panellists emphasised the importance of retailers and networks building strong relationships with Metering Service Providers.

Panellists included:

- Dr Brendan French, Energy Consumers Australia
- Jan Kucic-Riker, Justice & Equity Centre
- Cameron Geason, Origin Energy
- Prez Anderson, Endeavour Energy
- Hilary Priest, Essential Energy
- Danielle Beinart, Australian Energy Market Commission

There was a strong appetite by everyone involved in the meeting to progress the conversation. EWON created a working group and will continue to hold roundtables with key agencies, including Metering Service Providers and panel organisations throughout FY26.

'I was impressed with the compassion and warmth of most of the panel and all of the EWON people. Good work, EWON employees, this was a fantastic meeting to showcase bringing everyone together to speak frankly about problems, of which there are many. Keep doing what you do.'

'An impressive meeting with engaging speakers. Very well run. I meant to leave after an hour to attend another meeting but decided this was more interesting.'

'Well done, EWON and Janine [Young], for providing a platform to address difficult issues.'

Attendee feedback

EWON Operational Advisory Group

Established in accordance with EWON's constitutional changes in June 2018, the Exempt Entity and Water Industry Competition Act Operational Advisory Group (known as the Operational Advisory Group) gives embedded networks and small water providers a voice within EWON.

Meetings provide a valuable opportunity for small members to engage directly with NSW Government stakeholders and regulators.

The group met in September 2024 and March 2025. Highlights from the **September 2024 meeting** included:

- NSW Fair Trading discussed key changes to the *Residential (Land Lease) Communities Amendment Act 2024* (NSW) regarding electricity pricing in embedded networks.
- The Australian Energy Regulator (AER) updated the group on work programs relevant to embedded networks.
- The Department of Climate Change, Energy, the Environment and Water (DCCEEW) provided an update on the NSW Consumer Energy Strategy.

March 2025 meeting highlights included:

- The AER provided an update on stakeholder workshops regarding the risks and benefits for customers living in embedded networks.
- DCCEEW discussed bill relief and rebates and encouraged members to tell their customers how to apply.
- NSW Fair Trading explained amendments to the *Strata Schemes Management Act 2015* (NSW), which now require vendors to disclose electricity supply arrangements to all prospective buyers.



Case study

Residential park tenant unaware of new electricity charging rules

Ms Baker resides in a residential park and her home is connected to a 32-amp electricity supply. Her electricity bills were approximately \$40 per month, which she paid from her pension. However, in October 2024, she received a bill totalling \$87, which she thought was unusually high. When she reviewed the bill, she noticed that it included a \$23 supply charge, and her usage charged had increased by \$10.

Ms Baker contacted EWON, and we explained that new rules for Residential Land Lease Communities came into effect in September 2024. These rules meant that residents would now be charged both supply and usage charges, with rates set by the Independent Pricing and Regulatory Tribunal. We also explained that, under the new legislation, customers receiving less than 60 amps of electricity were entitled to a discount on the daily supply charge. Since Ms Baker received 32 amps, she qualified for a 30% reduction on the charge.

We referred Ms Baker's complaint to a contact at the residential park to discuss her concerns. With the information provided, she was better equipped to seek clarity regarding her future bills.

Collaborating with our peers

Australian and New Zealand Ombudsman Association (ANZOA)

The Ombudsman, Janine Young, is a member of the Executive and Secretary/Treasurer of ANZOA, the peak body for ombudsman offices across Australia and New Zealand. ANZOA supports its members to uphold high standards of independence, effectiveness and impartiality, and to adhere to the Australian Government's Benchmarks for Industry-based Customer Dispute Resolution.

Meeting of the Minds – July 2024: Perspectives on Fairness

This year's Meeting of the Minds was held in Melbourne. ANZOA members explored the theme, 'Perspectives on Fairness – Separating the Complaint from the Complainant'. The two-day forum focused on how ombudsman offices can support employees to manage inappropriate behaviour and better understand fairness through the lens of consumer behaviour.

The Ombudsman participated in a panel discussion sharing EWON's approach to supporting employees and managing challenging interactions. She also co-led a discussion on building trust, and creating safe, inclusive spaces for employees and the community.

Interest groups

ANZOA's eight interest groups are a cornerstone of collaboration across ombudsman offices. EWON employees actively participate in all groups and play a leadership role in several, including:

- consumers and vulnerability
- First Nations engagement
- systemic issues and policy
- public relations and communications.

These groups share knowledge, develop best practices and respond collectively to emerging challenges in the sector.

Australia & New Zealand Energy and Water Ombudsman Network (ANZEWON)

The Ombudsman plays a very active role in ANZEWON, a collaborative network of energy and water ombudsman offices in Australia and New Zealand. The network meets quarterly to share insights, align on policy responses and strengthen consumer protections.

Chairs and Ombudsman Meeting – September 2024

EWON hosted the ANZEWON Chair and Ombudsman Meeting in Sydney, led by Tony Crawford, prior EWON Board Chair. Our South Australian, Queensland and

Victorian counterparts discussed shared challenges and opportunities, including:

- Consumer Energy Resources and the smart meter rollout
- transmission infrastructure and new generation complaints and consumer engagement
- the continued effects of the cost of living on complaint volumes and consumers experiencing vulnerability
- IT transformation and Customer Relationship Management projects across schemes
- how ombudsman offices can support consumers through the transition to net zero.

The meeting reinforced the value of collaborating on emerging issues and maintaining best practice dispute resolution.

Joint submissions and policy collaboration

EWON, the Energy & Water Ombudsman Queensland (EWOQ), the Energy & Water Ombudsman South Australia (EWOSA) and the Energy and Water Ombudsman Victoria (EWOV) worked closely throughout the year to deliver a series of joint submissions to national regulators and government departments. These submissions addressed key consumer protection issues and reflected the collective experience of ombudsman offices.

Highlights included:

- responses to multiple Australian Energy Market Commission rule changes, including smart meter deployment, real-time data access, hardship support and retail energy contract reforms
- joint submission to the Commonwealth Centrepay reform and Better Energy Customer Experiences consultations
- contributions to AER reviews on disconnection thresholds and exempt selling guidelines.

Together, we present a unified voice, strengthen relationships between schemes, and improve the efficiency and impact of policy engagement.

External Dispute Resolution (EDR) Forum

EWON, EWOQ, EWOSA and EWOV attended and participated in the Financial Counselling Australia EDR Forum, a national conversation on how ombudsman schemes can work with financial counsellors and their clients.

The May 2025 forum between financial counsellors and ombudsman schemes shared insights on complaint trends, accessibility and the evolving needs of consumers navigating financial hardship.

Expanded awareness



109%

increase in Facebook reach* compared to FY24



219%

increase in EWON media mentions^ (1,030)



95%

positive feedback about EWON's outreach events from surveyed exhibitors and attendees

**Reach* is the number of unique users who see EWON content.

^In FY25 EWON started tracking broadcast clips which increased our reported mentions.



Engaging across NSW



3,890
direct customer
engagements



104
community engagement
activities



29
local government
areas reached



25
regional events attended



32
activities with First Nations
communities



19
activities with refugees and
multicultural communities



15
events for seniors

EWON's community engagement program is a cornerstone of our work across NSW, allowing us to connect directly with people where they live.

This year we continued to engage with communities across urban, regional and remote NSW, resulting in direct engagement with 3,890 consumers and community members.

Each outreach event:

- provides people with information about energy and water
- encourages people to contact their provider first if they have any problems
- provides information on financial support programs.

By educating consumers and encouraging them to resolve problems early, before they become entrenched, our engagement program seeks to improve outcomes for consumers and to reduce complaints overall.

Our community engagement activities include:

- Bring Your Bills Days
- regular community hubs
- Community Workers Forums
- community events and expos
- online energy and water information sessions.

This year we held eight Bring Your Bills Days and our annual Community Workers Forum, which was attended by 70 workers. In between these large events, our Outreach team attended 95 regular community hubs, events and expos run by other organisations. We also ran 15 online energy and water information sessions. Our community engagements are tailored to meet the diverse needs of NSW's communities. We work closely with community organisations to access hard-to-reach communities, and use translated factsheets and First Nations resources to improve accessibility. This year, our community engagement program prioritised outreach events for First Nations communities (32), multicultural communities (19), seniors (15), people with disability or their carers (7), and small businesses (4).

Outreach events enable two-way conversations, where we can learn about emerging trends affecting communities. Face-to-face engagement means we often hear about problems before they surface through formal complaints. Our outreach staff then bring these issues back to our Dispute Resolution or Policy & Systemic Issues teams so they can follow up specific complaints, reach out to members about issues relating to their products or services, and/or commence systemic issue investigations into potential regulatory breaches.

In FY25, EWON received 111 complaints at outreach events, a 327% increase compared to FY24. These are people who likely would never have known about or complained to EWON if we had not met them in their community. ■

View Appendix 2 for
information on who we
worked with in FY25.

Supporting communities: Bring Your Bills Days

Bring Your Bills Days bring together several organisations for a one-stop-shop support service to communities. We plan Bring Your Bills Day locations based on complaints data, demographic information, and significant localised events such as natural disasters. Organisations from tenancy, financial, mental health and legal services, along with energy and water providers and government agencies, have their own information stands. They can speak with customers face-to-face and meet other organisations to learn about the issues facing a particular community.

EWON staff try to resolve issues on the spot by referring them directly to their provider (if present) or to other organisations at the event.

This year we hosted Bring Your Bills Days in eight locations:

- Berkley, Illawarra region
- Nowra, Shoalhaven region
- Wagga, Riverina region
- Albury, Murray region
- Moree and Mungindi, North West NSW (First Nations focused)
- Bourke and Brewarrina, Far West NSW (First Nations focused).



Each Bring Your Bills Day secured **95–98% positive feedback** from surveyed attendees and exhibitors.



‘I really appreciate you all being in Wagga today. It makes such a big difference having a whole lot of organisations in one room who are willing to help. It’s made me feel less alone.’ – **Wagga resident**

‘Thank you so much, you are all doing amazing work. I feel a lot better now that I have had a chat and gotten some bills sorted.’ – **Albury resident**

‘[EWON] got me in touch with the right energy people that are here today, and they’ve managed to wipe a bill for my elderly mother that was causing a lot of problems with debt collectors and such. So, I’m really pleased.’ – **Wollongong resident**



Promoting Bring Your Bills Days

Our Communications team works with the Outreach team to promote Bring Your Bills Days and raise awareness of EWON. We advertise locally a month ahead of each event, which helps build recognition of EWON before we visit each location. We adapt to each community by drawing on demographic data and using images from each location in our campaigns.

This promotion has increased the numbers of people attending outreach sessions as well as the general awareness of EWON. EWON received an increase in customer complaints from areas targeted for Bring Your Bills events and promotion.



109% increase in Facebook reach
30% increase in Instagram reach
51% increase in LinkedIn impressions



Community Workers Forum – Not Just the Bills

‘It’s not that the customer can’t afford the bill, the energy bill is unaffordable.’

– Janine Young, Energy & Water Ombudsman NSW

We hosted our Community Workers Forum in Surry Hills, Sydney, in June 2025, bringing together 70 participants and presenters from community and government agencies.

The annual event informs community workers how they can use EWON to help their clients. It also informs EWON about the energy and water issues that community workers are noticing.

This year we focused on the real-life consequences of unaffordable energy and water bills, drawing on lived experience and specialist knowledge. Speakers – from Homes NSW, the Tenants’ Union of NSW, SydWest Multicultural Services, The Energy Charter, Northern Rivers Community Gateway, Thriving Communities Australia, Energy Australia, Mob Strong Debt Help from the Financial Rights Legal Centre and Sydney Water – joined us to discuss the experiences of First Nations and multicultural communities, renters, people with disabilities and customers experiencing family violence.

A common theme at the forum was how to help customers and clients maintain their dignity when they reach out for help. Shame and embarrassment stop many people from accessing rebates, concessions and affordability programs. Ensuring customers are treated with urgency, dignity and care allows them to feel supported, understood and empowered. ■



Bec Jolly, Director, Energy Equity, The Energy Charter with Carolyn Campbell-McLean, Energy Charter Lived Experience Panel Deputy Chair and Adam Johnston AM, Energy Charter Lived Experience Panel Chair.

Attendee feedback

‘All presenters were fantastic, and information was useful for everyday interaction with clients.’ – **NSW Ombudsman community worker**

‘The thing that I’m going to take away from this is how important it is to keep advocating, particularly in relation to rebates and concessions. So I’m excited, but there’s more work to do, and thank you so much to EWON for putting today on.’ – **Vinnies community worker**

Presenter feedback

‘EWON can continue advocating for multicultural communities across the state to make sure that through their work, people are not left in the dark because of their background, limited access to digital services or language difficulties.’ – **Elfa Moraitakis, SydWest Multicultural Services**

‘We really need to advocate for a broad understanding of what it looks like to have a safe and healthy home, and energy and water are such a vital part of that. We need to talk to suppliers and government around what it looks like to create a healthy, safe home that everybody can access and keep.’ – **Leo Patterson Ross, Tenants Advice & Advocacy Service**

Working with First Nations communities

EWON has worked closely with First Nations communities, their leaders, and agencies and services for 20 years. Understanding and addressing the issues and complaints First Nations customers experience in their communities cannot be replicated via phone or internet. The privilege of being invited into First Nations communities is never underestimated by EWON. We work hard to ensure we are culturally sensitive and effective in providing services appropriate to each community.

Highlights of our First Nations engagement from FY25 are set out below.

Bring Your Bills Days: Moree and Mungindi

Mungindi is a small town on the NSW/Queensland border with a population of just over 600 people, of whom 20% identify as First Nations. Moree, some 120 km to the east, has around 8,000 residents with 23% identifying as First Nations. Both towns also have high levels of socio-economic disadvantage.

In March 2025, EWON ran Bring Your Bills Days first in both towns. Approximately 200 people attended across both days, and stall-holders included Essential Energy, Origin Energy and Energy Australia.

Both communities expressed their appreciation for having so many services in one room, as well as being able to speak with First Nations staff from each organisation.



Bring Your Bills Days: Brewarrina and Bourke

Brewarrina and Bourke are remote communities in outback NSW with high First Nations populations. Our Outreach team collaborated with Marangkuka, a local justice reinvestment service, who used their community bus to transport people to the events; and Pathfinders, who offered assistance with births, deaths and marriages documentation, which was a strong drawcard for community members to attend.

In May 2025, around 130 people attended the Bring Your Bills Days.

Common issues raised

Across First Nations Bring Your Bills Days this year, common issues included:

- **high bills** and very high outstanding bills
- being **unaware of rebates** and Energy Accounts Payment Assistance
- **wrong metering** for solar
- receiving bills in the mail while living in First Nations reserve housing with no fixed address, resulting in outstanding bills
- **unaffordable energy** whilst living in extreme temperatures
- **lack of access to mobile phones** and internet making it harder to manage payments and communicate with retailers.

Attendee feedback

'We couldn't believe how many service providers were available on the day, we have never had anything like this in our small community, we are very grateful to you all for coming.' – Mungindi resident

Attendee feedback

'This was awesome, we don't get much support out here, we really appreciate this event and the effort you've all made to make this happen.' – Brewarrina resident

NSW Aboriginal Rugby League Knockout carnival

EWON attended the 50th NSW Aboriginal Rugby League Knockout in Bathurst. Held over four days, the Knockout is one of the biggest First Nations gatherings in Australia, attracting around 30,000 people. EWON provided resources and information to 120 First Nations people, most of whom had never heard of us.

NAIDOC July 2024

NAIDOC Week is the annual celebration that recognises the cultures, history and achievements of Australia's First Nations people. The theme for 2024 was "Keep the Fire Burning! Blak, Loud and Proud", celebrating the spirit and strength of Aboriginal and Torres Strait Islander communities. Along with EWON's own activities we attended the Wyong NAIDOC event hosted by Nunyara Aboriginal Health Unit on the Central Coast, home to the largest First Nations population outside Sydney. There were over 3,000 attendees and we had conversations with and provided resources to over 160 people on the day.

Our second NAIDOC engagement event was with Marist180 in Emerton in Greater Western Sydney. There were 180 attendees and we engaged with 30 First Nations people. ■

View Appendix 2 for a list of all community engagement activities in FY25.



Case study

EWON outreach event uncovers \$27,500 overbill

Mrs Shore met EWON at a regional First Nations outreach event in October 2024. She complained she was receiving high estimated electricity bills that were over \$5,500 per quarter. She said her last actual meter reading was over two years ago, and the bills were previously around \$1,000 per quarter. Currently, her account was \$10,800 in arrears.

Mrs Shore had solar installed at the property, but she was unsure whether she was receiving solar rebates. She had contacted her electricity retailer on multiple occasions but was told the past bills were correct and offered a payment plan. She was making payments of \$200 per week but was struggling to meet this amount. She had also notified her retailer that someone at the property required electricity for essential life support equipment.

EWON requested information from the retailer and was advised that Mrs Shore's bills had been estimated due to access issues. There had been multiple unsuccessful attempts to obtain an actual meter reading between May 2022 and July 2024. We also found that Mrs Shore's meter was replaced with a smart meter in October 2024 and that the solar installed had not been registered prior to that date, meaning that she would not receive the solar benefits until the new meter was installed. Furthermore, the meter readings may have been impacted if the solar inverter had been turned on, possibly causing the meter to spin backwards.

A meter reading was taken when the meter was exchanged, which was lower than the previous estimates at the property. The retailer rebilled Mrs Shore's account. This reduced her account balance from over \$16,000 to \$9,000. However, due to the meter readings being impacted by the solar installation in November 2024, the local distributor further amended the meter data back to February 2022, adjusting the data between the actual readings.

When the retailer reissued the bills, based on an actual meter reading from February 2022 to October 2024, it indicated that Mrs Shore had been overbilled by \$27,500. After the rebilling, Mrs Shore's account was in credit by \$866 and the retailer applied an additional \$100 as a customer service gesture.

Media in focus

EWON provides media commentary in response to industry issues, based on our complaints data which provides valuable insights into consumer concerns and emerging issues.

Our work with the media explains what is happening to energy and water consumers and promotes EWON so people know who we are and can come to us when they need to.

In FY25, the Ombudsman completed 38 interviews for national and state media, up from 22 interviews last year. After launching our Spotlight on Electricity metering competition report, the Ombudsman was interviewed by the ABC's national energy reporter Daniel Mercer about the smart meter rollout and whether it is delivering the expected benefits to consumers. This report was also featured in *CHOICE Magazine's* online article on smart meters as well as in Ombudsman interviews across ABC radio and TV programs including *News 24*.

EWON's role in the energy transition secured extensive media interest in FY25, with the Ombudsman interviewed by ABC local radio stations, *The Daily Telegraph*, *NBN News*, *WIN News* and *7 News* as well as taking part in the Q&A, at a live recording of ABC Radio National's Citizen Jury in Dubbo.

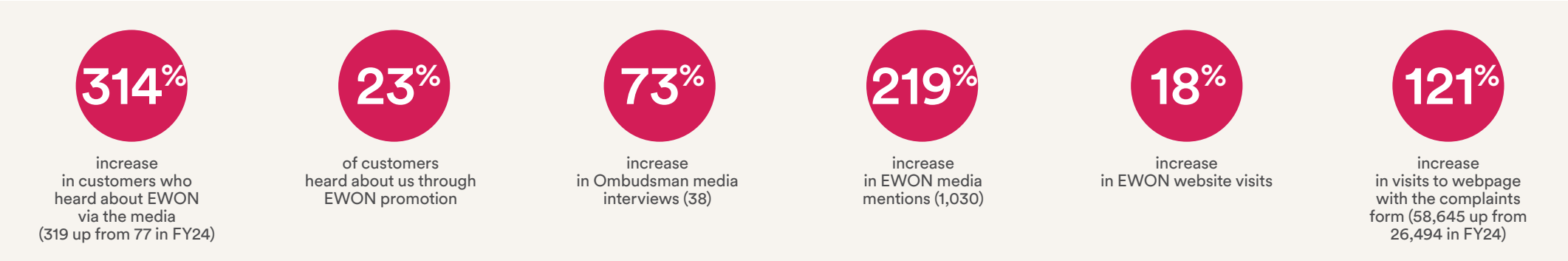
The Ombudsman also featured in two podcasts: One Step Off the Grid's SwitchedOn podcast on energy complaints and affordability, and Money Magazine's Friends with Money about EWON's Bring Your Bills Days and energy affordability.

CHOICE Magazine also interviewed the Ombudsman about the need for increased transparency in relation to commercial price comparison sites.

EWON received 1,030 media mentions in FY25, a significant increase from the 323 received in FY24. This large increase is due to our comprehensive approach to promoting Bring Your Bills Days, our expanded responsibilities in energy transition and our commitment to timely responses to media requests. During FY25, we also started tracking broadcast media mentions which contributed to the increase. ■



ABC's Big Ideas presenter, Natasha Mitchell with Ombudsman, Janine Young in Dubbo for the Citizens Jury recording.



Valued membership



100%

of surveyed attendees rated member inductions/webinars as excellent or good



79%

of surveyed attendees rated the Consultative Council meetings as excellent or good



38%

increase in EWONLink (member portal) visits per month compared to FY24



Membership of EWON

Energy members: All NSW electricity and gas networks and retailers, as well as exempt sellers and other entities that supply energy to residential customers in embedded networks, are required to be members of EWON. This now includes NSW Government renewable energy infrastructure planner, EnergyCo; and ACERZ, network developer in the Central-West Orana Renewable Energy Zone.

Water members: Sydney Water, Hunter Water, Water NSW and licensees under the *Water Industry Competition Act 2006* (NSW) are required to join EWON. Councils that provide water to their residents can join voluntarily; Shoalhaven Water joined EWON in 2009.



Click here for a list of EWON's current members

View Appendix 3 for details on current, new and terminated memberships

Member inductions

EWON's member inductions give new and current members and their staff an overview of EWON's dispute resolution processes and procedures.

Energy and water members – November 2024

EWON hosted 52 participants from 22 member organisations at our member induction. The session demonstrated efficient complaint resolution and introduced members to our member portal, EWONLink, including explaining how to generate their own complaint reports.

All survey respondents rated the induction as excellent or good, with 100% indicating that the induction effectively increased their knowledge of EWON's dispute processes.

Renewable infrastructure members – March 2025

The Energy Transition team held a member induction and information session for EnergyCo, ACERZ and Transgrid which was attended by 31 participants. A separate introductory session was attended by 13 EnergyCo employees.

Residential Land Lease Community operators – June 2025

Twenty-eight participants from 22 member entities attended our first tailored information session for Residential Land Lease Communities and other small exempt entity members. We covered EWON's dispute resolution processes and stepped through case studies with issues common in residential land lease communities.

All survey respondents rated the session as either 'excellent' or 'good'.

View Appendix 5 for information on complaints by member provider

Working with the Australian Energy Regulator (AER)

Working with the AER to help members improve their customer experience.

In May 2025, we hosted a joint member webinar with the AER to introduce its new Customer Engagement Toolkit. The toolkit provides guidance for energy retailers to identify and support energy consumers experiencing vulnerability.

More than 80 EWON members attended the webinar and heard Dr Lois Shedd, Acting Director, Consumer Policy at the AER outline the benefits of the toolkit.

Dr Shedd explained that vulnerability can be experienced at any time, and impacts people in different ways. Creating a 'disclosure environment' encourages organisations to treat every customer interaction as a potential 'moment of truth', making it easier for customers to self-disclose, leading to reduced harm and enabling more meaningful support.

Members who attended the webinar said they felt empowered to engage with customers more effectively.

'Thanks, EWON and AER, a great webinar that has given my colleagues and I lots to think about in how we can improve our customer experience. More webinars like this please.'

'Thank you to EWON for working with AER to tell us about these important resources.'

Attendee feedback



Best practice dispute resolution



Established a new Extra Help team to provide support to customers experiencing severe affordability pressures and complex vulnerabilities



79.2%

of customers were satisfied with the way EWON handled their complaint*, up from 76.6% in FY24



91%

of complaints resolved in 30 days

*Combined customer engagement survey results for FY25



Complaints this year

EWON received 27,588 complaints in FY25, 2% lower than the total number received in FY24 (28,067). However, this was the second highest number of annual complaints received in the past decade.

EWON closed more complaints (27,823) than we received (27,588), because we finalised outstanding complaints from the overall increase in FY24.

The majority of complaints continue to come to EWON by phone. This increased by 5%, while there was a reduction (-18%) in complaints submitted on our website. We also saw a significant increase in the number of complaints lodged via outreach (+327%), see page 20 for more details on our community engagement this year.

Complaint issues

Billing complaints continue to be the main reason customers contact EWON (19,857 complaints). Within the billing category, high bills are the main cause for complaint (9,073), however this has fallen (-12%) from FY24. Complaints about rebates and concessions decreased (-12%), as well as credit payment difficulties/arrears (-6%).

These reductions could reflect the positive impact of the NSW and Commonwealth energy bill relief measures on NSW households. EWON will observe the impact

on complaint numbers as the relief measures are wound back in FY26.

Complaints about billing errors increased by 29% this financial year, possibly reflecting growing consumer confusion about how bills are calculated.

Outside of billing, EWON saw a large increase (+70%) in complaints about supply of water or energy including outages, and complaints about provision of energy or water (+31%). As discussed on page 39, there was also a 64% increase in complaints about electricity distributors; together these point to complaints coming in after natural disasters and floods causing unplanned outages.

There was a pleasing reduction in transfer complaints (down by 27%), reflecting the simplified process for switching energy retailers.

This was the first year EWON recorded complaints under the issue of Consumer Energy Resource (eg batteries, solar, rebates) with 301 complaints received. Previously, these complaints were captured under a number of different categories, including customer service and digital meter exchange – consequently, both categories received fewer complaints this year.

EWON's overarching complaint categories are broken down into multiple sub-issues that customers present when contacting us for complaint resolution.

Billing

Problems with managing bills and contracts, including high and estimated bills, backbills, tariffs and fees.

Credit

Payment difficulties and the actions providers take to address unpaid bills, including debt collection and disconnection.

Digital meter exchange

Delays, faults and other problems with smart meter installations or follow-on issues, including tariffs or billing.

Transfer

Problems associated with switching to a new energy provider.

General

Complaints that don't relate to energy or water or are not covered by other specified issues.

Provision

Problems with new or existing connections to energy and water networks.

Supply

The delivery and quality of energy and water, including outages and protection for customers on life-support equipment.

Land

The impact of the provider's assets, maintenance and activity on a customer's property or environment.

Customer service

Problems with contacting providers, such as long on-hold times, lack of readily available contact information, misinformation and failure to return calls.

Marketing

Marketing and sales conduct door-to-door, online, by phone or through other channels.

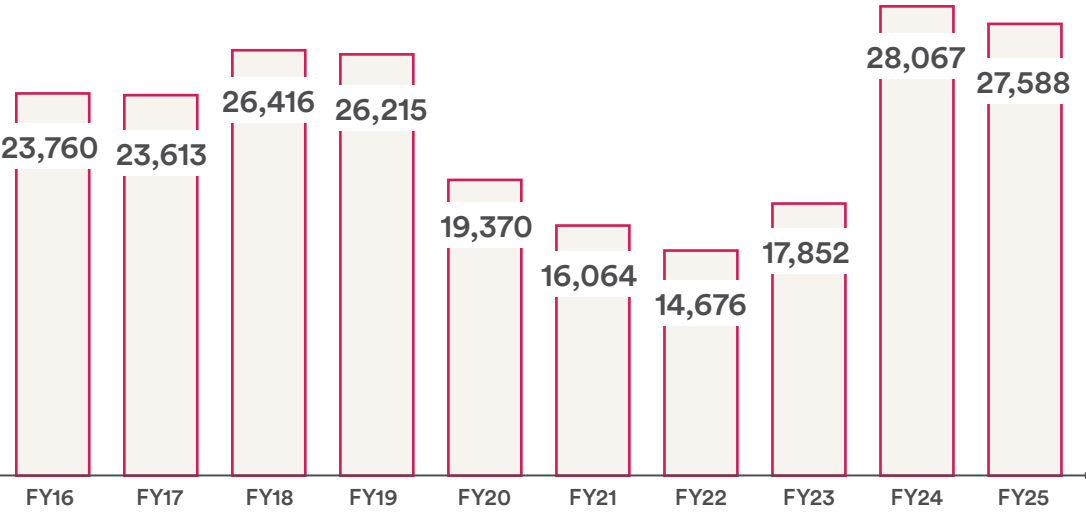
Privacy

Collection and use of a customer's personal details, including issues relating to the Consumer Data Right.

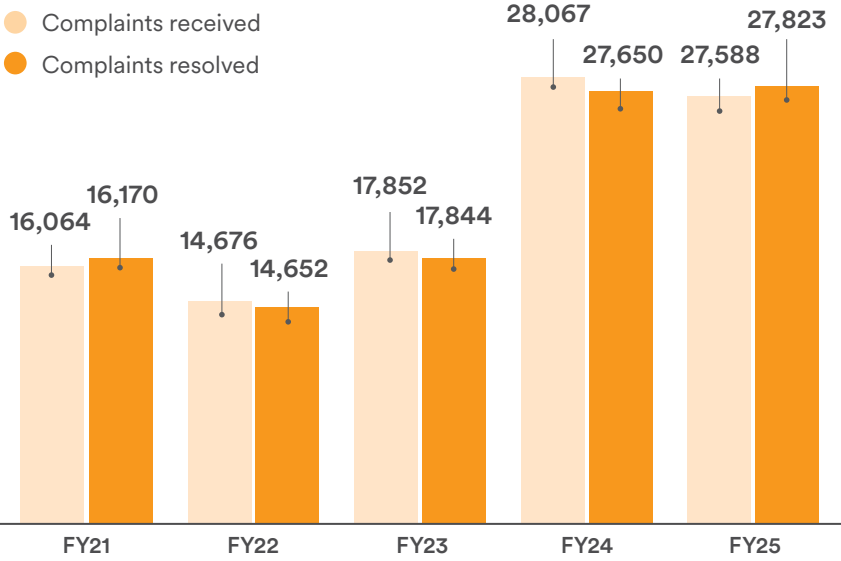
Consumer Energy Resource

Customer-owned resources like rooftop solar, batteries and electric vehicle chargers that can generate or store electricity.

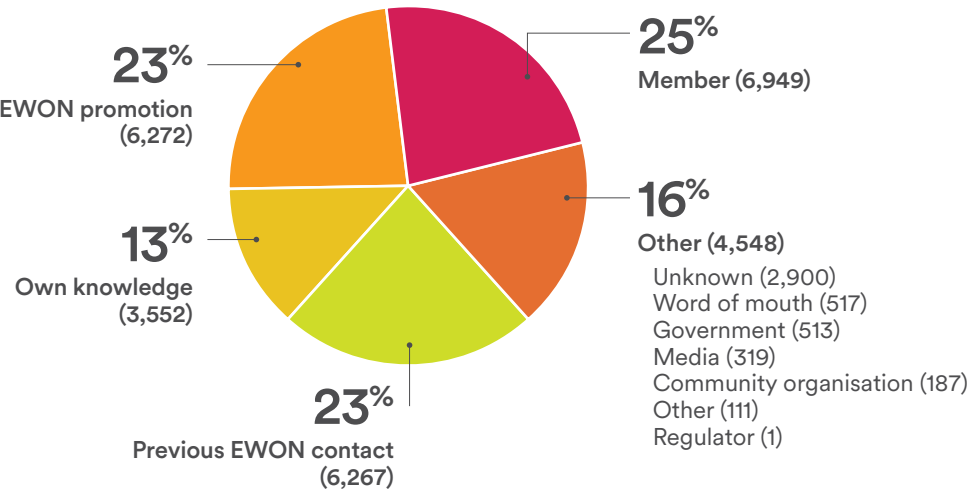
GRAPH 1
Complaints received from FY16 to FY25



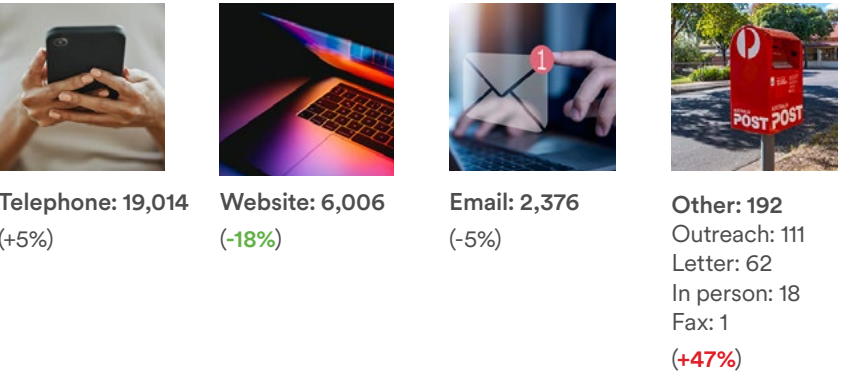
GRAPH 2
Complaints received and resolved



GRAPH 3
How customers heard about us

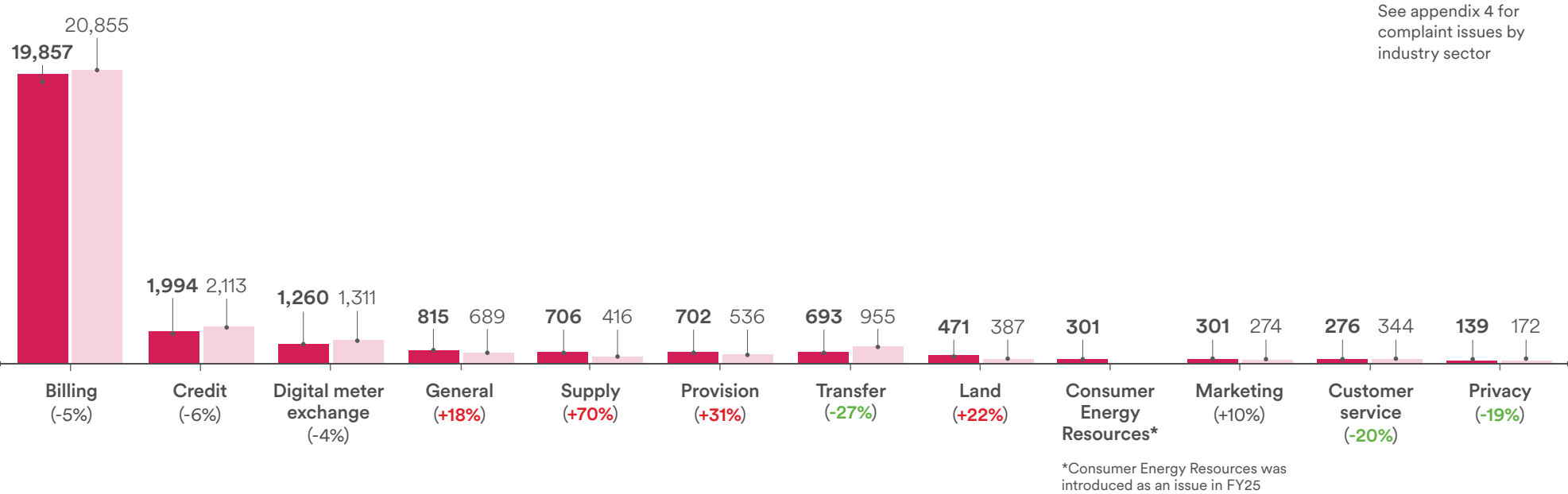


How we received complaints



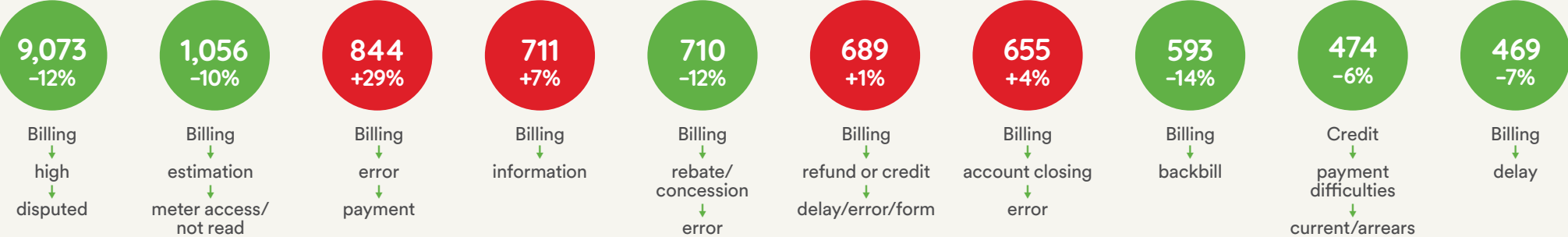
Complaint issues

GRAPH 4
Complaints received by issue
Customers often raise more than one issue



See appendix 4 for complaint issues by industry sector

Top 10 reasons people complained to EWON



667 general enquiries about energy/water were also raised.

Non-investigated complaints

General enquiry

A customer seeking information or help about an energy or water concern that is outside EWON’s jurisdiction.

Sometimes customers contact us about issues outside EWON’s jurisdiction such as problems with a solar installer, phone provider, or energy and water appliances. When this occurs, we record their contact with EWON and refer them to other external dispute resolution organisations, including Fair Trading or another ombudsman office.

Complaint enquiry

Customers contacting us about enquiries or complaints they have not yet raised with their energy or water provider. We refer these customers to the provider’s contact centre to ensure procedural fairness.

We also provide general advice and information about their rights and responsibilities and advise that they can contact us again if they are not satisfied with their provider’s response. These complaints may require us to also provide advice and/or a referral for assistance from another agency, as well as their energy or water provider. For example, we may advise them to seek Energy Accounts Payment Assistance or access a financial counsellor for broader affordability support while seeking energy affordability support from their energy retailer.

Refer to higher level (RHL)

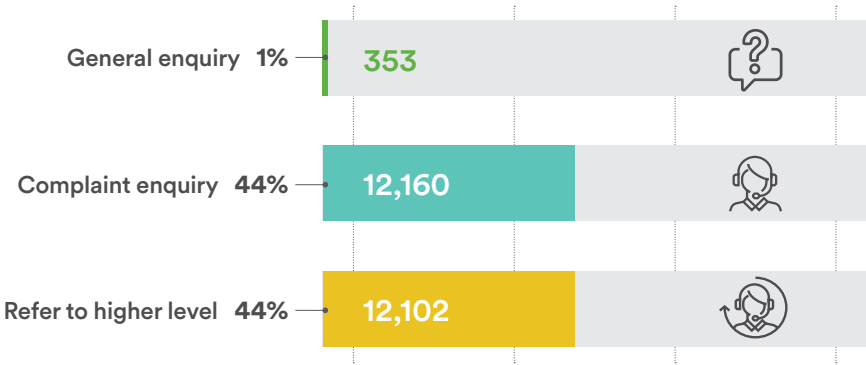
A complaint referred to the provider’s specialist dispute resolution team.

Often customers contact us about complaints they have unsuccessfully tried to resolve with their energy or water providers, usually at contact centre level. If a customer has had one prior contact to resolve their complaint with their energy or water provider’s contact centre, we most often initiate a RHL complaint, which requires the provider’s specialist dispute resolution team to contact the customer within five days. The customer must agree to this process. We share advice and information about their rights and responsibilities with the customer and advise the customer that if their energy or water provider does not contact them within five days, the customer should return to EWON.

The provider’s specialist team is required to resolve the complaint within 28 days through direct contact with the customer. We inform the customer verbally, and in writing, that if this does not occur and the complaint is not resolved, they should return to us.

This approach gives the provider another opportunity to resolve the customer’s complaint directly. It also gives the customer a chance to have their complaint reviewed by a senior employee in the provider’s specialist complaints area. In addition, customers receive a follow-up SMS from EWON about their provider’s responsibility to resolve the complaint and how to further access EWON if needed.

GRAPH 5
Non-investigated complaints received by level



Investigated complaints

EWON investigates complaints that cannot be resolved between the customer and their energy or water provider. These are categorised as level 1, level 2 and level 3, based on the time taken for EWON to resolve the complaint.

We investigate complaints where the customer has tried to resolve the complaint two or more times directly with their provider. Complaints are also investigated when customers return to us after their complaint was referred to their provider’s specialist dispute resolution team via our RHL process, and the customer remained dissatisfied or was not contacted by their provider.

Investigations involve speaking to both parties to determine the facts and circumstances from each point of view. We analyse information from both the customer and their provider, including billing information, metering data, telephone records and energy contracts. We also review relevant legislative provisions, conduct research and, in

some cases, undertake site visits and consult independent experts. Some investigations involve referring the customer to other services such as welfare agencies, financial counselling and tenant advisory services.

Level 1 investigations

These are most often resolved with conciliated outcomes in four to six weeks. They involve collecting information from the provider and the customer and talking through issues and resolution options with both parties to reach an agreed outcome.

Level 1 investigations are initiated even if there has been no previous member contact by the provider (for example, electricity supply disconnected / water restricted for non-payment: extreme vulnerable circumstances including customer fearing member retribution, family violence). When this occurs, the member will be advised why EWON has taken this action.

Level 2 investigations

These are unresolved Level 1 investigations where there are grounds for further investigation.

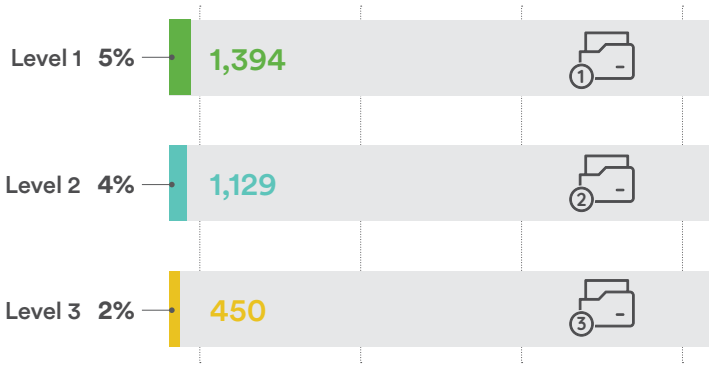
These complaints require in-depth research, investigation and analysis. Providers are required to present information such as detailed billing and metering information or reports from engineers or asset repairers. Customers need to provide supporting information for their position, including appliance receipts where a damage claim is made, or records relating to interactions with their providers such as text messages or emails. Level 2 investigations require the investigator to provide a detailed assessment for the customer to review, to inform their position about accepting a provider resolution offer or a position that the customer may challenge, based on their experience. Most of these investigations are resolved with a fair and reasonable negotiated outcome agreed to by both parties.

Level 3 investigations

These are resolved Level 2 investigations with grounds for further investigation.

These complex investigations involve detailed information requests to the provider and the customer and may require independent expert advice to reach an outcome. Occasionally, these complaints are discussed with the Deputy Ombudsman to inform the investigation and provide guidance about the steps needed to progress to resolution or binding decision. Most are resolved and finalised within six months, although some complex investigations can take between nine and 12 months to resolve.

GRAPH 6
Investigated complaints received by level



Who are our customers

While the majority of EWON’s customers are residential, in FY25 we saw a 21% increase in complaints from small business customers. These customers complained about high billing and affordability difficulties, indicating ongoing cost of living pressures may have driven the increase.

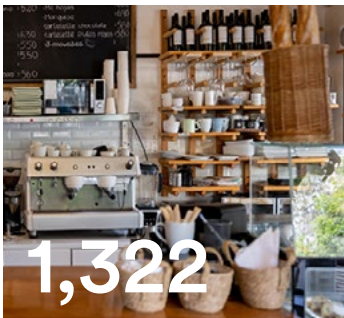
Among our residential customers, EWON saw a slight increase (+4%) in complaints from social housing customers, which may reflect increased numbers of people becoming aware of EWON through our outreach sessions, which are often in communities experiencing vulnerability.

The number of First Nations customers accessing EWON remains steady with 450 complaints, compared to 452 in FY24. The number of culturally and linguistically diverse customers has decreased (-41%) however it is important to note that EWON currently only records this information when customers use interpreters to access our service. EWON is looking to expand our socio-demographic data collection to improve data accuracy in this area.

The number of exempt entity customers, which include residential land lease communities and retirement villages, increased (+ 27%) but remains low overall (237). This increase was partly due to new billing rules in the *Residential Land Lease Communities Act 2013* (NSW) from September 2024. Most of these customers were referred to their operator, NSW Fair Trading, IPART or the Minister/MP. See page 47 for complaints referred to these organisations. ■



Complaints from residential customers (-3%)



Complaints from small business customers (+21%)



Complaints from embedded network customers (+36%)



490 complaints from social housing customers (+3%)



3,600 complaints from customers on a pension or benefit (-1%)



450 complaints from First Nations customers



628 Culturally and Linguistically Diverse customers (-41%)

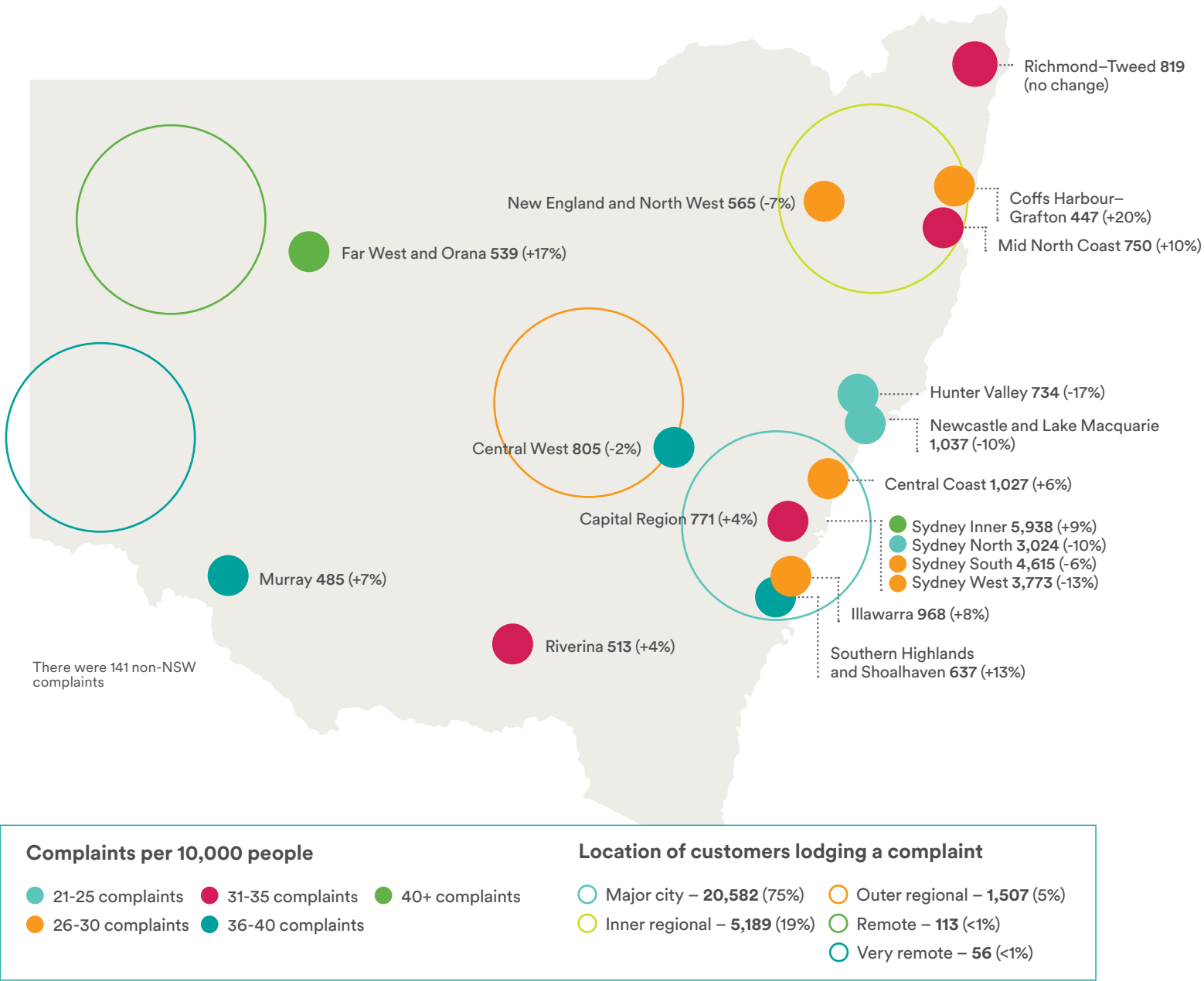
- Top 5 languages
- Chinese (Mandarin)
 - Arabic
 - Vietnamese
 - Korean
 - Chinese (Cantonese)

Regional customers

This year we saw an increase in customers from regional NSW. One of the influencing factors was unplanned electricity outages caused by the floods along coastal NSW, and the Broken Hill electricity outage. Complaints from Coffs Harbour/ Grafton, Mid North Coast and Central Coast increased by between 6% and 20% potentially due to significant flooding events in these areas.

EWON saw a 314% increase in customers who heard about us through the media (319), suggesting our promotion of Bring Your Bills events, and our increased presence in rural and regional communities promoting our new role in renewable energy infrastructure complaints, has driven higher levels of awareness of EWON.

Complaints increased from the Far West and Orana (+17%), Murray (+7%) and Riverina (+3%) after significant awareness raising for Bring Your Bills Days in Moree, Mungindi, Bourke, Brewarrina, Albury and Wagga Wagga. The Energy Transition team also ran community events in Wellington, Gulgong, Dunedoo, Coolah, Albury and Wagga Wagga. We hosted Bring Your Bills events in Shoalhaven/Southern Highlands and Illawarra where complaints increased by 13% and 8% respectively. ■



Extra Help team

Supporting customers who need it most

In response to the growing complexity of customers experiencing vulnerability, EWON's Dispute Resolution team expanded to include a new, purpose-built Extra Help team.

The Extra Help team was established in November 2024 after financial counsellors at the 2024 External Dispute Resolution Forum in Adelaide recommended more direct and responsive support for vulnerable customers, particularly those navigating energy affordability issues.

This team provides targeted, holistic support to customers experiencing severe cost of living pressures or long-term vulnerability – such as those affected by family and domestic violence, incarceration, unemployment, homelessness, serious medical conditions, disability or low literacy.

Customers can self-identify as needing extra support or may be identified by EWON's Early Resolution team after the initial contact.

Key features of the team include:

- **A 'one touch' complaint-handling approach**, where customers are supported by a single complaint manager throughout their journey.
- **Timely engagement**, with a 24-hour benchmark for initial contact with both the customer and the retailer.
- **Warm referral pathways**, so that customers who haven't yet contacted their retailer are supported meaningfully to do so.
- **Two-way referral systems** to work directly with community organisations. We know that many of these customers are managing multiple debts and challenges, not just energy bills. By connecting them with the right external support, we're helping them address the full scope of their circumstances.

- **Direct access for financial counsellors**, who now have a dedicated line to the Extra help team.
- **Stronger protections for vulnerable customers**, including a more robust authority-to-act process for advocates supporting those impacted by family and domestic violence.

The Extra Help team also ask providers the tough questions, challenging them to reflect on whether their support was timely or appropriate, or may have contributed to the customer's situation.

The team represents a significant evolution in EWON's approach to dispute resolution. By embedding flexibility, empathy and efficiency into our processes, we can offer dignity and stability to customers when they need it most. ■



From 18 November 2024 to 30 June 2025:



736
complaints resolved,
in relation to 31
different providers



436
investigated
complaints resolved



309
non-investigated
complaints resolved



Case study

Life support customer receives disconnection notice

Ms Palmer, a pensioner, was heavily reliant on her Live Life mobile alarm, making it essential that the device stayed continuously charged. She moved into a new property and, believing she had established an account with her preferred retailer – retailer A, she was surprised to receive an impending disconnection notice addressed to ‘the occupier’ from retailer B. The notice said there was no electricity account at the property and Ms Palmer’s supply would be disconnected unless she set up an account immediately.

Confused by why she had received the notice, Ms Palmer tried contacting retailer B but struggled to navigate the call centre’s automated response system. Concerned about the potential disconnection, Ms Palmer contacted EWON for assistance. In the meantime, she also contacted retailer A to establish an electricity account.

An EWON case manager reviewed the information. Using the Market Settlement and Transfers Solution (MSATs) portal, the worker found that the address associated with Ms Palmer’s meter number didn’t match the address she had provided to EWON, which explained why the disconnection notice was issued.

Although Ms Palmer had now established an account with retailer A, the transfer process required at least two business days. Because of her reliance on life support equipment, EWON contacted retailer B, who confirmed there was no risk of disconnection. We also confirmed a life support flag had recently been placed on the property by the local distributor.

We advised Ms Palmer to provide her council rates notice to retailer A to update her address in the MSATs system. We also assured her there was no immediate threat of disconnection and encouraged her to return to us if she received further notices or experienced issues during the transfer process.



Case study

Debris at property leads to disconnection

On his online complaint to EWON, Mr Bakirtis identified himself as receiving government assistance and experiencing financial vulnerability. He explained that his electricity was disconnected by the local distributor because a fascia board had fallen from his roof and was resting on wires at the connection point. The distributor had concerns about the damage and attended the property. They found the mains power and switch inaccessible due to the debris on the property. They deemed it to be a potential safety hazard and disconnected the supply, without warning.

After the disconnection Mr Bakirtis removed the fascia board from the connection board. The distributor required Mr Bakirtis to provide an inspection and safety report from a licensed electrician before they could reconnect his supply.

Mr Bakirtis received a quote from an electrician for \$3,000, which he could not afford. He had also submitted several claims to the distributor for food spoilage which were denied.

During this time, he had contacted his local MP, who requested an update on his case from EWON. We also received a letter from the Department of Climate Change, Energy, the Environment and Water requesting information about the complaint.

We reviewed the information provided and found the distributor had followed the rules and regulations for disconnection to ensure safety. We also asked if they would consider a resolution if the debris at the property was removed. After an assessment of Mr Bakirtis’ circumstances, the distributor agreed to assist with the reconnection if there was safe and clear access to inspect the connection point and the meter.

We arranged a site visit with EWON and senior management from the distributor. We found a large amount of debris, up to 1.5 metres high, and no clear access to the meter board and power mains. The distributor contacted the local council to seek assistance with clearing the site but was advised it was a medium priority.

EWON liaised with a support person nominated by Mr Bakirtis and arranged for a second site inspection of the property with representatives from the distributor and the local council. They confirmed the path would be cleared in the next 24–48 hours to allow safe access to the connection point and meter board.

Once this occurred, EWON advised the distributor that the grounds had been cleared. They attended the next morning and reconnected the power, confirming that the connection was safe with no fault found with the mains power.

Electricity complaints

Electricity complaints continue to be dominated by complaints about retailers. However, we also saw a 64% increase in complaints about electricity distributors, coupled with increases in supply (+79%), provision (+57%), and land (+48%) related complaints. This reflects complaints about unplanned outages driven by floods and natural disasters, including outages in Broken Hill.

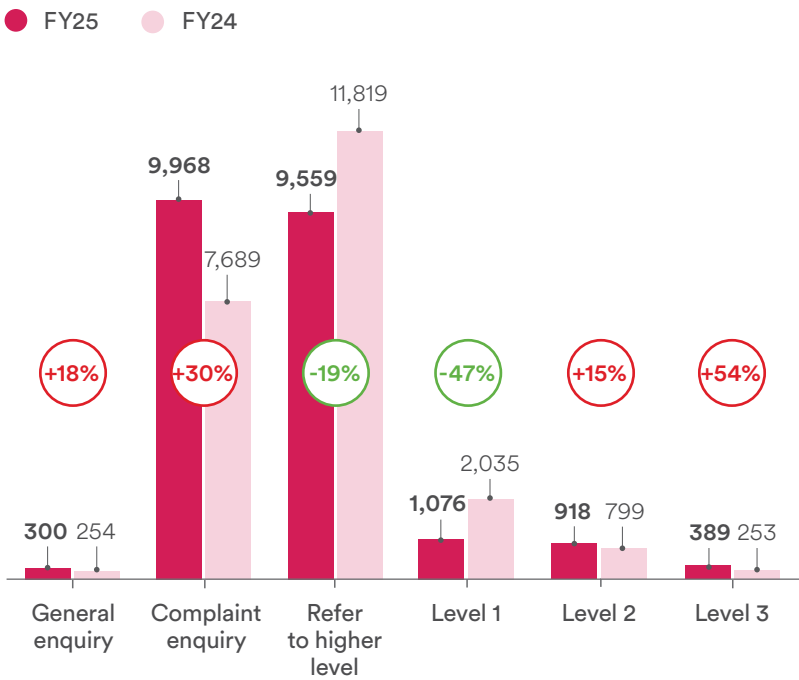
There was a 101% increase in ‘unallocated’ electricity complaints (283) about entities that are not members of EWON. Over half of these out of jurisdiction complaints (167) were about Consumer Energy Resources and were referred to NSW Fair Trading.

The 30% increase in complaint enquiries – where customers come to EWON before complaining to their provider, is in part due to EWON’s number now being provided on electricity bills.

EWON was pleased to see a 19% reduction in the number of RHL complaints. We have been working with electricity providers to improve their internal dispute resolution so they can efficiently resolve complaints in the first instance before customers come to EWON.

Level 1 investigations have decreased (-47%), while level 2 (+15%) and level 3 (+54%) investigations complaints have increased. This reflects the extra time required to resolve increasingly complex electricity complaints. ■

GRAPH 7
Total electricity complaints



GRAPH 8
Electricity complaints received by provider type

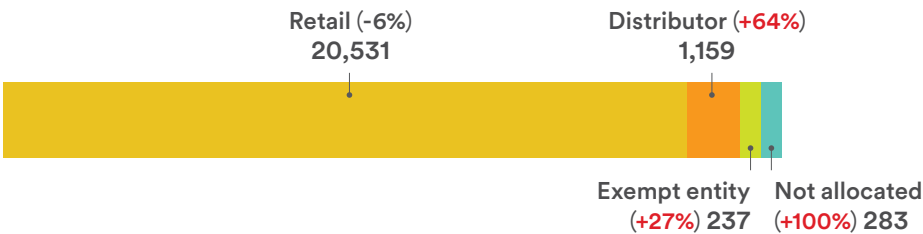


TABLE 1
Electricity complaints by issue

Issue	Complaints
Billing	16,090
Credit	1,648
Digital meter exchange	1,260
Supply	581
Transfer	535
Provision	429
General	353
Land	330
Consumer Energy Resources^	301
Marketing	268
Customer service	237
Privacy	120
Unspecified*	58
Electricity total	22,210

*Issue not selected at time of reporting
^ Consumer Energy Resources was introduced as an issue in FY25

View Appendix 4 for detailed information on electricity complaint issues



Case study

Cross metering results in high bills

Mr Fadel contacted EWON in September 2022 after receiving a high electricity bill for May 2022 to August 2022 for \$834. The bill was based on an actual meter read and his normal bills were approximately \$240. He contacted his electricity retailer, and they advised him that the bill was correct and payable. He was not satisfied with their response or the customer service he received. He called EWON and we referred the complaint to a specialist team at the retailer to try to resolve the issue directly with him.

In September 2024, Mr Fadel again received an electricity bill for the period May 2023 to August 2023 for \$934. He thought the amount was too high as he had been overseas and away from the property for six weeks during the billing period. Mr Fadel engaged an electrician, who found no faults with the installation or any appliances at the property.

Mr Fadel contacted his electricity retailer, and they said there had regularly been increased consumption at 2:00 am during the billing period. They advised him that he would be contacted within 10 days. This didn't happen, so he returned to EWON for further assistance.

EWON commenced an investigation into the complaint and found that Mr Fadel lived in a duplex which was subdivided in 2019. His property had maintained the existing National Meter Identifier (NMI), and a new one had been created for the neighbouring property in March 2020. His neighbour had also told him that they often got up with infants during the night, matching the usage pattern described by the retailer.

The meter data provider attended the property in 2022 and advised that the meter labelling was correct, and Mr Fadel was asked to provide a council rates notice to update the address. EWON consulted with an independent technical expert and confirmed that the meter data did not match the advice provided by Mr Fadel. As it was not possible for EWON to request the meter data from the neighbouring property, we asked Mr Fadel to engage an electrician to check for cross-metering at the property by performing an isolation test. The results confirmed there was cross-metering at the property.

EWON asked the retailer to send the metering provider to the property to confirm that this had occurred and arrange for the meters to be assigned to the appropriate property on the national database. The bills that had previously been issued to Mr Fadel were reversed and he was rebilled based on the correct meter data, resulting in a credit of \$1,350 to his account.

During the EWON investigation, a hold on the account had also been lifted resulting in Mr Fadel receiving collections notices. As a customer service gesture, the retailer applied \$350 to Mr Fadel's account, taking into consideration the time taken to resolve the issue and the inappropriate collections notices received.



Case study

Meter fault in pool shop results in \$22,115 bill

Mrs Saltiel owned a property that was previously a petrol station and was now converted into a small pool shop. In late 2023, Mrs Saltiel's son, Mr Saltiel, noticed their electricity bills were unusually high and were inconsistent with consumption. Mr Saltiel contacted the electricity retailer and distributor on his mother's behalf and requested that the meter be replaced.

In August 2023, the retailer received notification that the meter was part of a meter family failure and needed to be replaced. Following a lengthy investigation by the retailer, this was later confirmed in March 2024 when they conducted a meter test and found that it was running 50% faster than it should have been. The meter was replaced in June 2024, however the distributor explained that as the fault likely occurred gradually over time it was impossible to determine when the issue had started.

The retailer offered to apply a credit to the account, backdating the usage for one year. Mr Saltiel thought that the bill should be amended for more than one year and sought assistance from EWON. He explained that he thought that the meter was faulty from 2020, when they were receiving very large, estimated bills during COVID-19, when there was very little consumption at the property.

EWON commenced an investigation and reviewed historical meter data dating back to November 2016. The results showed that daily energy consumption ranged consistently between 3 kWh and 98 kWh until August 2022, at which point the meter data displayed irregular spikes, with daily usage reaching up to 2,360 kWh. After the meter replacement, consumption returned to approximately 125 kWh, aligning with the property's actual usage.

Based on these findings, the retailer requested the local distributor further adjust the meter data at the property, which resulted in amended billing back to August 2022. This adjustment led to a significant reduction in the account balance, which went from \$22,115 to a credit of over \$1,000. Additionally, the retailer offered Mrs Saltiel a goodwill gesture of \$2,000, acknowledging the stress caused by the dispute.

EWON concluded that the retailer's actions were fair and reasonable considering the consumption data before August 2022 did not clearly indicate signs of a meter fault and the complaint was closed with a No Further Investigation outcome.

Gas complaints

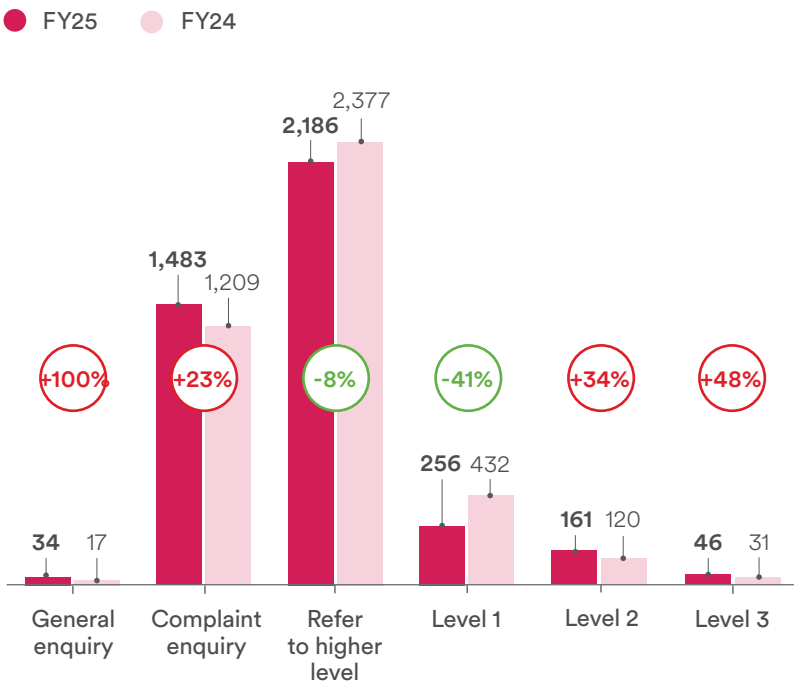
EWON received 4,166 complaints about gas, which was 15% of all complaints – similar to FY24. As usual, the majority of gas complaints were about retailers, with only a small number (149) about distributors – a 21% decrease compared to FY24.

As for electricity, billing remains the main issue for gas complaints, with 3,315 complaints. Credit issues were down on the previous year (-11). There was also an increase in supply complaints, but numbers are small overall.

Similar to electricity, complaint enquiries increased (+23%) but pleasingly, RHL complaints decreased (-8%). Once again EWON notes this is likely due to improvements in providers' internal dispute resolution and information provision services.

Gas complaints that could not be allocated to a provider because they related to non-member entities – increased by 141%, although numbers remained low at only 82. These are usually complaints about bottled gas. ■

GRAPH 9
Total gas complaints



GRAPH 10
Gas complaints received by provider type

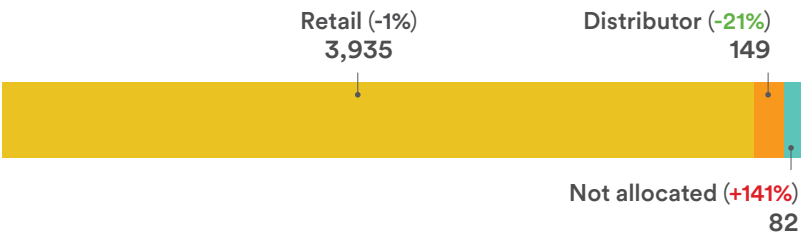


TABLE 2
Gas complaints by issue

Issue	Complaints
Billing	3,315
Credit	281
Provision	179
Transfer	158
General	108
Marketing	33
Land	29
Customer service	28
Supply	16
Privacy	10
Unspecified*	9
Gas total	4,166

*Issue not selected at time of reporting

View Appendix 4 for detailed information on gas complaint issues

Case study

Broken hot water pipe causes extensive damage to flooring

A local distributor attended Mr Visser's property to change the gas and hot water meter. A water pipe broke, causing a leak and flooding to his property and several other residences in the apartment complex.

Mr Visser contacted the distributor who said it was not responsible for the pipe and advised him to speak to his strata management to lodge an insurance claim for the damage. Mr Visser thought the distributor was responsible for the damage because it happened when the technician was changing the meters.

EWON initially referred the complaint to a specialist team at the distributor to contact Mr Visser directly, but he returned to EWON for further assistance. Mr Visser was claiming for damaged carpet and timber flooring, drying concrete floors, and the plumber fees for repairing the leak. The distributor said the pipe was not their asset but was part of Mr Visser's infrastructure. The pipe valve was not maintained correctly, resulting in the leak. The technician had reported the leak immediately to the building manager but there was a significant delay in action taken, prolonging the leak.

After the repairs had been completed by a private plumber, the distributor met with Mr Visser and the building manager at the site. They agreed that the pipe had not been maintained to an appropriate standard. The building manager agreed to lodge a claim through the strata's insurance company but would only recover the cost of timber floors, not the carpets, as it was part of home contents insurance. Mr Visser's billing was also updated so that he was not billed for increased consumption for the leak.

EWON reviewed all the documents available and consulted an external technical expert at NSW Fair Trading to advise on whether the breakage was caused by the technician or failed internal pipework. The advice confirmed that while the damage was caused by the technician, it was difficult to determine if excess force was used or if the pipe was in poor condition before the work. Therefore, all parties shared responsibility, including the customer having an appropriate level of insurance for unforeseen damage.

Even though the distributor did not consider it liable, it made an offer of resolution to pay the costs of replacing the carpet, totalling \$4,850. Mr Visser was satisfied with the outcome.



Water complaints

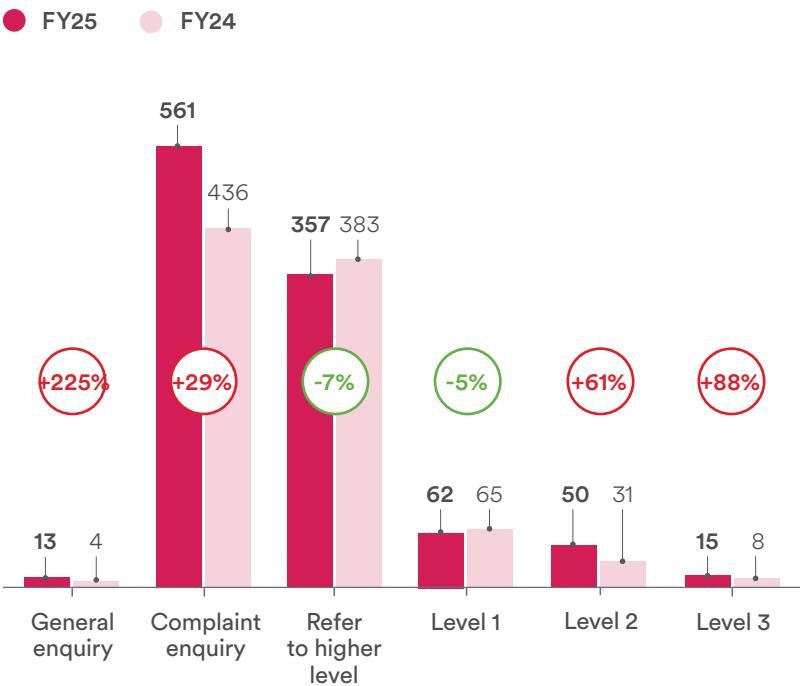
Overall water complaints increased by 14% compared to FY24. Billing increased only slightly (+3%). The overall increase was driven by a rise in general complaints (+58%) and supply complaints (+27%). These two categories included complaints about PFAS (per and polyfluoroalkyl substances) in the water supply. As we discussed in [EWON Insights Oct-Dec 2024](#) media coverage of water quality can increase community concern.

In contrast to energy complaints, there was a large increase (+51%) in complaints relating to credit which includes arrears. Although numbers remain low overall (65), EWON remains alert to larger complaint increases in FY26 relating to price increases for Hunter Water and Sydney Water customers.

There was a 78% increase in non-allocated water complaints (203). These are complaints about entities that are not members of EWON. Of these non-member complaints, 60% were about local councils as they supply water to regional NSW customers.

We also received calls from customers about rural irrigation companies and these were referred to the NSW Ombudsman, the Australian Competition & Consumer Commission or local MPs. Another 27% were from tenants, who are referred to NSW Fair Trading and their local Tenants Advice and Advocacy Service for information about their landlord's responsibilities for water supply under the *Residential Tenancies Act 2010* (NSW). ■

GRAPH 11
Total water complaints



GRAPH 12
Water complaints received by provider type

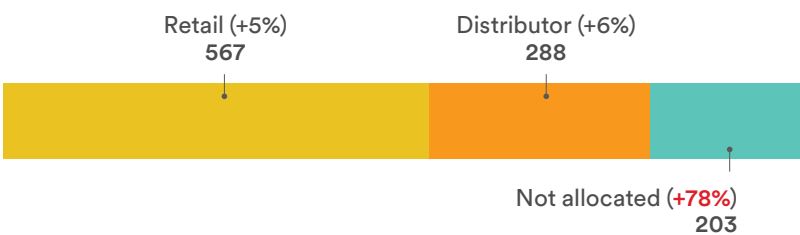


TABLE 3
Water complaints by issue

Issue	Complaints
Billing	452
General	206
Land	112
Supply	109
Provision	94
Credit	65
Customer service	7
Privacy	7
Unspecified*	6
Water total	1,058

*Issue not selected at time of reporting

View Appendix 4 for detailed information on water complaint issues



Case study

Disputed responsibility for water leak

Mrs Stewart was replacing her letterbox when she noticed a recurring puddle in a garden bed on her property. She contacted her water provider to report a potential leak. A technician was sent on site for an inspection. The technician could not locate a leak but noticed the meter was not moving. He advised that he would raise a work order so it could be investigated further.

Mrs Stewart didn't hear anything from the water provider, so she contacted them several days later. They told her that there was no work order in the system. They advised that she may be responsible for repairs before arranging another technician to inspect the property. Mrs Stewart asked to be notified upon the technician's arrival so she could observe the inspection, but she wasn't informed until after it was completed.

The water provider confirmed that the technician had identified a leak on her private service line and advised her to hire a licensed plumber to investigate further.

Mrs Stewart called EWON for assistance. She explained she had also experienced discoloured water coming from her bathroom taps but the provider advised no similar complaints had been raised within a 100-metre radius of her property and suggested she report water quality concerns to their fault line. We referred Mrs Stewart to a senior contact with the water provider to resolve the matter but she returned to us shortly afterwards.

EWON reviewed all available information, including photographic and video evidence, as well as relevant regulations. The review indicated that even though the puddle of water had moved, the first puddle was more than one metre from the water meter so it would be Mrs Stewart's responsibility to repair. The second puddle was closer to the meter, however there was no evidence that the leak was from the meter so the responsibility would not have fallen to the water provider to fix. We also found that the water meter readings indicated consistent consumption at the property which confirmed accurate billing.

On that basis, Mrs Stewart's case was closed with a No Further Investigation outcome. We sent her a complaint assessment report clarifying the responsibilities of both parties, advising her to engage a plumber to inspect and address the leak and outlining the steps for reporting water quality issues to the provider's fault line.



Case study

Six-month water main leak damages driveway

Mr Hoffmann owns a holiday house with a shared driveway. While he was away, a leak from the local water provider's mains caused water to flood the driveway. It damaged his property and his neighbour's driveway.

Not long after, the water provider replaced the water mains as they were old and faulty. Mr Hoffmann submitted a claim to the water provider as his driveway was now permanently discoloured, cracked and sinking. The water provider denied the claim because it did not believe the issues were caused by the leak or the repair work. Mr Hoffmann did not consider this to be reasonable. His neighbour had also submitted a claim that was accepted, and the driveway repaired.

Mr Hoffmann had obtained several quotes to repair the driveway, with the lowest being \$14,414. The quote also indicated that the damage to the driveway resulted from the leak. The water provider did not accept legal liability of damage to Mr Hoffmann's property. As a government-owned entity, it was excluded from liability for damage under the *Civil Liability Act 2002* (NSW).

EWON reviewed extensive documentation from Mr Hoffmann and the provider but couldn't confirm how much water had leaked. Job reports showed the leak lasted at least six months before the pipe was replaced. Three months before the repair, a civil area manager noted the leak but did not consider it urgent enough to fast-track.

Mr Hoffmann provided repair quotes from two construction companies suggesting the leak caused the damage. However, the water provider cited visual inspection of the cracks and provided information that the damage was due to long-term wear and tear.

EWON's review concluded that there was insufficient information to determine the cause of the damage. Although the provider did not accept legal responsibility, they offered to pay half of Mr Hoffmann's share of the driveway repair, valued at \$3,603, which he accepted.

Complaint resolutions

Conciliated resolutions

Conciliated outcomes are achieved when EWON receives complaints that meet investigation criteria, including dissatisfied customers returning from the RHL process. After collecting relevant information from the customer and their energy or water provider, an EWON Conciliator works with both parties to identify the issues needing resolution. The Conciliator helps the parties to develop options, consider resolution alternatives, and ultimately reach a fair and reasonable outcome agreed by both parties.

Negotiated resolutions

Negotiated resolutions involve a full investigation into a complex complaint. An EWON Investigations Officer receives all relevant information from the customer and provider including, when necessary, independent technical and/or expert advice. Customers are asked about their expectations and, where needed, are required to substantiate financial loss or impacts.

Equally, energy and/or water providers are asked to substantiate their position. The Investigations Officer involves both parties in negotiating a fair and reasonable outcome regarding relevant laws, codes and regulations, good industry practice and the individual circumstances of the complaint.

No further investigation

When our investigation finds no basis to further investigate the complaint and, in our view, the provider's resolution offer is fair and reasonable (that is, it addresses all aspects of the complaint and how the customer was affected), the complaint is finalised on a 'no further investigation' basis.

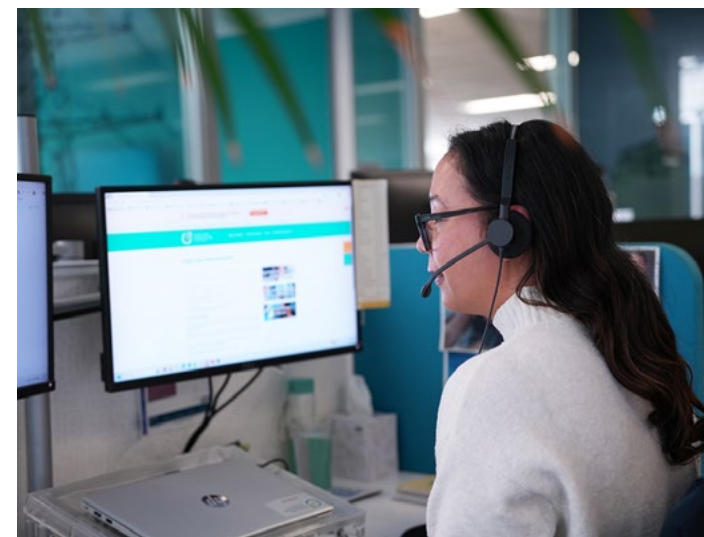
Before deciding a complaint requires no further investigation, we send the customer a complaint assessment detailing all aspects of our investigation, the provider's resolution offer and any other actions it is taking to address the complaint, and an outline of our preliminary view about the content of the assessment. The customer has the opportunity to provide further information to support their position, agree with the proposed outcome or request our final decision. The timeframe for the customer to respond is within 10 business days of receiving our assessment. This can be extended to a further 10 days when a customer requests further time to consider the report.

When a 'no further investigation' decision has been made, the customer has the right to request an internal review within 28 days of complaint closure. Grounds for an internal review are bias, error or omission, or provision of new information not previously provided to EWON.

Ombudsman binding decisions

A binding decision is made when EWON is of the view that a fair and reasonable outcome has not been offered by the member and the member declines to reconsider its offer. A binding decision is binding on a member upon acceptance by the customer.

In FY25, the Ombudsman made no binding decisions. ■



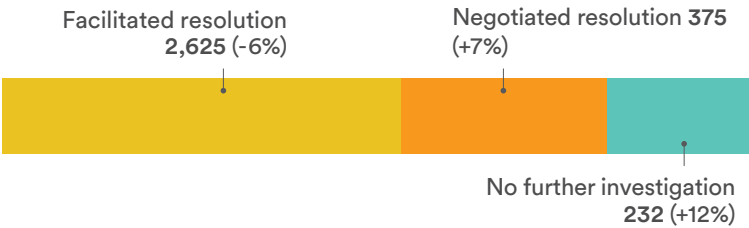
EWON resolved 27,823 complaints, 1% more than FY24. We resolved more complaints that we received which reflects the effort EWON put in to reducing the backlog caused by the large increase in complaints in FY24.

We answered 78% of calls within 30 seconds, up from 66% in FY24. Ninety one percent of all complaints were resolved in less than 30 days, 5% were resolved between 30 and 90 days, and 4% were resolved within 90 days.

There was a slight reduction in investigated resolutions compared to FY24 (-4%). There was a significant (+ 36%) increase in out of jurisdiction complaints (958) relating to entities that are not members of EWON – including Consumer Energy Resource installers, bottled gas providers, water supplied by local councils and tenants water issues. This increase also flows through to an increase in referral rates to NSW Fair Trading/NCAT (+39%), other Ombudsman including the NSW Ombudsman (+20%) and legal/tenancy advisors (30%).

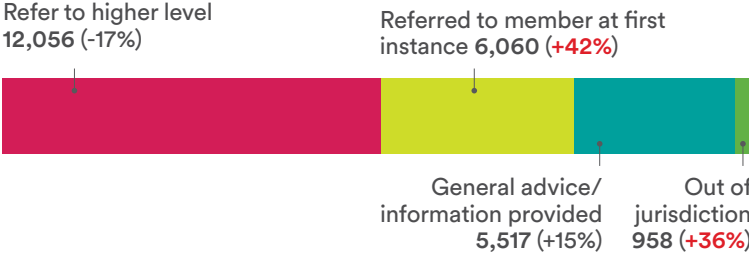
EWON recorded a 15% increase in complaints with general advice/information provided, highlighting our emphasis on educating customers. There was a 42% increase in complaints resolved through referral to members in the first instance – these are usually classified as complaint enquiries. EWON is pleased to note a 17% reduction in Refer to higher level complaint referrals, reflecting the growing responsiveness of providers. ■

GRAPH 13
Investigated complaints



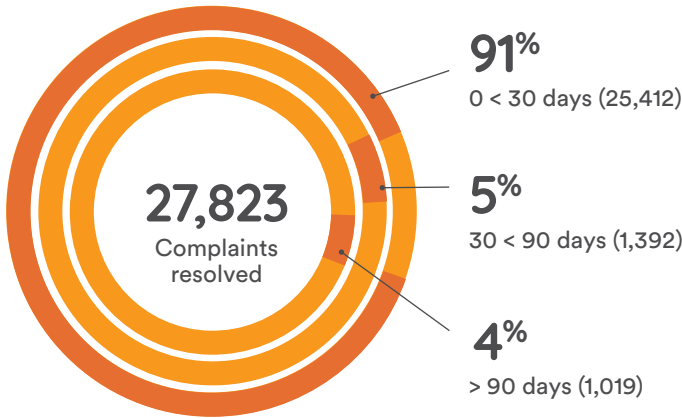
3,232
investigated complaints
(-4%)

GRAPH 14
Non-investigated complaints



24,591
non-investigated complaints
(+1%)

GRAPH 15
Time taken to resolve complaints



91% of complaints closed within 30 days



78% of calls answered within 30 secs

TABLE 4
Referrals provided by EWON

No wrong door referrals	Complaints	% change
EAPA/PAS/community agency	692	2%
Fair Trading/NCAT	597	+39%
AER/energymadeeasy	448	-6%
Another ombudsman	370	+20%
Other government agency	339	-1%
Legal/tenancy advisor	235	+30%
Member affordability team	222	14%
Financial counsellor	212	6%
Private contractor	140	-24%
IPART	42	+75%
DPE (Resources & Energy)/Minister	11	+175%



6,415
referrals to provider contact
centres or affordability teams
(+38%)



GRAPH 16
EWON customer survey results



Quality of our work

EWON's Quality Assurance Framework safeguards the quality of our dispute resolution service.

This is done by:

- **reviewing complaints** to assess the standard and quality of case handling
- **providing feedback and guidance** to dispute resolution staff
- **conducting independent investigations** of customer complaints about EWON's service
- conducting **independent internal reviews** when a customer requests a review of EWON's investigation
- conducting **comprehensive data and information checking** to ensure accuracy and reliability.

Internal reviews

Internal reviews can be requested when a customer believes that EWON's investigation of their complaint was biased, had errors, or did not follow policies and procedures.

In FY25, EWON received 12 formal requests for internal reviews out of 2,973 completed investigations. Of these review requests:

- Nine of the claims were determined to be unsubstantiated. The customers were informed in writing of the reasons for that decision and advised that no further action would be taken.

- In one case, the customer's request was substantiated but it did not impact on the investigation outcome when tested. The customer was provided with detailed information to address the concerns and explain why the investigation outcome remained unchanged.
- In two instances further investigation was required. In one case, further investigation found the provider had complied with its legal obligations before default listing the customer. However, default listing an active customer with an open energy account, rather than using available disconnection provisions, seemed unreasonable. The provider agreed to remove the default credit listing. In the second case, further investigation resulted in additional information being provided to the customer, which satisfactorily resolved the complaint.

Complaints about EWON

Complaints about our service provide opportunities to improve our work. This year we received four complaints about EWON, down from nine last year. We investigated, provided written responses, and apologised when appropriate. We conducted employee coaching and development to foster continuous improvement of our service.



Complaint management reviews

To ensure our complaint-handling work is consistent and of the highest standard, we undertake monthly reviews of resolved complaints against our complaints management policies, processes and procedures.

This year we developed an assessment tool specifically to review complaints handled by the Extra Help team. The tool is sensitive to customer information that may indicate vulnerabilities customers are experiencing in relation to their energy and water accounts or more generally. This enables comprehensive communication with the provider to offer tailored support and help to their customer.

Data integrity audits

We conduct extensive data integrity audits each week, month and quarter. In FY25, over 40% of resolved complaints were checked as part of the data integrity audit process.

In FY25, we completed 2,028 monthly exception report checks and 10,598 data integrity checks of resolved complaints. ■



Case study

Retailer default credit lists customer with open electricity account

Mr Santos was default credit listed in October 2023 but disputed the default because he was not notified and had paid the bill. He contacted a credit repair agent to review the default listing and advocate on his behalf. The complaint was referred to a specialist team at the retailer to contact the advocate. However, the advocate returned to EWON for further assistance. The advocate argued Mr Santos was not provided a proper notice with sufficient information or time to respond before the amount was defaulted against his credit file.

The retailer said it had complied with the Privacy (Credit Reporting) Code 2014 and sent several bills, notices and reminders to Mr Santos about the overdue payment, including a Section 6Q notice requesting payment to avoid further action and disconnection. It said it also sent disconnection warnings to Mr Santos and its records indicated that all notices were opened and read. They also sent him information about payment assistance, including payment plans and rebates.

EWON's initial investigation found that the retailer was compliant in how it listed the default and concluded that it was fair and reasonable for it to remain. The advocate returned to EWON and requested an internal review under EWON's quality assurance framework.

Our internal review identified several gaps in EWON's investigation, including missing supporting documentation. It also noted that credit default listing an active account is unusual and the initial investigation did not make enquiries with the retailer about this. Further, the retailer contact records did not indicate any attempt to call Mr Santos to request payment of the account arrears.

EWON's internal review concluded that without appropriate supporting documentation and enquiries with the provider, the accuracy of the investigation outcome could not be confirmed as reliable and recommended further review. EWON's Policy & Systemic Issues team, Quality team and Dispute Resolution team discussed the complaint. They noted that default listing active energy accounts was not standard industry practice. EWON's Dispute Resolution team obtained additional information from the retailer that included outbound telephone records indicating that they had attempted to call Mr Santos.

The review concluded that the retailer followed the required steps for notices and contact before a default listing was made. The review also raised whether listing a default on an open account was reasonable, especially when disconnection options were available under the Nation Energy Consumer Framework. The provider agreed to remove the default credit listing, and the matter was referred to EWON's Policy & Systemic Issues team for further review as a systemic issue.



Case study

Distributor leaves exposed holes at commercial property

A local distributor attended Mr Murphy's business property in November 2023 and dug two very large holes to install an additional back-up line for the power supply to the street.

It placed a covering over the holes and advised Mr Murphy that it would return at the beginning of 2024 to fill them. Mr Murphy contacted the distributor in May 2024 to confirm when the job would be completed and continued to follow up with phone calls and emails, but no date was provided.

Mr Murphy spoke with EWON and explained that one of the holes was on the property and the other was on the fence line. He was concerned about the holes impacting the safety of his employees and the driveway, including a large truck going in and out of the property.

Based on the energy usage, the number of employees and annual turnover, Mr Murphy's business was considered a large business under the definition in EWON's Charter, which meant it was out of EWON's jurisdiction to investigate.

Despite this, EWON highlighted the 'no wrong door approach,' which offered to refer the complaint to a specialist team at the distributor to help resolve Mr Murphy's complaint. We also explained that if Mr Murphy returned to EWON about the issue, our ability to further assist would be limited.

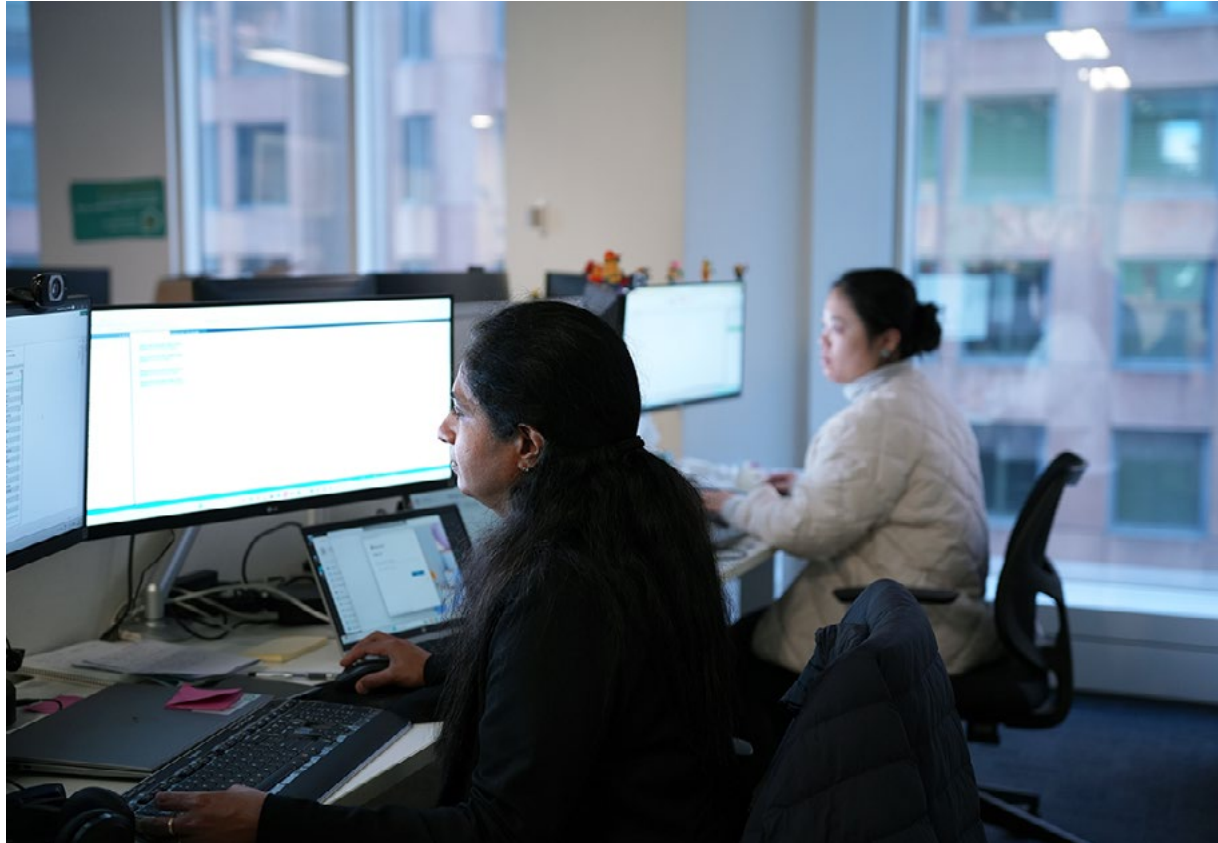
Customer Relations Management system upgrade

EWON's CRM system upgrade was planned during FY25 and implemented in July 2025. It will provide the Dispute Resolution team, and EWON more widely, with a more intuitive, efficient and secure way to manage cases and record data for our customers and stakeholders.

EWON employees will be able to access complaint information more quickly, with improved chronology and timeline views making it easier to track complaint histories and identify key issues. The system's improved functionality will also streamline workflows, reduce manual handling and increase productivity.

Data security and integrity will also see a marked improvement, with real-time updates and enhanced data management tools ensuring more accurate, reliable records.

The introduction of a webform for face-to-face and outreach interactions will simplify complaint intake, allowing customers to enter their details directly on a tablet. As the rollout continues into FY26, upgrades will further improve workflows, resolution times, service for our customers and members through the introduction of an enhanced member portal and new customer portal, and enable a more agile, future-ready service. ■



Influential policy contribution



24

policy submissions



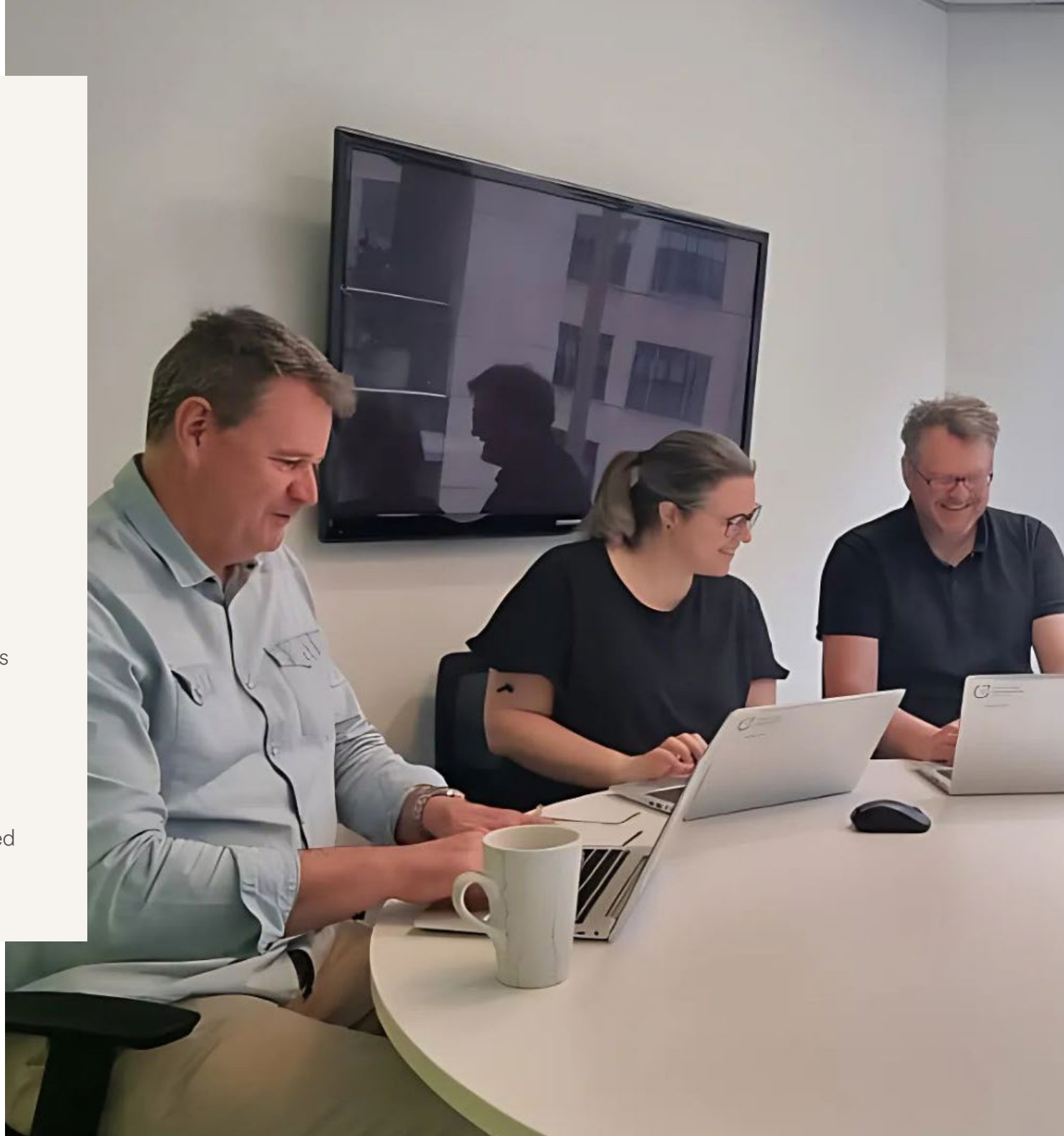
10

potential non-compliance complaints
reported to the Australian Energy
Regulator



19

systemic issues investigations opened
and 18 closed

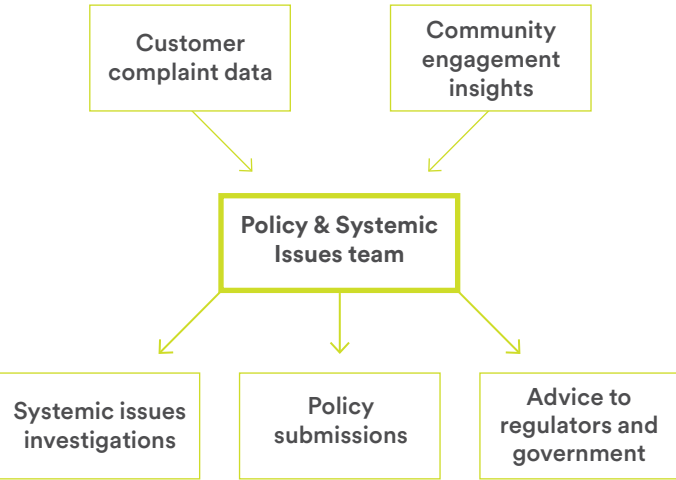


Navigating the transitioning energy and water markets

As the energy and water sectors continue to be transformed by technological innovation, climate imperatives and changing consumer needs, EWON aims to ensure that consumer protections evolve in tandem.

As the rollout of smart meters accelerates and cost-reflective pricing becomes more prevalent, we are focused on ensuring that consumers are adequately informed and protected. Embedded networks and the expansion of renewable energy infrastructure, including Consumer Energy Resources (CER), present both opportunities and challenges, but our work aims to bridge the gap between necessary innovation and consumer rights.

EWON’s policy work is informed by:



Our FY25 policy work continued to focus on improving consumer protections – within NSW, and nationally, in collaboration with other energy and water ombudsman schemes – urging governments and regulators to implement policies and laws that provide fairer outcomes for consumers.

Smart meters and cost-reflective pricing

Our joint submission with Energy & Water Ombudsman SA (EWOSA) and Energy & Water Ombudsman Queensland (EWOQ) to the Australian Energy Market Commission’s (AEMC) *Real-time data for consumers* rule change emphasised the importance of accessible, accurate data and effective dispute resolution. We highlighted how fragmented relationships between customers and market participants have detracted from the expected benefits of the smart meter rollout.

The schemes partnered again to make a joint submission to the AEMC’s proposed rule change to *strengthen consumer safeguards for the smart meter rollout*. We supported giving customers more flexibility in choosing tariffs and pointed out consumer risks that the AEMC should consider more closely.

EWON’s Spotlight On report, *Electricity metering competition: Who benefits?*, examined consumer issues resulting from the disconnect between market participants. In May 2025, our Consultative Council Meeting convened industry stakeholders to discuss insights from the *Spotlight On report*, see more information on page 16. There was a strong appetite by everyone involved in the meeting to progress the conversation. EWON created a working group and will continue to hold roundtables with key agencies, including Metering Service Providers and meeting panellist organisations throughout FY26.



Systemic issues: No notice about tariff changes

A small business customer was not notified of a tariff change (changing from a flat tariff to a Time of Use tariff) following a smart meter installation. Our intervention led to a 50% bill waiver and prompted the retailer to overhaul its notification procedures.

View Appendix 6 for more information on policy influence and engagement in FY25.

National Energy Customer Framework

EWON continues to call for a comprehensive review of consumer protections and a modernised National Energy Consumer Framework that reflects the realities of today's market. We advocated this position in a joint submission to the consultation by the Australian Government Department of Climate Change, Energy, the Environment and Water (DCCEEW) on [Better Energy Customer Experiences](#). Our input into this review is a culmination of years of work advocating for change in key areas including CER and embedded networks.

In March 2025, the Australian Energy Regulator (AER) released a draft decision as part of its [review of the exemptions framework](#) for embedded networks. The decision incorporates several recommendations from EWON's [Spotlight On Embedded Networks](#) report, released in 2021. Key changes include:

- a more proactive approach to collecting data on customers under network and retail exemptions
- ensuring all residential customers fall under a registered class exemption (rather than some being deemed)
- introducing stronger requirements for exempt entities to keep exemption information up to date.

Our joint submission – with the Energy and Water Ombudsman Victoria (EWOV), EWOSA and EWOQ – to the AEMC's consultation on [electricity pricing](#) underscored the need for robust consumer protections and the critical role of external dispute resolution in fostering trust in a transitioning energy market.

Changes to the Water Industry Competition Act reflect EWON's positions

Changes to the *Water Industry Competition Act 2006* (NSW) were implemented in March 2025, including a deemed customer contract for private water schemes.

EWON's input was instrumental in shaping these reforms, which mean private water customers are protected in a similar way to public utility customers.

Consumer Energy Resources (CER)

In August 2024 we published a quarterly EWON [Insights report](#) highlighting the detrimental impact of unsolicited door-to-door and telesales practices in the energy sector. These practices erode consumer trust, particularly in adopting new technologies like solar. The Ombudsman also called on the NSW Minister for Energy to implement a ban on unsolicited door-to-door sales.

In November 2024, the [Australian Financial Review](#) featured EWON's insights on door-to-door marketing, amplifying our call for regulatory action. In March 2025, the Consumer Action Law Centre made the first-ever designated 'super' complaint to the Australian Competition and Consumer Commission (ACCC), which calls for unsolicited selling to be banned under consumer law. In June 2025, the ACCC advised it would conduct an in-depth review of unsolicited selling. EWON is hopeful this will initiate the end of door-to-door sales of solar and other energy products in NSW.

Another significant policy milestone this year was the AEMC's final determination on [flexible trading for CER](#) in August 2024. This rule change, directly influenced by joint submissions from EWON, EWOQ and EWOSA, ensures that retailers cannot disconnect secondary service points independently of primary connections – an important safeguard for financially vulnerable consumers.

At a NSW level, in September 2024 the NSW DCCEEW released its [Consumer Energy Strategy](#). We were pleased that the strategy included public consultation on actions we have long advocated for, including expanding EWON's jurisdiction to include complaints about operators of new

energy services like virtual power plants (VPP) and improving consumer protection for embedded network customers. EWON has consistently called for systemic reform in these areas through our submissions and Spotlight On reports, and we will continue to argue that these reforms are needed urgently to ensure positive consumer outcomes.

Also in September 2024, EWON made a submission to the annual Independent Pricing and Regulatory Tribunal (IPART) review [Monitoring the Retail Electricity and Gas Markets in NSW](#). We provided key complaint insights about cost-reflective tariffs, VPPs and battery storage, demand response products and the harm of unsolicited sales.

As the market continues to evolve, we are committed to leveraging our unique position at the intersection of consumers, industry and regulators to help shape a framework where innovation and consumer protection go hand-in-hand.



Systemic issues: Solar company sets up energy account without consent

A vulnerable customer was disconnected after a solar company, acting as a retailer referral partner, set up an energy account without consent by creating an email address and energy account on the customer's behalf. The customer did not use email or the internet, so was disconnected after not receiving bills.

Our investigation resulted in reconnection, disconnection fee waiver, a credit for wrongful disconnection and a systemic review by the retailer, which resulted in two further instances being identified. The retailer suspended the solar company's participation pending compliance.

Energy and water affordability

Energy and water affordability remained a pressing concern for many households across NSW.

Although FY25 did not see significant energy price hikes like those seen in FY24, the persistently high market energy prices, combined with broader economic pressures – high interest rates, inflation, rising rents and increased food costs – continued to challenge households.

These affordability issues prompted government bodies and regulators to propose and implement reforms aimed at alleviating financial stress for consumers. EWON collaborates with the sector to engage in policy reform and address systemic issues. Our collaborative efforts with regulators, government bodies and industry stakeholders have led to meaningful changes that benefit NSW consumers.

Financial assistance

This year, with our energy and water ombudsman peers, we drew on our complaints data to provide feedback to the [Services Australia Centrepay Reform Discussion Paper](#). We focused on barriers to access and the need for enhanced consumer protections.

EWON provided feedback to the NSW Government on proposed NSW rebate reforms, and shared complaints data related to the National Energy Bill Relief.

EWON, EWOQ and EWOSA made joint submissions to four AEMC consultation papers on the Energy and Climate Change Ministerial Councils consumer rule change package, which focused on:

- [improving support for hardship customers](#)
- [enhancing consumer confidence in retail energy plans](#) (for example, certainty for prices when benefits end, removing unreasonably high penalties for not paying bills on time, restricting the timing of price increases, and restricting fees and charges)
- [improving the application of concessions to bills](#)
- [improving the ability to switch to a deemed better offer.](#)

We also jointly responded to AEMC's draft determinations on hardship support and retail energy plan transparency.

Disconnection and default listing

In a joint submission to the Australian Government's [Review of Australia's Credit Reporting Framework](#), EWON, EWOV, EWOSA and EWOQ recommended raising the default listing threshold from \$150 to \$300 – this was supported in the [final report](#). Separately, the AER is reviewing the minimum threshold for disconnection, and a joint submission supported the AER's proposed increase from \$300 to \$500.

EWON participated in Energy Consumer Australia's roundtable on electricity disconnections, highlighting the broader impacts of disconnection on customer health and wellbeing.



Systemic issue: Default listings on active accounts

EWON identified a retailer practice of listing defaults for debt on active energy accounts – a deviation from standard industry practice. This raised concerns about multiple default listings and compliance with affordability obligations. Following EWON's intervention, the retailer removed the default listing for the complainant, reversed 1,600 similar defaults, and ceased the practice. View the full case study on page 49.

Water

EWON's policy team made submissions to IPART's pricing reviews for Sydney Water and Hunter Water, emphasising the need to mitigate affordability impacts and expand rebate eligibility. EWON also recommended consumer education campaigns ahead of drought pricing triggers.

Further submissions to IPART's draft determinations for Sydney Water and Hunter Water supported recommendations to review pensioner concessions and maintain current late payment fees. EWON committed to raising these issues with the Minister for Water.

EWON's [October to December 2024 Insights report](#) focused on water pricing impacts and included relevant case studies.

Family violence

EWON's Policy team participated in the consultation for the Safety by Design initiative, led by the Essential Services Commission of Victoria, aimed at supporting energy and water consumers affected by family violence. The [final report](#) emphasised the misuse of essential services by perpetrators of family violence.

Our [July to September 2024 Insights report](#) highlighted ongoing customer issues despite new family violence protections.

We also provided feedback to IPART on the Sydney Water Operating Licence, recommending that reporting include all consumers affected by family violence, not just customers. This recommendation was adopted by IPART.

Energy charging

Significant changes under the *Residential (Land Lease) Communities Act 2013* (NSW) came into effect in September 2024. These changes included capping energy charges for permanent residents and requiring authorised retailers to comply with energy charging provisions. EWON prepared training and materials for the Dispute Resolution team to effectively address the changes. The [January to March 2025 EWON Insights report](#) also looked at complaints and concerns that customers have raised.



Systemic issue: Retailer suggests costly gas meter removal

A customer reported being offered a costly gas meter abolishment option by their retailer, despite disconnection being a viable alternative. EWON raised the issue, emphasising the affordability barrier and its impact on customers seeking to electrify their homes. The retailer revised its policy, implemented new procedures and trained employees to offer both options.



Case study

Compassionate resolution for customer experiencing significant financial stress

When Ms Rossi moved into her community housing property in October 2018, with help from a financial counsellor, she called her retailer and set up a \$25 fortnightly payment plan on her electricity account.

In July 2024, she received a bill for \$22,000, covering a three-month period. Alarmed, Ms Rossi contacted her retailer requesting that the meter be checked, but despite sending multiple emails she received no replies. She contacted the distributor, only to learn that no formal request for a meter fault check had been made – just a meter reading.

Meanwhile, in October 2024, Ms Rossi had her thermostat repaired as she noticed hot water was constantly dripping. She also had an energy audit conducted, which determined that her bills should be approximately \$250 per quarter.

Frustrated with not receiving a response from her electricity retailer, Ms Rossi contacted EWON. She told us that her rental property was in a poor state of repair and she was experiencing complex vulnerabilities including significant financial stress.

Ms Rossi's complaint was originally referred to a specialist team at the retailer to resolve the matter, however, she returned to EWON for further assistance. She said that the retailer had arranged for the meter to be tested, and it was found to be working appropriately. They advised her that after the thermostat was replaced the usage at the property had reduced significantly, however her outstanding balance of \$23,800 was correct and payable. She sought assistance from

Energy Payment Accounts Assistance (EAPA) and received a credit of \$1,000 to her account.

EWON's Extra Help team commenced an investigation. A review of the meter data highlighted that her electricity consumption before March 2023 was approximately 31 kWh per day. Her electricity consumption had returned to that level after the thermostat was fixed.

We wrote to the local distributor and outlined Ms Rossi's circumstances to ask if they would adjust the data to reflect the daily average consumption, which they declined to do. We also reviewed the retailer's hardship policy and asked the retailer to consider waiving part of her debt, considering Ms Rossi's circumstances included long-term debt, no pathway to repay and issues with housing, including the delay replacing the thermostat.

The retailer offered a compassionate resolution, agreeing to waive \$18,500. They also proposed to waive the remaining amount if she paid a \$10 a fortnight payment plan for six months.

To support Ms Rossi, EWON connected her with the Financial Rights Legal Centre and the Tenants Union to help with property maintenance issues and legal advice. After her case was closed, Ms Rossi contacted her original case manager twice for clarification about her account and payment plan, demonstrating the value of end-to-end case management and continuity of care.

The energy transition



The energy transition

As requested by the NSW Government, EWON expanded its jurisdiction in December 2024 to landholders and community members impacted by renewable energy infrastructure.

The initial focus on transmission infrastructure development required EnergyCo and ACERZ to join EWON; Transgrid's membership was established in 1998.

EWON was identified as the most appropriate organisation to take on this work because of our reputation as an established, trusted and independent dispute resolution service, with long experience in community engagement.

The Minister for Climate Change and Energy, Penny Sharpe, welcomed the change.

'Residents will no longer have to navigate a maze of agencies. The Ombudsman will connect them with the right people to have their concerns investigated and addressed.' – Minister Sharpe

Our Energy Transition team provides an investigation and resolution process for community members not satisfied with the complaint-handling procedure of relevant transmission and renewable energy infrastructure entities. The team is also responsible for policy, community engagement, awareness raising and stakeholder liaison in the energy transition.

Expansion into renewable generation and storage, such as solar and wind generation and large-scale battery storage, is being explored. ■



Ombudsman, Janine Young with Minister for Climate Change and Energy, Penny Sharpe at the announcement of EWON's expanded jurisdiction.

Dispute resolution



43 complaints received
1 general enquiry
34 complaint enquiries
7 investigations (+ 1 RHL)

Since 1 December 2024, the team has received 43 complaints, relating to:

- unsatisfactory community engagement practices
- transmission line placement
- lack of transparency and information on proposed works
- lack of response to concerns raised
- concerns about dust
- disruption from traffic and construction.

Policy



2 policy submissions
1 public hearing

After our submission to the [NSW Parliamentary Inquiry on the Impact of REZ on rural and regional communities and industries in NSW](#), the Ombudsman addressed the public hearing.

Our submission to the [NSW Transmission Planning Review](#) outlined emerging complaint themes. We suggested clearer public information and consistent benchmarks for community consultation. This will help network operators and government entities increase support for projects and build consumer trust.

We contributed to The Energy Charter's [Understanding Australian Transmission Projects Resource Hub](#), reviewing and providing feedback on six factsheets. We reviewed the [Strategic Benefit Payment Scheme Guidelines](#) in collaboration with NSW DCCEEW. Our external dispute resolution service was then promoted to landholders on the [EnergyCo website](#).



Key learnings

When managing renewable energy infrastructure complaints, we identify and report on the issues we see in the community and the complaints we receive. We share our insights with government, regulators, members and other stakeholders to initiate policy and regulation change.

The main themes we identified include:

- **Community consultation:** Infrastructure entities are not reaching all members of the community, and community members do not feel there is genuine engagement, where their local knowledge is valued. Infrastructure developers may therefore not be trusted.
- **Increased populations:** Some community members embrace increased populations because of the economic benefits; other are concerned that local venues, hospitals, trades and services will be overwhelmed.
- **Acquisition process:** Landholders are finding the acquisition process for transmission easements stressful; concerns about tax implications and legal costs are significantly affecting some people's mental health.
- **Community impacts:** There are concerns about changes to the landscape, reduction in productive farmland, traffic, transport, service interruptions and delays and the lack of coordination to minimise these impacts.



Case study: Resident concerned about surveillance and dust

Mr Preston was concerned about temporary workforce accommodation being built near his property. There were security cameras on the road outside the site, and he was unsure what they were monitoring and if his privacy was being breached. There was also considerable dust coming from the site. Mr Preston was concerned that the entity was not following the agreed dust mitigation policy. The workers told him there wasn't enough water available to mitigate the dust and they needed to meet their deadline.

The developer advised EWON that the security cameras were monitoring the number of vehicles on the road each day to ensure they were complying with the project's planning approvals. They also confirmed that no personal information was collected that would allow them to identify members of the public, and the footage was securely stored.

The developer confirmed that two water trucks were in use and personnel were briefed about using the correct routes and reducing speed to minimise dust generation. The member advised it would install more cameras at the site entry to monitor other vehicle movements, which may be causing additional dust. They also applied a dust bonding agent to the road and supervisors were checking to ensure dust mitigation measures were being followed.

EWON relayed this information to Mr Preston and advised if he had any further issues he should raise them with the developer but could always return to EWON if his concerns were not resolved.

Community engagement and awareness raising



24 community engagement events
464 community members reached
2 new customer resources
14 Ombudsman interviews

NSW's energy landscape is rapidly changing. The Energy Transition team visited each of the renewable energy zones (REZ) and priority transmission project areas. We met local councils, community members, landholders and other stakeholders. We heard firsthand about the impacts of new renewable energy infrastructure on communities.

We are now visiting new types of events, including agricultural field days, regional shows, local markets and community halls.

Stakeholder engagement



42 stakeholder meetings
28 member meetings
10 stakeholder presentations

Coalition of Renewable Energy Mayors (CoREM) briefing

In November 2024, before our jurisdiction officially expanded, we attended the CoREM meeting with 16 regional council representatives. We learned about renewable energy infrastructure development in their regions. It greatly helped us to understand the tensions and likely complaint issues, before our phone lines officially opened.

Targeted presentations to community members

In February we met with EnergyCo's Community Reference Group for the Central West Orana REZ. This provides a platform for feedback between the community, EnergyCo and ACERREZ. EWON presented on our new role and how we can assist.

We also met the NSW Farmers Energy Transition Taskforce group and heard about farmers' bushfire concerns. Volunteer firefighters are often farmers in their region. They reported being under-resourced to adequately respond to renewable energy infrastructure fires. They were concerned about who is liable if a fire spreads from their property.

Regional Development Australia (RDA) delivers

RDA offices in the Riverina, Murray and Orana regions have enthusiastically shared with us their knowledge of local events and the key concerns for the local community.





Merotherie road site



Driving through a solar farm near Dubbo



Guyra Show



Gulgong Agricultural Show



Wagga Wagga media interview

Engagement highlights:

- In May 2025, we hosted casual drop-in sessions in Gulgong, Dunedoo, Cassilis and Coolah and spoke with over 60 attendees.
- The Ombudsman contributed to 14 regional TV and radio interviews, and two major newspapers.
- In June 2025, the Ombudsman spoke at the ABC Big Ideas Citizen Jury event in Dubbo.

EWON's people



Workforce profile



100
EWON staff

67% permanent full-time
15% permanent full-time
18% max term/casual



12
internal promotions
or secondments



5.6
years
Average staff tenure

10.3% employee turnover,
down from 19.8% in FY24



55%
female Board members
45% male Board members

66%
Leadership roles held
by women

People, Culture & Capability initiatives

We value our people and strive to ensure they are set up for success, feel supported in their roles, and are satisfied and engaged in their work.

Some key initiatives we implemented this year to support our staff include:

- designing and launching a new Orientation and Induction program to ensure new starters have a seamless introduction
- redesigning our performance and development cycle, in response to employee and leader feedback, to enhance, simplify and make the process more engaging
- revising and simplifying our Capability Framework to better align with our strategic and business objectives
- launching our first Diversity and Inclusion strategy
- identifying key activities and commitments for our annual Wellbeing Calendar
- introducing a framework for more focused talent and succession planning and toolkits for our leaders to use in development planning discussions
- designing and launching our first in-house Leadership Development Program for emerging and experienced leaders, resulting in a demonstrated shift in leadership confidence across the organisation
- providing professional development or training for 99% of our workforce, with many employees undertaking strategic communications, situational awareness and conciliation training.

EWON employee engagement



78% employee engagement in FY25

We maintain a strategic focus on organisational culture and cultivate a work environment that enables our people to thrive. We measure employee engagement annually, inviting employees to share their views on what's working well and what can be improved. EWON is proud of achieving an overall engagement score of 78% – a testament to our positive and supportive culture.

Using a different survey provider this year, we received more detailed feedback from our people, with key strengths being:

- strong alignment with EWON's purpose, goals and values
- workplace flexibility and work-life balance
- workplace respect, equity and inclusion
- teamwork and confidence in our colleagues
- clarity about roles, responsibilities and resources that support our people to achieve
- health and safety, including psychosocial safety
- confidence in direct management and feeling supported.

The largest positive shift came from our Dispute Resolution team, whose overall engagement increased to 82% compared to 76% in FY24.

The survey feedback also highlighted the need for a continuous focus on learning and development, enhancing our recruitment and selection processes to ensure best fit, process efficiency and building change management capability. ■

'I am grateful to have been a part of this organisation as the people here are truly magical and make this an amazing place to work. EWON has let me grow and develop my skills and I will be forever thankful for the opportunities I have been afforded here. In working here, I have travelled all over NSW, meeting people from all walks of life and experiences. I don't think there is another workplace anywhere that would afford these types of opportunities.' – **Departing employee**

Our values

 Independence We are impartial; we approach our work transparently and openly.	 Integrity We are open and honest; we stand by our actions.	 One team We work together; we are flexible, helpful and take personal responsibility.
 Respect We are courteous; we build trust by listening, and following through on our commitments.	 Service excellence We are proactive; we are committed to delivering high-quality services to our customers and stakeholders.	 Social justice We are accessible and fair; we take a holistic approach to addressing customer circumstances.

Appendices



Financial report

The financial statements were independently audited by Pitcher Partners, who provided an unqualified audit opinion.

Statement of Profit or Loss for the year ended 30 June 2025	2025 \$	2024 \$
Revenue		
Revenue from contracts with customers	18,610,474	17,507,229
Other income	453,672	249,715
Total income	19,064,146	17,756,944
Operating expenditure		
Employee benefits expenses	(12,172,707)	(10,095,185)
Other employee-related costs	(362,956)	(419,699)
Occupancy and other related costs	(250,630)	(253,612)
Communications expenses	(158,723)	(60,629)
Information technology costs	(1,850,226)	(1,764,747)
General and administration expenses	(1,092,609)	(971,561)
Depreciation and amortisation expense	(1,076,478)	(1,199,426)
Finance costs	(29,706)	(57,808)
Total operating expenditure	(16,994,035)	(14,822,667)
Surplus for the year	2,070,111	2,934,277

The surplus was due to complaint number remaining at higher levels than budgeted, as well as maintaining tight control of costs.

The Board decided to retain the surplus to fund the fit-out of a new premises in FY26, to fund phase two of our CRM project and to ensure that there are adequate financial reserves to ensure EWON's financial sustainability.

Statement of Financial Position as at 30 June 2025	2025 \$	2024 \$
Assets		
Current assets		
Cash and cash equivalents	10,823,592	6,759,005
Trade and other receivables	4,448,468	6,260,600
Other current deposits	1,179,729	50,000
Total current assets	16,451,789	13,069,605
Non-current assets		
Property, plant and equipment	136,475	204,154
Right of use assets	364,166	1,207,099
Intangible assets	3,321	166,092
Other non-current deposits	–	641,335
Total non-current assets	503,962	2,218,680
Total assets	16,955,751	15,288,285
Liabilities		
Current liabilities		
Trade and other payables	4,122,101	3,555,087
Contract liabilities	1,047,788	1,300,000
Lease liabilities	419,673	933,205
Employee benefits	1,310,674	1,104,255
Provisions	480,539	–
Total current liabilities	7,380,775	6,892,547
Non-current liabilities		
Lease liabilities	–	419,783
Employee benefits	89,055	79,606
Provisions	–	480,539
Total non-current liabilities	89,055	979,928
Total liabilities	7,469,830	7,872,475
Accumulated funds	9,485,921	7,415,810

Statement of Cash Flows for the year ended 30 June 2025	2025 \$	2024 \$
Cash flows from operating activities		
Receipts from members and grant funding bodies	22,425,882	15,952,680
Payments to suppliers and employees	(17,258,655)	(15,644,706)
Net cash flows from operating activities	5,167,227	307,974
Cash flows from investing activities		
Interest received	417,798	240,511
Net payments for term deposits	(480,539)	–
Payments for property, plant, equipment and intangibles	(47,173)	(204,642)
Net cash flows from investing activities	(109,914)	35,869
Cash flows from financing activities		
Interest paid on lease liabilities	(29,706)	(57,808)
Principal paid on lease liabilities	(963,020)	(864,938)
Net cash flows from financing activities	(992,726)	(922,746)
Net (decrease)/increase in cash and cash equivalents held	4,064,587	(578,903)
Cash and cash equivalents at the beginning of the financial year	6,759,005	7,337,908
Cash and cash equivalents at the end of the financial year	10,823,592	6,759,005

Community engagement

Working with other organisations

We partner with a range of community, government and industry organisations to deliver engagement activities each year. Together, they help increase awareness of EWON events and offer complementary services and support. Partner organisations in 2024–25 included:

- Anglicare
- Anti-Discrimination NSW
- Baptist Care
- Benevolent Society
- Bridge Housing
- Carer Gateway
- Carers NSW
- Catholic Care
- Community First Step
- Community Legal Services and Community Hubs
- Corrective Services NSW
- Fair Trading NSW
- Financial Counselling Australia
- Gamble Aware
- Home in Place
- Homes NSW
- Hume Housing
- Legal Aid NSW
- Link Wentworth Housing
- local councils
- Mission Australia
- Multicultural Disability Advocacy Association
- Multicultural NSW
- National Recovery and Resilience Agency
- NDIS Quality and Safeguard Commission
- NSW Department of Communities and Justice
- NSW Registry of Births, Deaths & Marriages
- NSW Trustee and Guardian
- Ombudsman offices including staff from the Telecommunications Industry Ombudsman, Australian Financial Complaints Authority and NSW Ombudsman
- Padstow Community Care
- Redfern Legal Centre
- Revenue NSW
- Rotary clubs of Belmont and Maitland
- Rural Financial Counselling Service
- Salvation Army
- Salvos Money Care
- Service NSW
- Services Australia
- Sydwest Multicultural Services
- Settlement Services International
- TAFE NSW
- Tenancy Services
- Uniting
- Vinnies
- Wesley Mission

EWON’s Aboriginal Community Engagement Officer works closely with stakeholders throughout NSW, and primarily with First Nations staff and community members within these services. Below are further organisations and stakeholders that we worked with during the 2024–25.

- Brewarrina Aboriginal Men’s Group
- Community Corrections
- Illawarra Aboriginal Community Group Working Party
- Independent Commission Against Corruption
- JustReinvest – Mount Druitt
- Kinchela Boys Home Aboriginal Corporation
- Kurrunulla Aboriginal Corporation
- La Perouse Aboriginal Community Health Centre
- Law Enforcement Conduct Commission
- Maranguka – Just Reinvest Bourke
- Merana – Aboriginal Community Association for the Hawkesbury Inc.
- Moree Shae Academy
- Mungindi LALC
- Murdi Paaki – Bourke Community Working Party
- Murdi Paaki – Tenant Support and Education Program
- National Anti-Corruption Commission
- NSW Fair Trading
- Pathfinders – National Aboriginal and Torres Strait Islander Birth Certificate Program
- Purfleet Local Aboriginal Land Council
- Redfern Community Centre
- SNAICC – National Voice for Aboriginal and Torres Strait Islander Children and Families
- Tranby Aboriginal College “Black Coffee Small Business Connections”

We value the participation of many of our members at our Bring Your Bills Days. Thank you to the following members for participating in our community engagement program in 2024–25:

Networks

Ausgrid
Endeavour Energy
Essential Energy

Retailers

AGL
Energy Australia
Engie
Origin Energy
Red Energy

Water

Sydney Water

Community engagement in FY25

Date	Activity	Type of event	Audience	Location
1/07/24	Active Seniors Games	Expo/stall	Seniors, low income	Georges River
9/07/24	NAIDOC Community Day	Expo/stall	First Nations, general consumers	Central Coast
19/07/24	Info session for Settlement Services International Clients (Dari and Arabic)	Presentation/workshop in person	Multicultural, low income	Liverpool
19/07/24	UNSW Community Health Expo	Expo/stall	Youth	Randwick
24/07/24	Fair Trading Let's Talk Roadshows	Presentation/workshop in person	Community workers, general consumer	Shoalhaven
24/7/2024	Fair Trading Community Hub	Expo/ stall	General consumer	Shoalhaven
26/07/24	Marist 180 NAIDOC Week Celebration	Expo/stall	First Nations	Blacktown
30/07/24	Community Support Day	Expo/stall	General consumer, low income	Canterbury-Bankstown
2-3/08/24	Sydney Disability Expo	Expo/stall	Disability	Parramatta
5/08/24	Kurrunulla Services Connect Day	Expo/stall	First Nations	Sutherland Shire
5/08/24	Parramatta Hub	Expo/stall	General consumer, low income	Parramatta
6/08/24	Bring Your Bills Bonnyrigg	Bring Your Bills	Multicultural, seniors	Fairfield
6/08/24	Aboriginal Community Voice Network Meeting	Presentation/workshop in person	First Nations, community workers	Across NSW (online)
8/08/24	Presentation to Mission Australia - Villawood	Presentation/workshop in person	Community workers	Canterbury-Bankstown
13/08/24	Presentation to Mission Australia - Warrick Farm	Presentation/workshop in person	Multicultural, Low income	Liverpool
13/08/24	Joint Outreach Initiatives Network meeting	Online presentation	Community workers	Across NSW (online)
15/08/24	Community Services Expo	Expo/stall	General consumer, low income	Oberon
16/08/24	Boomerang Bags / EWON info session	Presentation/workshop in person	Seniors	Lithgow
21/08/24	Hunter Homeless Connect Day	Expo/stall	General consumer, low income	Newcastle
23/08/24	Black Coffee – First Nations Micro & Small Business	Networking event	First Nations, small business	Sydney
23/08/24	Budgewoi Seniors Forum	Expo/stall	Seniors	Central Coast
28/08/24	South-West Sydney Aboriginal Interagency	Presentation/workshop in person	First Nations, community workers	Liverpool
30/08/24	Kylie Wilkinson MP Cost of Living Hub	Bring Your Bills	General consumer, low income	Canterbury-Bankstown
10/09/24	Inner & Eastern Sydney Child & Family Interagency	Interagency online	Community workers	Sydney
11/09/24	Financial Counsellors Association NSW Conference	Forum/conference	Community workers	Parramatta
17/09/24	Western Sydney TAFE	Online presentation	Community workers	Cumberland
18/09/24	Tenant Voice Expo	Expo/stall	General consumer	Parramatta
24/09/24	Settlement Services International Savings Event	Expo/stall	Multicultural, new arrival (refugees and migrants)	Cumberland
24/09/24	Redfern Community Centre, Services Connect	Expo/stall	First Nations	Sydney
26/09/24	Pop-Up Community Support Hub	Expo/stall	First Nations, general consumer, low income, seniors	Randwick
2/10/24	Small Business Month Expo	Expo/stall	Small business, general consumer	Sydney
3/10/24	Cost of Living Hub	Bring Your Bills	Low income, general consumer, multicultural	Wollongong

Date	Activity	Type of event	Audience	Location
4-5/10/24	Koori Knockout	Expo/stall	First Nations	Bathurst
22/10/24	Small Business Month Expo	Expo/stall	Small business	Wollongong
30/10/24	NSW Fair Trading Community Services Day	Bring Your Bills	General consumer	Mid-Coast
31/10/24	NSW Fair Trading Aboriginal Services Connect	Bring Your Bills	First Nations	Mid-Coast
4/11/24	Kurrunulla Aboriginal Service Connect Hub	Expo/stall	First Nations	Sutherland Shire
12/11/24	Merana Aboriginal Community Outreach Hub	Expo/stall	First Nations	Hawkesbury
14/11/24	Just Reinvest – Aboriginal Services Connect Hub	Expo/stall	First Nations, low income, youth	Blacktown
19/11/25	South Coast, Cooperative Legal Service Delivery meeting	Online presentation	Community workers	South Coast
26/11/24	Redfern Services Connect Hub	Expo/stall	First Nations, seniors, low income	Sydney
27/11/24	Fairfield Tenants Voice & Mini Expo	Expo/stall	New arrival (refugee and migrants), seniors, disability, multicultural	Cumberland
28/11/24	Pop-Up Community Hub	Expo/stall	Low income, general consumer, First Nations	Randwick
29/11/24	La Perouse Services Connect Hub	Expo/stall	First Nations	Randwick
29/11/24	Illawarra Interagency	Online presentation	Community workers, multicultural	Shellharbour
29/11/24	Networking and meeting in Illawarra	Trader walk/visit	Small business	Wollongong
12/12/24	Campbelltown Community Services Hub	Expo/stall	General consumer, low income, First Nations	Campbelltown
26/01/25	Yabun Festival	Expo/stall	First Nations, general consumer	Sydney
4/02/25	EWON Bring Your Bills	Bring Your Bills	General consumer	Wollongong
5/02/25	EWON Bring Your Bills	Bring Your Bills	General consumer	Shoalhaven
12/02/25	Accessible Diversity Services Initiative Limited	Presentation/workshop in person	Multicultural, seniors, low income	Cumberland
12/02/25	Mudgee and Gulgong Interagency	Online presentation	Community workers	Across NSW (online)
14/02/25	GovHub	Expo/stall	General consumer	Sutherland Shire
16/02/25	Mardi Gras Fair Day	Expo/stall	General consumer	Sydney
19/02/25	Bridge Housing – Block Blitz Day	Expo/stall	Multicultural, disability, First Nations, low income, seniors, general consumer	Randwick
25/02/25	Redfern Community Services Hub	Expo/stall	Low income, First Nations, seniors	Sydney
25/02/25	St George Multicultural Network meeting	Interagency online	Multicultural, community workers	Shoalhaven
25/02/25	Kinchela Boys Home Aboriginal Corporation Services Connect Hub	Expo/stall	First Nations	Sydney
27/02/25	Dai Le – Bring Your Bills and Fill in Your Forms Day	Expo/stall	General consumer, multicultural, low income, new arrival (refugees and migrants), disability	Liverpool
28/02/25	La Perouse Hub	Expo/stall	First Nations	Randwick
28/02/25	Australia Islamic House Masjid Launch	Trader walk/visit	Multicultural, low income	Liverpool
3/03/25	Seniors Information Expo	Expo/stall	Seniors	Campbelltown
4/03/25	Southern Sydney Koori Interagency	Online presentation	First Nations	Sutherland Shire
5/03/25	Illawarra Aboriginal Community Based Working Group	Presentation/workshop in person	First Nations, interagency, community workers	Wollongong
6/03/25	Seniors Festival Expo	Expo/stall	Seniors	Central Coast
12-13/03/25	NSW Seniors Festival Expo	Expo/stall	Seniors	Sydney

Continued next page

Date	Activity	Type of event	Audience	Location
18/03/25	EWON Bring Your Bills	Bring Your Bills	First Nations	Mungindi
19/03/25	EWON Bring Your Bills	Bring Your Bills	First Nations	Moree
20/03/25	Multicultural Disability Advocacy Association, Beyond Barriers National Conference	Forum/conference	Multicultural, disability	Cumberland
26/03/25	NSW Coalition of Aboriginal Peak Organisation	Online presentation	First Nations, community workers	Various
8/04/25	Department of Communities and Justice, Multicultural Engagement Conference	Expo/stall	Multicultural, community workers, interagency, general consumer	Parramatta
9/04/25	EWON Bring Your Bills	Bring Your Bills	Multicultural, low income, seniors	Albury
10/04/25	EWON Bring Your Bills	Bring Your Bills	Multicultural, low income, seniors	Wagga Wagga
11/4/25	Narrandera Community Engagement	Trader walk/visit	Small business, community workers	Narrandera
14/04/25	Sydney Royal Easter Show - Seniors Hub Day	Expo/stall	Seniors, Multicultural, general consumer	Parramatta
23/04/25	Parramatta Mission Hub	Expo/stall	Low income, homelessness	Parramatta
8/05/25	Village Cafe	Presentation/workshop in person	General consumer, low income, disability, multicultural	Penrith
13/05/25	Bellambi Hub	Community Hub	First Nations, low income	Wollongong
14/05/25	EWON Bring Your Bills	Bring Your Bills	First Nations	Brewarrina
15/05/25	EWON Bring Your Bills	Bring Your Bills	First Nations	Bourke
17/05/25	Live it Up Live it Green	Expo/stall	General consumer	Camden
19/05/25	Central Coast Cooperative Legal Service Delivery meeting	Interagency online	Community workers, interagency	Central Coast
21/05/25	Joint Outreach Initiatives Network meeting	Online	Community workers	Various across NSW
22/05/25	Inner Sydney Thanks You Conference	Forum/conference	Community workers	Bondi
27/05/25	Money Extra Mini Expo	Expo/stall	General consumer, seniors	Maitland
28/05/25	Hume Housing event	Expo/stall	Low income, general consumer, multicultural	Liverpool
29/05/25	South West Sydney Koori Interagency	Online presentation	First Nations, community workers	Sydney
29/05/25	Mount Druitt Ethnic Communities Agency	Online presentation	Multicultural	Blacktown
30/05/25	La Perouse Aboriginal Community Hub and Koojay Corroboree	Expo/stall	First Nations, seniors	Randwick
3/06/25	Kinchella Boys Home Aboriginal Corporation	Community Hub	First Nations	Sydney
3/06/25	Redfern Community Centre Hub	Community Hub	First Nations, seniors, low income	Sydney
4/06/25	Members Outreach Info Session	Online presentation	EWON members	Various
5/06/25	Sector Connect Penrith	Forum/conference	Community workers	Penrith
5/06/25	Glebe Youth Centre Food Hub	Community Hub	Low income	Sydney
12/06/25	EWON Community Worker Forum 2025	Forum/conference	Community workers, disability, seniors, multicultural	Sydney
19/06/25	Community First Step Information Session	Presentation/workshop in person	Multicultural, new arrival (refugee & migrants)	Fairfield
19/06/25	Village Cafe	Presentation/workshop in person	General consumer	Penrith
20/06/25	Settlement Services International Refugee Week event	Expo/stall	Multicultural, new arrival (refugee & migrants)	Fairfield
19/06/25	Navitas Refugee Week event	Expo/stall	Multicultural, new arrival (refugee & migrants)	Cumberland
27/06/25	Blacktown Multicultural Interagency	Presentation in person	Multicultural	Blacktown

EWON members

Current members (as at 30 June 2025)

Some members operate across different provider types. This table categorises members by their primary provider type.

Provider type	At 30 June 2025	At 30 June 2024	New members joining in FY25	Members terminated during FY25
Authorised/licensed				
Authorised energy retailers	54	55	3	4
Energy networks	9	9	0	0
Transmission and renewable energy infrastructure entities	3	1	2	0
Licensed water providers	4	4	0	0
<i>Water Industry Competition Act 2006</i> (NSW) entities	8	9	1	2
Authorised/licensed total	78	78	6	6
Exempt entities				
Residential complex	89	80	9	0
Residential land lease community	176	176	18	20
Retirement village	50	50	3	3
Exempt entities total	315	306	30	23
Total	393	384	36	27

[Click here for a list of EWON's current members.](#)

Terminated memberships

Provider	Reason for termination
Authorised energy retailer	
Radian Energy	Ceased operations in NSW
ReAmped Energy	Surrendered authorisation and ceased operations in the energy market
Smart Energy	Ceased operations in NSW
Telstra Energy	Ceased operations in NSW
Exempt entity	
AEH Retirement Living Pty Ltd	Ownership transfer to Seventh Day Adventist Living (North New South Wales) Ltd
The Trustee for Eighth Gate Coastal Palms Park Trust	Ownership transfer to Residences Fund No. 3 Pty Ltd
CAM Engineering Pty Ltd	Ownership transfer to Cooranbong Village Management Operator Pty Ltd
Goulburn South Caravan Park Pty Ltd	Ownership transfer to South Goulburn Caravan Park Pty Ltd
INA Operations Trust No. 1	Ownership transfer
INA Operations Trust No. 2	Ownership transfer
INA Operations Trust No. 3	Ownership transfer
INA Operations Trust No. 4	Ownership transfer
Jakah Pty Limited	Ownership transfer to Champion Parks (Twin Dolphins) Group Pty Limited
Kootingal Park Pty Ltd	Ownership transfer to Silverback Shax Pty Ltd
Mittagong Caravan Park Pty Ltd	Ownership transfer to Hampshire (Moss Vale) Pty Ltd
Murray Glen Village Services Pty Ltd	Ownership transfer to Community Association DP 271270
Residences Fund No.3 Pty Ltd	Ownership transfer to Hampshire (Shoalhaven Heads) Pty Ltd
Residences Fund No.5 Pty Ltd	Ownership transfer to Hampshire (Shoalhaven Heads) Pty Ltd
The Trustee for Eighth Gate Riverbreeze Tourist Park Trust	Ownership transfer to Residences Fund No. 8 Pty Ltd
Sunstrip Park Pty Ltd	Ownership transfer to Hampshire (Blacksmiths) Pty Ltd
The Trustee for Eighth Gate Tall Timbers Park Trust	Ownership transfer to Residences Fund No. 5 Pty Ltd
The Trustee for INA Subsidiary Trust No 3	Ownership transfer
The Trustee for INA Operations Trust No 6	Ownership transfer
The Trustee for INA Subsidiary Trust No 7	Ownership transfer
The Trustee for INA Operations Trust No 8	Ownership transfer
The Trustee for Eighth Gate Tomaga Wairo Park Trust	Ownership transfer to Residences Fund No. 7 Pty Ltd
Veolia Water Solutions & Technologies (Australia) Pty Ltd	WICA licenses cancelled following changes to the <i>Water Industry Competition Act 2006</i> (WIC Act)
Total: 27	

Complaint issues by industry

Electricity complaint issues

Billing

Issue	Complaints
High	7,106
Error	1,346
Rebate/concession	1,070
Estimation	982
Contract terms	768
Tariff	767
Information	630
Refund or credit	588
Account closing	550
Backbill	470
Affordability	454
Delay	413
Account opening	406
Fees & charges	259
Period	199
Format	63
Debt transfer	19

Credit

Issue	Complaints
Disconnection/restriction	748
Payment difficulties	564
Collection	336

Digital meter exchange

Issue	Complaints
Fault	365
Opt in / opt out	280
Delay	179
Billing	137
Incorrect advice/information	75
Terms and conditions	74
Not installed	59
Damage to property/appliances	46
Failure to notify	36
Failure to respond	9

Supply

Issue	Complaints
Off supply (unplanned)	385
Off supply (planned)	155
Variation	17
Life support protections	17
Quality	7

Transfer

Issue	Complaints
In error	177
Site ownership	153
Without consent	127
Delay	28
Rejected	18
Error correction	16
Cooling off rights	16

Provision

Issue	Complaints
Existing connection	312
New connection	96
Disconnection/restriction	21

General

Issue	Complaints
Energy/water	353

Land

Issue	Complaints
Network/transmission assets	180
Property damage/restoration	70
Vegetation management	51
Street lighting	16
Easement	13

Consumer Energy Resource

Issue	Complaints
System performance	101
Installation/connection	85
CER payment plans	34
Smart energy services	30
Complaint handling	27
Activation	24

Marketing

Issue	Complaints
Misleading	132
Information	69
Method	27
Pressure	22
Non account holder	18

Customer service

Issue	Complaints
Online/application	70
Accessibility	65
Incorrect advice/information	22
Phone	21
B2B/third parties	17
Unprofessional attitude	15
Failure to consult/inform	14
Failure to respond	13

Privacy

Issue	Complaints
Other	35
Details correction refused	25
Details released	24
Details requested by provider	23
Details obtained without consent	8
Disclosure refused by provider	5

Gas complaint issues

Billing

Issue	Complaints
High	1,723
Estimation	317
Error	240
Account closing	210
Account opening	139
Backbill	107
Contract terms	92
Refund or credit	86
Fees & charges	76
Rebate/concession	74
Information	68
Affordability	57
Period	50
Delay	47
Tariff	19
Debt transfer	7
Format	3

Credit

Issue	Complaints
Disconnection/restriction	156
Payment difficulties	64
Collection	61

General

Issue	Complaints
Energy/water	108

Provision

Issue	Complaints
Existing connection	95
New connection	80
Disconnection/restriction	4

Transfer

Issue	Complaints
Site ownership	47
In error	45
Delay	28
Without consent	25
Rejected	8
Error correction	4
Cooling off rights	1

Marketing

Issue	Complaints
Misleading	17
Pressure	8
Information	5
Non account holder	2
Method	1

Land

Issue	Complaints
Network/transmission assets	16
Property damage/restoration	12
Easement	1

Supply

Issue	Complaints
Off supply (unplanned)	12
Off supply (planned)	12
Quality	1

Customer service

Issue	Complaints
Accessibility	6
Online/application	6
Failure to consult inform	5
B2B/third parties	5
Failure to respond	4
Incorrect advice/information	2

Privacy

Issue	Complaints
Details released	5
Other	3
Details obtained without consent	1
Details correction refused	1

Water complaint issues

Billing

Issue	Complaints
High	244
Fees & charges	42
Error	37
Affordability	26
Rebate/concession	16
Backbill	16
Refund or credit	15
Estimation	14
Information	13
Delay	9
Account closing	8
Period	5
Tariff	4
Debt transfer	2
Account opening	1

General

Issue	Complaints
Energy/water	206

Land

Issue	Complaints
Network/transmission assets	58
Property damage/restoration	45
Easement	6
Vegetation management	3

Supply

Issue	Complaints
Sewer overflow/blockage	41
Quality	25
Water licensing	20
Off supply (planned)	12
Variation	6
Off supply (unplanned)	5

Provision

Issue	Complaints
Existing connection	75
New connection	19

Credit

Issue	Complaints
Disconnection/restriction	35
Payment difficulties	16
Collection	14

Customer service

Issue	Complaints
Accessibility	2
Online/application	2
Unprofessional attitude	1
Failure to consult/inform	1
Phone	1

Privacy

Issue	Complaints
Other	4
Details released	2
Details correction refused	1

Complaints by member provider

Top three issues by provider

Authorised and licensed providers only

Provider	First issue	%	Second issue	%	Third issue	%
1st Energy	Billing > high > disputed	22%	Credit > payment difficulties > current/arrears	5%	Billing > estimation > meter access/not read	5%
ACEREZ	Customer service > failure to respond	25%	Customer service > failure to consult/inform	25%	Land > network/transmission assets > placement	20%
ActewAGL Retail	Billing > high > disputed	28%	Billing > affordability	5%	Billing > estimation > meter access/not read	5%
AGL	Billing > high > disputed	26%	Billing > estimation > meter access/not read	6%	Billing > affordability	3%
Alinta Energy	Billing > high > disputed	28%	Billing > estimation > meter access/not read	6%	Billing > backbill	4%
Altogether	Billing > high > disputed	19%	Billing > estimation > meter access/not read	13%	Billing > backbill	10%
Amber Electric	Billing > high > disputed	23%	Customer service > failure to respond	7%	Billing > error > payment	5%
Ampol Energy	General > non energy/non water	19%	Billing > high > disputed	9%	Billing > tariff > feed-in	7%
Arc Energy	Billing > high > disputed	19%	Billing > backbill	5%	Billing > estimation > meter access/not read	4%
Ausgrid	Supply > off supply (unplanned) > damage/loss	11%	Supply > off supply (unplanned) > duration	8%	Land > network/transmission assets > maintenance	7%
Australian Gas Networks (Albury)	Provision > existing connection > information	25%	Supply > off supply (unplanned) > damage/loss	25%	Customer service > failure to consult/inform	25%
Australian Gas Networks (NSW)	Provision > existing connection > maintenance	30%	Provision > existing connection > meter exchange	20%	Supply > off supply (planned) > duration	20%
BlueNRG	Billing > high > disputed	21%	Billing > backbill	8%	Billing > estimation > meter access/not read	6%
Clean Peak Energy	Billing > error > payment	18%	Billing > tariff > rate	9%	Transfer > without consent	9%
CovalU	Billing > high > disputed	32%	Billing > estimation > meter access/not read	13%	Billing > backbill	3%
Diamond Energy	Billing > high > disputed	25%	Billing > backbill	10%	Customer service > incorrect advice/information	5%
Discover Energy	Billing > high > disputed	40%	Billing > fees & charges > metering fees	20%	Billing > affordability	20%
Endeavour Energy	Supply > off supply (unplanned) > damage/loss	16%	Supply > off supply (unplanned) > frequency	7%	Supply > off supply (unplanned) > duration	7%
Energy Locals (includes Energy Trade)	Billing > high > disputed	28%	Billing > backbill	5%	Billing > estimation > meter access/not read	4%
EnergyAustralia	Billing > high > disputed	27%	Billing > estimation > meter access/not read	5%	Billing > rebate/concession > error	3%
EnergyCo	Customer service > failure to consult/inform	28%	Customer service > failure to respond	26%	Land > network/transmission assets > placement	25%
Engie	Billing > high > disputed	27%	Billing > estimation > meter access/not read	5%	Customer service > failure to respond	4%
Essential Energy	Supply > off supply (unplanned) > damage/loss	11%	Land > network/transmission assets > maintenance	6%	Provision > existing connection > defect/fault	6%
Evergy	Billing > fees & charges > late fees/interest	27%	Billing > high > disputed	13%	Billing > affordability > price increases	7%
Evoenergy	General > energy/water	100%	–	0%	–	0%
Flow Power	Billing > high > disputed	50%	Customer service > b2b/third parties	30%	Marketing > misleading	10%

Provider	First issue	%	Second issue	%	Third issue	%
Future X Power	Credit > disconnection/restriction > complete	100%	–	0%	–	0%
GEE Energy	Consumer energy resource > system performance > fault	100%	–	0%	–	0%
GloBird Energy	Billing > high > disputed	24%	Billing > estimation > meter access/not read	11%	Billing > backbill	5%
Humenergy	Billing > fees & charges > service availability	11%	Billing > high > disputed	8%	Billing > error > payment	8%
Hunter Water	Billing > high > disputed	24%	Supply > sewer overflow/blockage	6%	Credit > collection > debt collector	4%
Jemena	Customer service > failure to respond	12%	Provision > existing connection > defect/fault	11%	Provision > new connection > delay	9%
Locality Planning Energy	Billing > rebate/concession > error	36%	Billing > high > disputed	27%	Customer service > failure to respond > RHL	18%
M2 Energy	Billing > high > disputed	29%	Customer service > failure to respond	4%	Billing > estimation > meter access/not read	4%
Macarthur Energy Retail	Billing > high > disputed	50%	Credit > disconnection/restriction > impending	50%	–	0%
Meriton Energy	Billing > high > disputed	57%	Billing > backbill	14%	Customer service > failure to respond > RHL	14%
Microgrid Power	Billing > error > payment	22%	Billing > high > disputed	22%	Billing > tariff > rate	11%
Momentum Energy	Billing > high > disputed	32%	Billing > estimation > meter access/not read	7%	Credit > disconnection/restriction > impending	4%
Nectr	Billing > high > disputed	24%	Billing > estimation > meter access/not read	8%	Consumer energy resource > smart energy services > virtual power plants	6%
Next Business Energy	Billing > high > disputed	20%	Billing > estimation > meter access/not read	8%	Transfer > without consent	8%
Origin Energy	Billing > high > disputed	28%	Billing > estimation > meter access/not read	6%	Billing > backbill	3%
OVO Energy	Billing > high > disputed	22%	Billing > estimation > meter access/not read	7%	Billing > error > payment	7%
Pacific Blue Retail	Billing > high > disputed	14%	Billing > delay	7%	Credit > disconnection/restriction > impending	7%
Powershop (includes Kogan Energy)	Billing > high > disputed	24%	Billing > estimation > meter access/not read	7%	Billing > account opening > error	4%
Powow	Credit > collection > credit rating	14%	Customer service > failure to respond	14%	Consumer energy resource > CER payment plans > payment errors	14%
Real Utilities	Credit > payment difficulties > current/arrears	10%	Billing > error > payment	10%	Billing > high > disputed	10%
Red Energy	Billing > high > disputed	27%	Billing > estimation > meter access/not read	7%	Billing > affordability	3%
Savant Energy	Billing > tariff > rate	21%	Billing > tariff > information	21%	Billing > fees & charges > service availability	14%
seene	Billing > high > disputed	23%	Billing > fees & charges > service availability	15%	Credit > disconnection/restriction > impending	8%
Shell Energy	Credit > collection > credit rating	22%	Customer service > failure to respond	22%	Customer service > failure to consult/inform	17%
Shoalhaven Water	Billing > high > disputed	33%	Billing > fees & charges > service availability	11%	Billing > affordability > price increases	11%
Smart Energy	Consumer energy resource > system performance > fault	17%	Consumer energy resource > activation > misleading or incomplete advice	14%	Consumer energy resource > installation/connection > non-compliant installation	9%
Sumo	Billing > high > disputed	28%	Billing > estimation > meter access/not read	7%	Billing > affordability	4%
Sydney Water	Billing > high > disputed	21%	Customer service > failure to respond	6%	Land > property damage/restoration	6%
Tango Energy	Billing > high > disputed	27%	Billing > estimation > meter access/not read	8%	Billing > rebate/concession > error	7%
TransGrid	Land > network/transmission assets > placement	25%	Land > property damage/restoration	25%	Land > network/transmission assets > health/safety	6%
Water NSW	Supply > water licensing	19%	Credit > collection > debt collector	15%	Billing > high > disputed	13%
WINconnect	Billing > high > disputed	29%	Billing > estimation > meter access/not read	9%	Billing > delay	4%

Electricity providers

Electricity customer numbers^	Electricity provider	Complaints received per 10,000 customers	Complaints received FY25	Complaints received FY24	Variance	General enquiry	Complaint enquiry	RHL	Investigation level		
									1	2	3
Retailer											
>1,000,000	Origin Energy	58	6,140	5,870	270	100	2,672	2,819	236	205	108
500,001–1,000,000	AGL	42	3,683	4,150	-467	49	1,555	1,692	204	145	38
	EnergyAustralia	49	4,212	4,760	-548	50	1,883	1,832	193	186	68
100,001–500,000	Red Energy	27	1,243	1,371	-128	11	539	575	41	54	23
	M2 Energy	38	448	695	-247	3	198	209	15	20	3
	Powershop (includes Kogan Energy)	20	209	316	-107	2	82	105	12	6	2
10,001–100,000	Alinta Energy	66	540	854	-314	3	244	236	28	18	11
	Energy Locals (includes Energy Trade)	19	149	182	-33	1	69	74	3	1	1
	Engie	200	1,512	–	–	10	473	708	147	126	48
	ActewAGL Retail	36	136	124	12	–	55	56	9	9	7
	Sumo	125	293	529	-236	3	145	111	18	12	4
	GloBird Energy	59	135	186	-51	1	46	76	7	4	1
	Momentum Energy	54	122	165	-43	3	49	56	5	7	2
	Amber Electric	149	217	139	78	–	68	108	21	14	6
	Arc Energy	124	160	105	55	3	74	57	10	11	5
	OVO Energy	87	92	173	-81	–	36	44	9	3	–
3,001–10,000	WINconnect	108	106	109	-3	1	34	48	8	7	8
	1st Energy	161	143	159	-16	2	59	59	14	6	3
	CovaU	57	50	77	-27	–	23	21	2	3	1
	Tango Energy	179	145	135	10	2	33	89	7	6	8
	Nectr	152	121	113	8	–	44	54	6	8	9
	BlueNRG	82	50	36	14	–	20	27	–	3	–
Distributor											
>1,000,000	Ausgrid	2	434	269	165	–	286	105	18	13	12
	Endeavour Energy	3	377	200	177	2	254	91	15	9	6
500,001–1,000,000	Essential Energy	3	302	222	80	2	168	100	20	6	6

Electricity providers with no complaints

Electricity in a Box
Glow Power
iGENO
Localvolts
Lumo Energy
OC Energy

Electricity providers with fewer than 50 complaints

Altogether
Ampol Energy
Diamond Energy
Discover Energy
Evergy
Flow Power
Future X Power
GEE Energy
Humenergy
Locality Planning Energy
Microgrid Power
Next Business Energy
Powow
Real Utilities
Savant Energy
seene
Shell Energy
Clean Peak Energy
Macarthur Energy Retail
Meriton Energy
Pacific Blue Retail
TransGrid*
ACEREZ*
EnergyCo*

*Network

^Only providers with more than 50 complaints have been included in this table. Energy retailer customer number data reported by the AER as at 31 December 2024. Energy distributor customer number data provided by IPART as at 30 June 2024.

Gas providers

Gas customer numbers^	Gas provider	Complaints received per 10,000 customers	Complaints received FY25	Complaints received FY24	Variance	General enquiry	Complaint enquiry	RHL	Investigation level		
									1	2	3
Retailer											
500,001–1,000,000	AGL	22	1,304	1,307	-3	14	477	677	77	45	14
100,001–500,000	EnergyAustralia	22	794	955	-161	2	250	438	53	41	10
	Origin Energy	28	912	727	185	10	315	503	46	25	13
	Red Energy	12	154	171	-17	1	43	91	14	5	-
10,001–100,000	M2 Energy	26	135	144	-9	2	43	75	9	4	2
	Alinta Energy	36	134	171	-37	-	39	85	5	3	2
	Engie	91	292	-	-	1	76	146	37	29	3
Distributor											
>1,000,000	Jemena	1	136	183	-47	1	61	68	4	2	-

^Only providers with more than 50 complaints have been included in this table. Energy retailer customer number data reported by the AER as at 31 December 2024. Energy distributor customer number data provided by IPART as at 30 June 2024.

Gas providers with no complaints

- Humenergy
- iGENO
- Lumo Energy
- OVO Energy
- Real Utilities
- Savant Energy
- Shell Energy
- Tango Energy
- Allgas Energy*
- Central Ranges Pipeline*

Gas providers with fewer than 50 complaints

- ActewAGL Retail
- CovaU
- Discover Energy
- Energy Locals (includes Energy Trade)
- GloBird Energy
- Momentum Energy
- Powershop (includes Kogan Energy)
- Sumo
- WINconnect
- Australian Gas Networks (Albury)*
- Australian Gas Networks (NSW)*
- Evoenergy*

*Network

Water providers

Water customer numbers^	Water provider	Complaints received per 10,000 customers	Complaints received FY25	Complaints received FY24	Variance	General enquiry	Complaint enquiry	RHL	Investigation level		
									1	2	3
Retailer											
>2,000,000	Sydney Water	2	645	643	2	2	273	282	45	30	13
100,001–500,000	Hunter Water	3	108	80	28	–	44	40	11	11	2
10,001–100,000	Water NSW	18	56	37	19	2	28	19	3	4	–

^Only providers with more than 50 complaints have been included in this table. Water licensed and *Water Industry Competition Act 2006* (NSW) provider customer number data provided by IPART as at 30 June 2024.

Water providers with no complaints

- Aquacell
- AquaNet
- Narara Ecovillage
- Rosehill Network
- Solo Water
- Sydney Desalination Plant
- CPE Barangaroo Recycled Water
- Kyeema Water
- True Water DTR

Water providers with fewer than 50 complaints

- Shoalhaven Water
- Essential Energy
- Altogether

Influence and engagement

Policy influence

Australian Energy Market Commission (AEMC)	The AEMC accepted our policy position that secondary settlement points should not be disconnected separately from a primary connection point, in its final determination on a rule change.
Australian Government	Our recommendation that the minimum threshold for default listing be lifted from \$150 to \$300 was accepted by the review of Australia's Credit Reporting Framework
Media awareness	The <i>Australian Financial Review</i> quoted our August 2024 EWON Insights article ' Where have the cowboy solar panel spruikers gone? '
EWON member	After EWON's systemic issues investigation, a retailer removed 1,600 credit defaults it had listed against active energy accounts. We investigated the issue after the retailer listed a default against an active energy account, risking the customer being credit listed multiple times for different debts on the same account. EWON raised questions about whether the retailer was meeting its affordability obligations under the National Energy Customer Framework. View the full case study on page 49.
Australian Energy Regulator (AER)	The AER accepted our policy position in its review of the exemption framework for embedded networks , relating to the AER's data collection. The AER updated the guidelines to ensure all residential customers are included in a registered class exemption.
Independent Pricing and Revenue Tribunal (IPART)	IPART referred to the reasoning in an EWON submission when it refused a proposal by a major water provider to increase its late payment and declined payment fees.
NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW)	NSW DCCEEW's Consumer Energy Strategy progressed a long-held EWON policy position that we have jurisdiction over Consumer Energy Resources (CER). This work will progress in FY26. In the same report, DCCEEW agreed to 'release a comprehensive package of reforms to improve consumer outcomes for embedded network customers in NSW', something we have continually lobbied for. This work will progress in FY26.

Policy engagement

Australian Competition and Consumer Commission (ACCC)	We met quarterly with the ACCC and our ombudsman peers to discuss complaints trends. We responded to requests for complaints data and specific information relating to CER.
Australian Energy Market Operator (AEMO)	We had several meetings with AEMO about the potential for ombudsman schemes to gain access to its metering complaints data. We also met to discuss AEMO's role in compliance relating to metering servicing providers.
NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW)	We met with DCCEEW quarterly to discuss policy/regulatory changes. We also presented at two separate forums convened by DCCEEW for external stakeholders. <ul style="list-style-type: none"> • Submission to a parliamentary enquiry into renewable energy zones in NSW • Submission to a review on transmission planning

Australian Energy Regulator (AER)	<p>We met with the AER quarterly to discuss complaint trends and policy issues, submitted quarterly reports of potential rule breaches identified through our casework and reported quarterly case data.</p> <ul style="list-style-type: none"> • Submission to the review of the exemptions framework for embedded networks • Joint submission (with EWOQ and EWOSA) to a review on the minimum threshold for disconnection
Office of the Australian Information Commissioner (OAIC)	<p>We report to the OAIC on complaints relating to privacy and credit reporting. In FY25, EWON received 353 privacy-related complaints:</p> <ul style="list-style-type: none"> • 138 complaints concerning customers issues with credit reporting • 218 instances of other privacy-related complaints. <p>EWON also commenced bi-annual reporting on complaints relating to consumer data rights, but no complaints have been received to date.</p>
Australian Government	<p>We met with the Australian Government about CER and the government's long-term energy programs. We also briefed them on our policy positions relating to CER, hot water and embedded networks.</p> <ul style="list-style-type: none"> • Joint submission (with EWOQ, EWOSA and EWOV) to a review of Centrepay • Joint submission (with EWOQ, EWOSA and EWOV) to a review into better energy consumer experiences
Australian Energy Market Commission (AEMC)	<p>We met regularly with the AEMC to discuss policy matters relating to its rule changes and reviews and responded to complaint information requests.</p> <ul style="list-style-type: none"> • Two joint submissions (with EWOQ, EWOSA and EWOV) to an electricity pricing review: Submission one Submission two • Joint submission (with EWOQ and EWOSA) to a rule change on smart meter deployment • Two joint submissions (with EWOQ, EWOSA and EWOV) on real-time data for consumers: Submission one Submission two • Two joint submissions (with EWOQ and EWOSA) to a rule change on assisting vulnerable customers: Submission one Submission two • Two joint submissions (with EWOQ and EWOSA) to a rule change on consumer protections: Submission one Submission two • Joint submission (with EWOQ and EWOSA) to a rule change on concessions • Joint submission (with EWOQ and EWOSA) to a rule change on switching retailers
Independent Pricing and Regulatory Tribunal (IPART)	<p>We met regularly with IPART to discuss policy issues relating to its reviews and determinations. We also responded to complaint information requests.</p> <ul style="list-style-type: none"> • Letter on ACERZ's transmission licence • Submission to a review monitoring energy markets • Two submissions to a review of Hunter Water's pricing: Submission one Submission two • Two submissions to a review of Sydney Water's pricing: Submission one Submission two

List of acronyms

ACCC	Australian Competition and Consumer Commission
ACEREZ	Network operator appointed to design, build, finance, operate and maintain the Central-West Orana REZ transmission network
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
ANZEWON	Australia & New Zealand Energy and Water Ombudsman Network
ANZOA	Australian and New Zealand Ombudsman Association
CER	Consumer Energy Resources
CoREM	Coalition of Renewable Energy Mayors
CRM	Customer Relationship Management (system)
DCCEEW	Department of Climate Change, Energy, the Environment and Water
EAPA	Energy Accounts Payment Assistance
EWON	Energy & Water Ombudsman NSW
EWOQ	Energy & Water Ombudsman Queensland
EWOSA	Energy & Water Ombudsman SA
EWOV	Energy and Water Ombudsman Victoria
IPART	Independent Pricing and Regulatory Tribunal
MSP	Metering Service Provider
NAIDOC	National Aborigines and Islanders Day Observance Committee
NMI	National Meter Identifier
NSW	New South Wales
OAIC	Office of the Australian Information Commissioner
REZ	renewable energy zone
RHL	Refer to higher level (complaint)
VPP	virtual power plant

Glossary

Backbill

A bill issued either after a delay or when a customer has been undercharged.

Consumer Energy Resources (CER)

Energy producing technologies used in homes including rooftop solar systems, battery storage systems and electric vehicles.

Customer

NSW energy or water consumers who access EWON's service.

Distributor / Network

The entity that supplies the electricity, gas or water across the network, to the customer's property, reads their meter and provides metering data to the retailer. Electricity distributors are often referred to as operating 'the poles and wires'.

Embedded network

When the energy or water infrastructure enables the owner of a site to sell energy or water to the occupants. Typically found in apartment blocks, retirement villages, caravan parks and shopping centres.

Energy Accounts Payment Assistance (EAPA)

Vouchers to help people experiencing difficulty paying their electricity or gas bill. The vouchers are issued by participating community organisations.

Energy transition

The move towards using renewable energy to power the NSW electricity network.

Estimated meter read

A meter reading calculated when your meter has not been accessed or read, which may be based on your previous actual meter reads. The bill may give a reason for an estimated bill.

Exempt retailer

A seller of energy that is exempt from the requirement to hold a retailer authorisation with the Australian Energy Regulator. Under the National Energy Retail Law, any party that sells energy must either be authorised as a retailer or exempt from authorisation.

National Energy Customer Framework (NECF)

The structure for the national regulation of retailing electricity and gas. It includes the National Energy Retail Law, the National Energy Retail Law Regulations and the National Energy Retail Rules.

National Energy Retail Rules (NERR)

Part of the National Energy Customer Framework (NECF). The rules include consumer protections for the sale of energy to small retail customers.

National Energy Retail Law (NERL)

Part of the National Energy Customer Framework (NECF). The act regulates the retail sale of energy to customers and makes provisions for the relationship between the distributors and consumers of energy.

National Meter Identifier (NMI)

The unique numerical identifier that is attached to each electricity supply address. The NMI is listed on your electricity bill.

Member

NSW electricity and gas networks and retailers, as well as exempt sellers and networks, that supply residential customers in embedded networks, must join EWON. Similarly, water providers such as Sydney Water, Hunter Water, Water NSW and licensees under the *Water Industry Competition Act 2006* (NSW) are required to be EWON members. Membership is optional for councils that provide water to their residents.

Payment plan

An arrangement between a customer and the retailer whereby regular, more frequent, smaller payments are made towards a bill.

Provider

General term to refer to an electricity, gas or water retailer or distributor that is a member of EWON.

Smart meter (digital meter)

A type of meter fitted with a communication device that enables energy consumption data to be recorded at least every 30 minutes and transmitted remotely. It can also be used to disconnect and reconnect supply remotely.

Systemic issue

Regulatory issues or providers' policies or practices that can negatively affect numerous customers and lead to complaints to EWON.



Energy & Water Ombudsman NSW

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