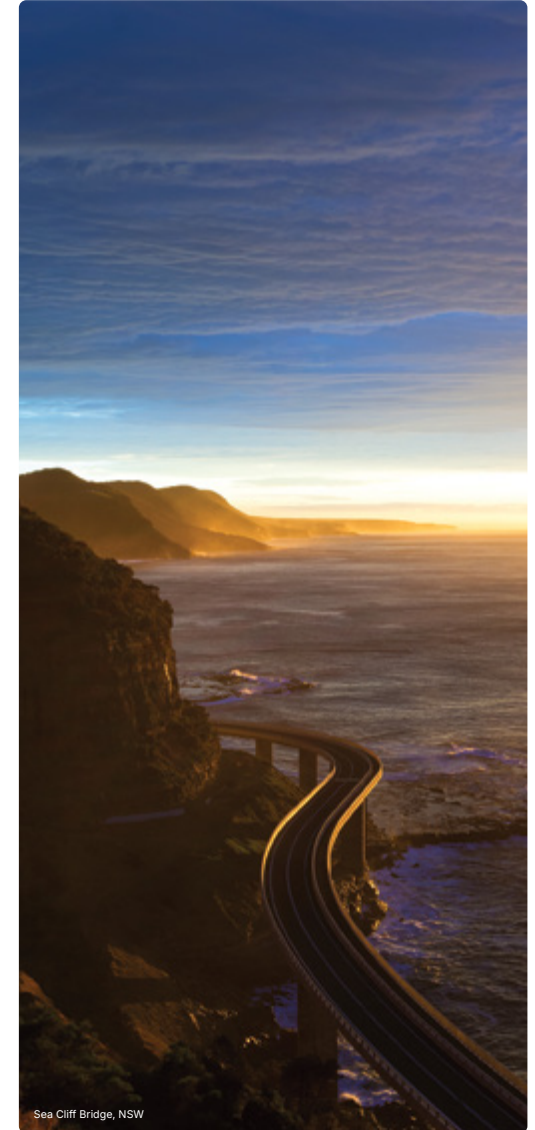


Annual Report 2025-26

Energy & Water Ombudsman NSW



Acknowledgement of Country

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. *Ngalgarra* (below) was created by proud Wiradjuri woman and First Nations digital artist from the Riverina NSW Amy Kilby. *Ngalgarra* is a Wiradjuri word meaning light, to shine or to be bright. Watch [Amy's explanation](#) of her artwork to learn more.

Ngara ngwiya yudi

Live, listen, guide



Contents

About us	4
FY26 highlights	5
Our impact in FY26	6
Governance	7-17
Chair's report	8
Ombudsman's report	9-10
EWON Board	11
Strategic objectives	12
Executive team	13
Organisational chart	14
EWON Consultative Council meetings	15
EWON Operational Advisory Group	16
Collaborating with our peers	17
Expanded awareness	18-23
Engaging across NSW	19-21
Raising awareness across NSW	22-23
Valued membership	24-25
Membership of EWON	25
Member inductions	25
New member portal	25
Member survey	25
The energy transition	26-30
The energy transition	27
Community engagement and awareness	27
Member and stakeholder engagement	28
Dispute resolution	29
Policy	30
Irrigation corporations	31-33
Irrigation corporations	32
Member and stakeholder engagement	33

Best practice dispute resolution	34-47
Complaints this year	35
Complaint issues	36-37
Non-investigated complaints	38
Investigated complaints	39
Who are our customers?	40-41
Electricity complaints	42
Gas complaints	43
Water complaints	44
Complaint resolutions	45-46
Embedding service excellence	47
Influential policy contribution	48-52
Improving consumer protections	49-50
Energy and water affordability	51-52
Capable and resilient organisation	53-55
Workplace profile	54
EWON initiatives	54
EWON structure	54
Employee engagement	54
Reconciliation Action Plan	55
Appendices	56-75
Financial report	57-58
Engagement	59-63
EWON members	64
Complaint issues by industry	65-67
Complaints by member provider	68-72
Influence and engagement	73-74
Acronyms	75
Glossary	76

Notes about this report

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 these benchmarks every five years.

Data

The data in this report is drawn from complaints received by EWON in the financial year FY26, unless otherwise specified. EWON's open complaint data varies in accordance with complaint progression, and figures in this report reflect complaint status as at 15 July 2026. 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 may not be familiar. For explanations, please refer to our **Glossary** and **List of acronyms**, at the end of the report.

Use of artificial intelligence (AI)

EWON uses AI in a safe, responsible, transparent and human-supervised way to support productivity and service delivery. In preparing this Annual Report, generative AI was used to assist with drafting, content review, summarisation and quality assurance activities.

AI tools were used to support, but not replace, human judgement. All material included in this report was reviewed, validated, and approved by EWON people in accordance with our Responsible Use of AI Policy. EWON remains accountable for the accuracy, integrity and completeness of the information presented.

About us

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
- people impacted by renewable energy transmission infrastructure.

We are not a consumer or industry advocate – we independently achieve fair and reasonable outcomes for all parties. We investigate a broad range of complaints, including billing, consumer energy resources (CER), credit, customer service, digital meter exchange, land, marketing, privacy, provision, supply and transfer issues.

Our history

1998  Established as the Energy Industry Ombudsman NSW (EION), initially comprising the six government-owned electricity providers and one transmission company.	1999  Changed our name to EWON and expanded to include several water providers.	2000  Welcomed the first gas member.	2018  Exempt electricity sellers and networks (exempt entities) joined our scheme.	2024  Expanded to include renewable energy infrastructure planning and new transmission providers.
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Vision

All NSW people have equal and affordable access to energy and water products and services.

Purpose

We empower people, make a difference and lead change.

Mission

- Provide high-quality, independent advice, information and best practice external dispute resolution to NSW energy and water customers.
- Use our unique complaints data to enable energy and water providers to improve their products and services; to systemically reduce complaints; and to drive regulator/government development of improved energy and water laws, regulations, codes and policy.
- Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through community outreach and stakeholder engagement.

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

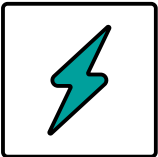
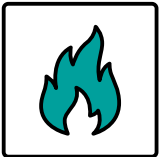
We are accessible and fair; we take a holistic approach to addressing customer circumstances.



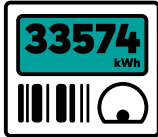
Total complaints received

In FY26 we received
27,011 complaints

Industry complaints*

		
22,004 electricity complaints received	3,880 gas complaints received	1,052 water complaints received
81% of all complaints received	14% of all complaints received	4% of all complaints received
↓1% vs FY25	↓7% vs FY25	↓1% vs FY25

Top three complaints

		
19,210 billing complaints received	2,217 credit complaints received	1,174 digital meter complaints received
71% of all complaints received	11% of all complaints received	4% of all complaints received
↓3% vs FY25	↑11% vs FY25	↓8% vs FY25

Our impact in FY26

Our policy influence

- We contributed to major NSW **embedded network reforms** that expanded consumer protections for hot water and air-conditioning and broadened access to EWON for small business customers.
- We influenced the introduction of requirements for embedded network operators to **include ombudsman details on customer bills**, making it easier for consumers to access independent dispute resolution.
- We supported **reforms to Centrepay arrangements**, including stronger safeguards and improved protections for customers using the service.
- We helped secure improved **protections for life support customers**, with regulators adopting recommendations to reduce the risk of unintended deregistration and disconnection.
- The Australian Competition and Consumer Commission (ACCC) recognised that EWON's case studies on virtual power plants provided **valuable insights** to inform its latest Electricity Inquiry Report.
- We **supported critical water affordability measures** introduced by the Independent Pricing and Regulatory Tribunal NSW (IPART) for communities in Broken Hill, Menindee and Silverton through its determination of pricing for Essential Water from 1 July 2026.

Our regulatory impact

- Following EWON advice, the Australian Energy Regulator (AER) **initiated enforcement action** against the exempt entity CAM Engineering for failure to join EWON, with a Federal Court decision highlighting the importance of ombudsman membership.
- EWON escalated serious compliance concerns relating to an **incorrect transfer and prolonged disconnection** by EnergyAustralia resulting in an AER enforcement action.

Our influence on industry practice

- An EWON systemic issues investigation led to an energy retailer **compensating 59 customers** who had missed out on eligible concessions, alongside corrections already made for a further 67 customers.
- Following discussions facilitated by EWON, **a provider changed its claims policy** to introduce contributions of up to \$2,000 towards customer insurance excesses.
- The AER notified EWON that it will explore opportunities to use **alternative language to 'hardship'** after EWON raised concern that the word was stigmatising and prevented consumers from accessing help.

Building trust in the energy transition

- The NSW Minister for Climate Change, Energy, Heritage and Environment publicly recognised EWON's role in supporting consumers through the energy transition and **highlighted EWON's role should be expanded** to new energy services such as virtual power plants.
- EWON's **Spotlight On: Electricity metering competition report** was **cited by industry media**, taking our research to a new cohort of industry leaders; and informed policy discussions on metering, CER and market reform.
- The Danish Energy Agency sought EWON's **expertise on jurisdiction design**, embedded networks and renewable energy transition issues.



Governance



Chair's report



Louise Sylvan

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, School of Medicine.

I'm pleased to present our FY26 report, a thorough overview of another productive year at EWON.

We received 27,011 complaints this year. This is the third consecutive year complaint numbers have remained above 27,000, unfortunately reflecting the ongoing cost of living pressures many customers are experiencing.

Behind the scenes, the Board has been focused on future-proofing EWON's governance, operational efficiency and organisational structure.

The current Board structure has been in place since 2012. The 2024 Five-Year Independent Review of EWON suggested we consider a more modern governance structure in line with our evolving membership. We are currently considering the size and composition of the Board to ensure EWON's governance arrangements continue to support an effective, independent and future-focused ombudsman scheme. We will consult with our members into FY27.

As in most organisations worldwide, multiple factors have converged to make AI adoption essential for the efficiency of EWON's operations.

The Board has spent much of this financial year focused on understanding the opportunities and risks associated with AI and finalising lawful and robust guidelines for its use. AI will assist EWON to increase customer satisfaction by reducing complaint-handling times, ensure real-time identification of systemic issues and increase our complaint data insights. Cybersecurity goes hand in hand with AI and the Board will maintain strategic oversight to ensure EWON's cybersecurity is watertight.

This year, we supported the Ombudsman's organisational realignment, including a new business unit focused on energy transition and expanding jurisdictions. The new structure commenced in July 2026 and reflects the Board and Ombudsman's attention to ensuring EWON keeps pace with the rapid speed of the NSW energy transition.

Twice a year I have the pleasure of hosting EWON's Consultative Council Meetings, which provide an important forum for members, consumer representatives and stakeholders to engage with the issues we are seeing in our work. More than 200 attendees joined us across the two meetings in November and April. We explored topical issues including the experiences of regional communities impacted by renewable energy infrastructure in the Renewable Energy Zones (REZs), and the alarming impact of energy disconnection on households through the lens of EWON's Spotlight On report, **The harms of disconnection**. I would like to acknowledge the thoughtful contributions from all participants, which helped make the discussions so effective.

Our commitment to finalising our **Innovate Reconciliation Action Plan** continues. Highlights this year include:

- cultural coaching completed for frontline staff
- stronger referral pathways through partnerships with Mob Strong Debt Help and the Tenants' Union of NSW, including referrals to Koori Tenants Advice and Advocacy Services
- hosting four First Nations Bring Your Bills Days in Dareton, Wyong, Kempsey and Raymond Terrace.

This year we farewelled Board industry directors Stuart Wallace (Sydney Water) and Rob Amphlett Lewis (Ausgrid) and welcomed Mike Cole (Essential Energy) and Matt Hingston (Hunter Water).

We also welcomed new community directors Helen Hu (Accessible Diversity Services Initiative Limited) and Danny Hui (Children and Young People with Disability Australia), who replaced Rod Stowe (Super Consumers Australia) and Craig Memery (Justice and Equity Centre).

The Board has also begun planning for the appointment of EWON's next Ombudsman, following Janine Young's decision to leave EWON when her contract ends in June 2027. This will be an important transition, and the Board is taking a proactive and considered approach to ensure continuity and stability through the next stage of EWON's work.

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.

- Louise Sylvan
Chair

Ombudsman's report



Janine Young

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.

As I begin my final year as Ombudsman, I have been reflecting on what a privilege it has been to lead EWON over the past 12 years.

I remain deeply proud of the work we do every day for energy and water customers across NSW, and I'm excited about the year ahead – the speed of energy transition, water jurisdiction expansion to include irrigation, and handing over the Ombudsman baton.

I've also considered what has stayed the same, and what must urgently change:

- **Energy affordability** – rising prices have pushed too many households to the edge.
- **Hardship** – a stigmatising label for customers and the programs aimed to help those who simply can't afford energy.
- **Energy equity** – household investment in solar, batteries and new technologies is out of reach for those customers who most need lower energy bills.

Energy affordability

The cost-of-living crisis and energy pricing have seen complaints to EWON remain steady for

the past three years. This reflects the energy affordability challenge faced by many NSW households – a deep dive into our complaint issues reflects this reality.

Credit complaints to EWON increased by 11% to 2,217 in FY26, while complaints relating to payment difficulties involving current bills or arrears increased by 14%. This isn't surprising when, at the time of writing, 78,313 NSW customers were on affordability programs and the average energy debt for NSW residential customers entering 'hardship programs' was \$2,288.

The Australian Energy Regulator (AER) recently reported that around one-third of customers in debt are not receiving adequate support from their retailer through payment plans or affordability programs. This needs to be addressed – it also shows we need more action from retailers to ensure customers know they can come to EWON for assistance in addressing their energy affordability challenge.

This is not a great report card for the energy sector. There is a regular call to 'not leave anyone behind' but the reality is, many consumers have always been left behind.

Actions – not words – are what's needed across the sector to change this..

– Janine Young, Ombudsman.

Our April report **Spotlight On: The harms of disconnection** highlighted the distress caused when customers who cannot afford their energy bills are disconnected for non-payment. We must ask ourselves whether electricity disconnection is acceptable when it cuts people off from family, community support and education; creates isolation; and exacerbates mental health issues.

The report also called for ceasing the stigmatising term 'hardship' – removing it from affordability policy and the National Energy Consumer Framework. Labelling people who cannot afford energy as being 'hardship customers' or offering



Arriving at the Parliamentary Inquiry into the impact of Renewable Energy Zones on rural and regional communities in NSW.

them 'retailer hardship programs' is not only stigmatising, it prevents people from asking for help. The AER has begun exploring alternative language, and most retailers I meet with agree the term should not be used – but again, those words must become actions.

Energy transition

This year, EWON focused on the energy transition, particularly how consumer energy resources (CER) are reshaping the sector and positively and negatively impacting consumers. Rooftop solar, batteries, virtual power plants (VPPs), and EV home charging mean an increasing number of customers can self-manage their energy use and lower their bills, but access to these products is neither equal nor affordable for all consumers.

To help level this playing field, I'm calling for change to ensure customers investing in these products have equal access to EWON, particularly when they don't receive the energy savings they'd been promised and expected.

I therefore welcomed recent NSW legislation, an outcome of the NSW CER Roadmap, formalising EWON's jurisdiction over CER complaints relating to existing EWON members. I'm informed that a second phase of changes will explore frameworks to expand EWON membership to new energy service providers including rooftop solar, household batteries, EV chargers, VPPs,

aggregation, demand response and metering services.

We will continue to work with NSW Department of Climate Change, Energy, the Environment and Water to establish mechanisms that ensure all retailers of these products are required to be members of EWON.

Irrigation

A milestone this year was expanding EWON's water jurisdiction to include five NSW statutory irrigation corporations: Coleambally Irrigation Co-operative, Jemalong Irrigation, Murray Irrigation, Murrumbidgee Irrigation and Western Murray Irrigation. Since 1 July 2026, farmers, landholders and community members have been able to bring complaints about these corporations to EWON. Our new irrigation members have engaged positively with us, and I look forward to presenting to their shareholders, customers and communities at upcoming AGMs.

In closing

Our FY27 work program, as always, remains solutions focused and I'm committed to progressing the above calls for action. To do this, we'll be working with the energy sector to close consumer protection gaps, develop customer knowledge and understanding, and in turn, build trust in the energy transition – which, as everyone agrees, is critically needed.

I'd like to thank our Chair, Louise Sylvan, and the Board for their ongoing expert guidance. I also thank EWON's Executive team, our dedicated staff, our members and regulators for their continued commitment to achieving better outcomes for energy and water customers. Let's all make FY27 a fairer year for energy and water customers.

Janine Young

– Janine Young
Ombudsman and CEO



With AFCA Deputy Chief Ombudsman, Dr June Smith at the Financial Counselling Australia conference.



With Lisa Shrimpton and Tamika Dartnell-Moore from the AEMC at EWON's Kempsey Bring Your Bills Day.



With Gudjagang Ngara Li-dhi Aboriginal Corporation staff at EWON's Wyong Bring Your Bills Day.



Signing a Memorandum of Understanding with Australian Energy infrastructure Commissioner, Tony Mahar.

EWON Board

EWON's Board is responsible for corporate governance, budget approval and strategic direction.

It consists of an independent chair, five industry directors and five community directors.

In FY26, we welcomed four new directors:

- **Community directors**
Helen Hu, Non-Executive Director, Accessible Diversity Services Initiative Limited; and Danny Hui, Non-Executive Director, Children and Young People with Disability Australia.
- **Industry directors**
Mike Cole, Head of Customer, Essential Energy; and Matt Hingston, Executive Manager Customer Services, Hunter Water.



Louise Sylvan
Chair, EWON



April Blair
Community Director

Non-Executive Director,
Intellectual Disability Rights
Service



Evelynne Tadoros
Community Director

Chief Executive Officer,
Mental Health Coordinating
Council



Angela Tsoukatos
Community Director

Chair, SydWest Multicultural
Services



Helen Hu
Community Director

Non-Executive Director,
Accessible Diversity
Services Initiative Limited



Danny Hui
Community Director

Non-Executive Director,
Children and Young People
with Disability Australia



Candice Sutor
Industry Director

Executive Manager Retail,
Altogether



Kerry Graham
Industry Director

Head of Strategy and
Head of Customer
Transformation, Energy
Australia



John Bowie
Industry Director

General Manager Retail X,
Origin Energy



Mike Cole
Industry Director

Head of Customer,
Essential Energy



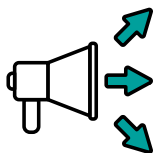
Matt Hingston
Industry Director

Executive Manager
Customer Services, Hunter
Water

Strategic objectives

EWON's strategic objectives provide context for how we achieve impact and maintain our effectiveness as an ombudsman scheme.

At the start of FY26, EWON launched its new [Tealprint for July 2025 – June 2028](#), setting out the strategic objectives, key initiatives, outcomes and impact we seek to achieve over the next three years. We measure our progress using an internal scorecard and impact register that are updated quarterly and reported to the Board. Our five strategic objectives are as follows:



Expanded awareness

Community awareness of EWON across NSW, including for people from priority groups, which improves access to members' internal dispute resolution services and to EWON.

↓ [Learn more](#)



Valued membership

Membership of EWON provides access to quality independent external dispute resolution; insights into the causes and drivers of complaints; and access to stakeholder, community, and industry engagement opportunities.

↓ [Learn more](#)



Best practice dispute resolution

External dispute resolution sector leadership through service excellence and responsiveness to the changing complaints environment.

↓ [Learn more](#)



Influential policy contribution

Industry, government and regulator engagement through provision of evidence-based information and advice about energy and water related issues, to support fair outcomes for consumers and communities.

↓ [Learn more](#)



Capable and resilient organisation

Highly capable and engaged people and effective systems and processes that support our people to deliver on our strategic objectives and business needs.

↓ [Learn more](#)



EWON's Mt Druiett Bring Your Bills Day.



(L-R) Energy Transition team members Kristy Walters and Sarah Burke, Ombudsman, Janine Young, and General Manager Energy Transition & Expanding Jurisdictions, Stephanie Saill.



EWON's Community Engagement Officer presents to a SydWest Multicultural Services community group in Blacktown.

Executive team

EWON has four core teams responsible for delivering EWON's strategic objectives and Charter responsibilities.

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

The teams are:

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



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. EWON's Constitution also sets out key responsibilities of the Ombudsman.



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, which is responsible for all customer complaints about energy and water providers, including receiving, assessing, referring, investigating and resolving complaints.



Stephanie Sail
General Manager Energy Transition & Expanding Jurisdictions

The Energy Transition & Expanding Jurisdictions team is responsible for complaints, policy submissions, community engagement and stakeholder engagement relating to renewable energy infrastructure. This team expanded in FY26 to prepare for irrigation corporation jurisdiction commencing from 1 July 2026.



David Kneeshaw
General Manager Corporate Services

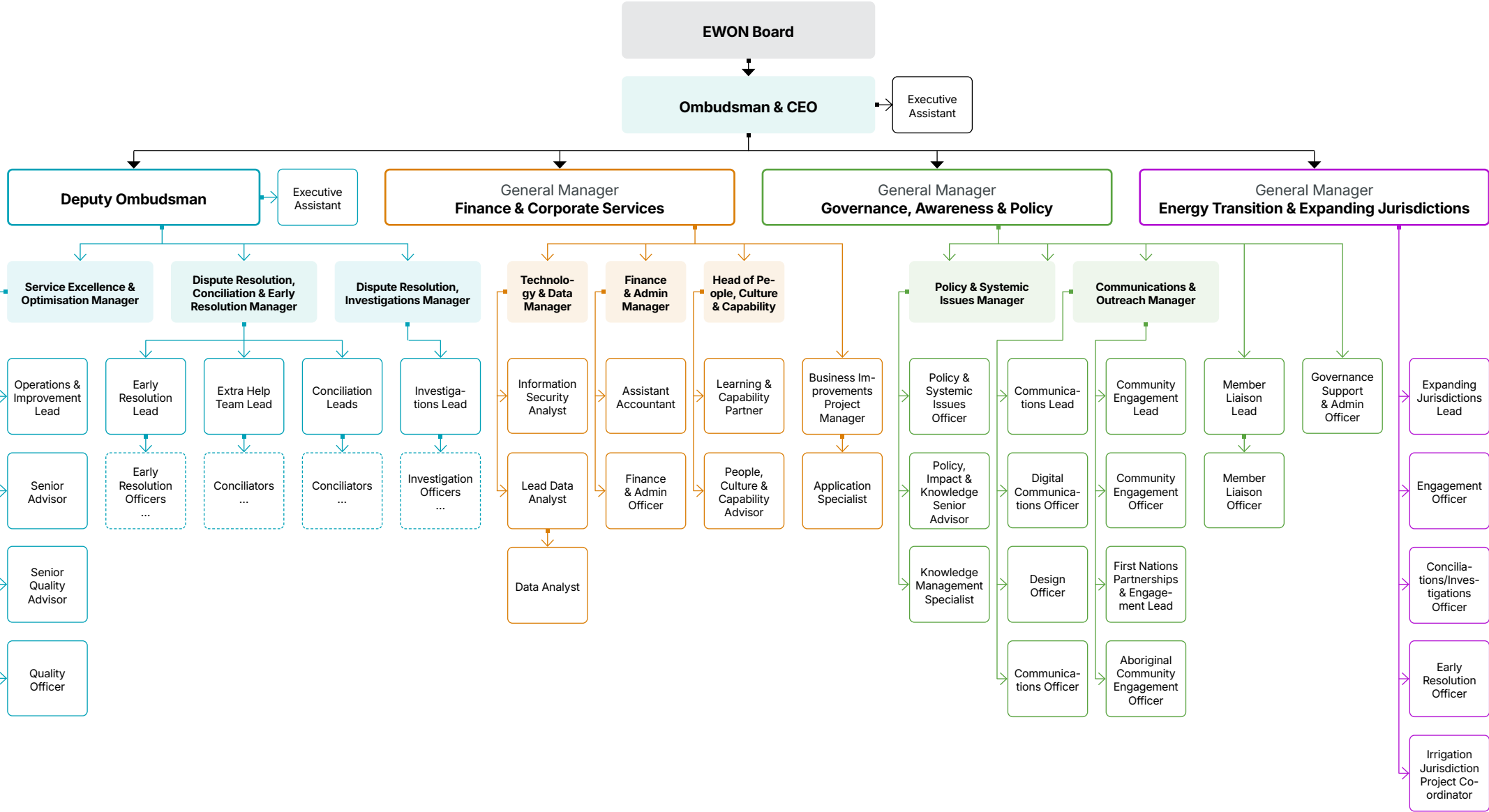
The Corporate Services team is responsible for financial management; information technology and data analytics; people, culture and capability; office and facilities management and general administration.



Polly Porteous
General Manager Governance, Awareness & Policy

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

Organisation chart



EWON Consultative Council meetings

EWON's Consultative Council Meetings are a requirement under our Constitution. Hosted by EWON Chair, Louise Sylvan, the six-monthly meetings update stakeholders about our work and provide the opportunity for members, consumers and stakeholders to share their views.

NOVEMBER 2025

Navigating the energy transition – insights in a changing landscape

Over 90 attendees heard from a range of panellists who shared their perspectives on the opportunities, challenges and responsibilities involved with the energy transition. The importance of ensuring fairness, transparency and support for regional communities and energy users was a strong discussion theme.

- Tatum Moore, NSW Manager, Indigenous Energy Australia shared her experience of the energy transition realities for First Nations communities.
- Mid-Western Regional Council's General Manager, Brad Cam, spoke from the perspective of his council being the first to navigate the changes associated with being part of a Renewable Energy Zone (REZ) development.
- Consumer Protection Advocate, Rod Stowe, highlighted both community concerns and opportunities for improvement in the energy transition.
- Amer Hussein, EnergyCo's Director Community & Place Central-West Orana REZ Transmission Project, described the planning and delivery processes involved in the transition.

Today was an important conversation, one that continues to resonate across our communities and featured in news and regional papers and radio. Thanks to EWON for consistently staying relevant and ensuring diverse perspectives are heard. Wish we had more time!

- Attendee feedback

Thanks for the invitation. Another interesting topic with EWON providing a range of perspectives to provide balance. I always appreciate that independent view. If only there was more time for discussion.

- Attendee feedback



Clockwise from top: Tatum Moore, Energy Australia; Stephanie Saill, General Manager Energy Transition & Expanding Jurisdictions; Janine Young, Ombudsman; Rosa Krilic, Deputy Ombudsman; Rod Stowe, Consumer Protection Advocate; Amer Hussein, EnergyCo; Louise Sylvan, Board Chair and Brad Cam, Mid-Western Regional Council.

APRIL 2026

When the lights go out – what disconnection reveals about consumer vulnerability

Our April Consultative Council Meeting brought together 126 attendees to examine the impacts of energy disconnection on households as explored in EWON's Spotlight On report, The harms of disconnection (discussed in more detail on [page 51](#)).

Our guest speakers shared valuable perspectives, sparking strong engagement from members and stakeholders.

- Thea Bray, from the Justice and Equity Centre, highlighted how the fear of disconnection can intensify financial stress, impact health and cause households to go without essential items.
- Jason Drane, from Mob Strong Debt Help, provided a powerful perspective on how cultural factors, housing conditions and barriers to support shape First Nations peoples experience of energy vulnerability.
- Dr Nicola Willand, from RMIT University, brought an international lens by comparing global approaches and identifying opportunities to strengthen protections to support vulnerable households in Australia.
- EnergyAustralia's Kate Gibson offered an industry view, sharing how proactive and face-to-face engagement is helping build trust, encourage early support and prevent disconnection.

A key takeaway was that disconnection is a systemic issue, requiring coordinated action across industry, government and community sectors. Prevention, early intervention and trust were central to improving outcomes.

A well-rounded discussion with great speakers and important topic. Thanks, EWON, your Consultative meetings are ones I look forward to attending each year. Kudos to EWON for putting on a great, well-run event.

- Attendee feedback

The diverse point of views and the deep knowledge about the issue discussed, where there was a clear understanding and insight on who is the most affected and what are the biggest reasons. This makes it easier to look for solutions.

- Attendee feedback



Clockwise from top: Janine Young, Ombudsman; Jason Drane, Mob Strong Debt Help; Rosa Krilic, Deputy Ombudsman; Dr Nicola Willand, RMIT University; Thea Bray, Justice and Equity Centre and Kate Gibson, EnergyAustralia.

EWON Operational Advisory Group

EWON's Exempt Entity and Water Industry Competition Act Operational Advisory Group – known as the Operational Advisory Group – provides a forum for exempt entities operating embedded networks, and small private water providers, to engage directly with EWON and with NSW Government stakeholders and regulators.

September 2025

The AER outlined updates to the exemptions framework for embedded networks, including new conditions relating to transparency and family violence policies. The Department of Climate Change, Energy, the Environment and Water (DCCEEW) provided an update on energy rebate reforms and the planned redesign of the Energy Accounts Payment Assistance scheme. NSW Fair Trading discussed reforms relating to embedded network disclosure requirements within strata schemes.

March 2026

EWON discussed trends in complaints and shared updates including the impacts of extreme weather events and tariff changes.

The AER updated members on the implementation of revised exemptions guidelines, including new registration requirements and obligations for exempt sellers from 1 January 2026. DCCEEW provided an update on the embedded network action plan, including legislation introducing maximum price-setting and mandatory EWON membership for providers from 1 July 2026.

CASE STUDY

Large bill shocks small business owner

This complaint demonstrates EWON's role in independently assessing complex billing disputes and providing certainty for customers and providers.

Mr Forman, a small business customer, contacted EWON to dispute a final electricity bill of over \$44,000, including almost \$18,200 attributed to a two-hour usage spike under a spot-price energy contract. He paid \$26,000 towards the undisputed portion of the balance but contested the remaining amount.

The retailer said the customers price of electricity changes based on the wholesale

market price at the time the energy is used, rather than being charged a fixed rate. The retailer said that charges reflected higher consumption during a period of high demand on the market, which is charged at a higher rate.

However, Mr Forman could not reconcile the costs with their normal business operations and wanted an independent review.

EWON conducted a detailed investigation, examining more than two years of meter data, Mr Forman's usage during the disputed period and the terms of the energy agreement. The review confirmed consumption had increased during the

relevant period and that the disputed charges were in line with contract terms and recorded usage.

EWON wrote to Mr Forman and provided a clear, independent explanation of how the charges were calculated and advised that the disputed remaining balance of \$18,897 was correct and payable. Mr Forman did not respond to EWON and the complaint was closed with no further investigation and a referral to contact the retailer to discuss payment of the account.

CASE STUDY

Vulnerable customer protected from debt and disconnection

EWON's involvement helped Ms Bishop receive a debt waiver, referral to the Financial Rights Legal Centre and information about payment assistance.

Ms Bishop was receiving a disability pension and contacted EWON after being issued a disconnection warning for more than \$11,700 in electricity debt. Ms Bishop said she was experiencing ongoing family violence and was now facing eviction from her home. Ms Bishop was unable to work because of ongoing mental health impacts and had repeatedly notified her retailer of her circumstances.

After a previous RHL failed to resolve the matter, EWON's Extra Help team undertook a trauma-informed focused investigation. The complaint investigator reviewed the

account history and identified concerns about the management of Ms Bishop's payment arrangements and the lack of proactive engagement as the debt accumulated.

The investigation confirmed that despite Ms Bishop's past engagement with her retailer including during Energy Accounts Payment Assistance (EAPA) consultations, her circumstances had not been managed under the provider's vulnerable customer guidelines. EWON identified a failure of the retailer maintaining an agreed-upon direct debit arrangements for over three years, and a lack of proactive telephone contact to manage the arrears as the debt escalated.

With her consent, EWON gathered supporting information about Ms Bishop's family violence

experience, health impacts and impending eviction, and asked the retailer to reassess the account under its family violence and affordability frameworks.

Following EWON's involvement, the retailer agreed to waive the full debt. EWON also provided referrals to the Financial Rights Legal Centre, information about EAPA, affordability support and guidance on closing the account when Ms Bishop vacated the property.

Collaborating with our peers

ANZOA Australian and New Zealand Ombudsman Association

The Ombudsman continued her role as a member of the Executive of ANZOA, the peak body for ombudsman offices across Australia and New Zealand.

In November 2025, the Ombudsman was again appointed as Secretary/Treasurer, supporting ANZOA's governance and sector-wide collaboration and ensuring EWON contributes to broader discussions on best practice in external dispute resolution.

Meeting of the Minds – July 2025: Navigating Disruption

EWON hosted ANZOA's 2025 Meeting of the Minds in Sydney. The theme, 'Navigating Disruption', focused on improving accessibility for communities less likely to be aware of ombudsman schemes, and how services can adapt to meet changing community needs.

The two-day forum brought together ombudsman leaders to explore:

- access to justice and legal understanding
- evolving customer needs and expectations
- lived experience and engagement with diverse cohorts
- demographic change and future service delivery challenges.

The Ombudsman facilitated a discussion on working with different cohorts and contributed to a panel exploring the implications of demographic shifts for ombudsman services.

Interest groups

ANZOA's interest groups continued to provide an opportunity for collaboration, capability-building and knowledge-sharing across ombudsman offices. EWON staff actively participated in groups

covering:

- artificial intelligence
- complaints management
- consumers in vulnerable circumstances
- systemic issues and policy influence
- First Nations engagement
- public relations and communications
- corporate functions
- people and development.

EWON maintained a leadership presence within these groups, with senior leaders continuing as facilitators.

ANZEWON Australia & New Zealand Energy and Water Ombudsman Network

The Ombudsman also continued to play an active role in ANZEWON, a collaborative network of energy and water ombudsman schemes across Australia and New Zealand.

The network supports the sharing of complaint data; identification of emerging issues; and alignment of approaches to dispute resolution, jurisdiction and policy.

Consumer energy resources (CER) and evolving jurisdiction

In July 2025, EWON hosted a workshop with energy and water ombudsman colleagues and national stakeholders to explore evolving jurisdiction and CER.

The workshop focused on emerging risks, gaps in consumer protections, and the role of external dispute resolution as new technologies and providers enter the market.

This work continued throughout the year, with ANZEWON meetings providing a forum to:

- share insights on renewable energy

- infrastructure developments
- consider approaches to expanding jurisdiction
- align thinking on emerging consumer protection risks.

Chair / Ombudsman Annual Meeting

In April 2026, the annual Chair / Ombudsman meeting focused on:

- scheme updates and complaint trends
- energy transition issues and consumer impacts
- independent review outcomes and shared learnings
- governance structures and measuring value for money.

National engagement

The Ombudsman continued to represent ANZEWON as a member of the Australian Energy Market Commission's Consumer Strategy Group which meets twice each year.

From November 2025, the Ombudsman was appointed to the Commonwealth Government Home Battery Industry Implementation Advisory Committee again representing her ANZEWON peers.

Data sharing

EWON continued to coordinate ANZEWON quarterly complaint statistics and contribute ombudsman reports to network meetings.

Sharing data supports cross-jurisdictional insight into systemic issues and emerging risks and strengthens the evidence base informing policy engagement and office operations.

External Dispute Resolution Forum

EWON, together with EWOQ, EWOV, TIO, AFCA and the Taxation Ombudsman, continued to engage with financial counsellors at Financial Counselling Australia's External Dispute

Resolution Forum, a national conversation on how ombudsman offices work with financial counsellors and their clients to:

- share insights on complaint trends and systemic issues
- improve accessibility of dispute resolution services
- strengthen relationships with financial counsellors and support services
- support better outcomes for customers experiencing vulnerability.



Ombudsman, Janine Young, facilitates the External Dispute Resolution Forum at the Financial Counselling Australia Conference.



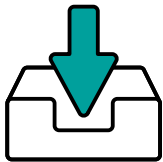
AFCA stall at EWON's Kempsey Bring Your Bills Days.

Expanded awareness



4,363

direct customer engagements
at outreach
↑12% vs FY25



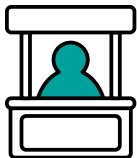
120

complaints lodged
during outreach events
↑8% vs FY25



63

local government areas
reached
↑29 vs FY25



37

activities
with multicultural communities
↑19 vs FY25



EWON at the 2025 Koori Knockout.

Engaging across NSW



100

community engagement activities held



25

regional events attended



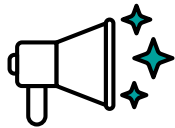
37

First Nations community activities



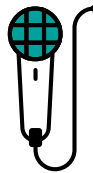
11

seniors events held



558

media mentions earned



22

Ombudsman interviews



3.96 million

Facebook views



1.3 million

customers reached through our multicultural campaign

EWON's community outreach and engagement program allows us to raise awareness about EWON and our members, and to connect directly with energy and water consumers where they live and work.

Each of our outreach events provides customers with:

- energy and water information
- guidance on how to read bills
- encouragement to contact their provider first, before contacting EWON
- information on financial support programs.

Our outreach staff frequently hear about energy and water problems affecting local communities before EWON has received any formal complaints. Our 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 start systemic issue investigations into potential regulatory breaches.

This year our Community Outreach & Engagement team:

- organised highly successful Bring Your Bills Days across NSW
- held our annual Community Workers Forum in Port Macquarie
- attended 30 Community Hubs across Sydney and the Central Coast
- attended 24 expos run by other organisations across Sydney and regional NSW
- delivered 17 energy and water presentations either online or in person.

By educating energy and water consumers – as well as the community and government agencies who work with them – EWON encourages people to resolve problems early, before they become entrenched. In this way, our engagement program improves consumer outcomes, which in turn helps reduce dissatisfaction with, and distrust of, the energy and water industries in NSW.

Our outreach events resulted in direct

engagement with 4,363 energy or water consumers (a 12% increase from FY25), and 120 complaints being lodged (up from 111 in FY25).

EWON is committed to reaching communities across the full breadth of NSW, particularly those facing or at risk of vulnerability. In FY26, we prioritised engagement with:

- First Nations communities
- people living in rural, regional and remote communities
- multicultural communities
- seniors
- people with disability and/or their carers
- households and individuals on low or fixed incomes
- residents in social and community housing.

We also conducted outreach to communities impacted by renewable energy infrastructure, see [page 26](#).

↓ Who we worked with in FY26



Liesl Tesch MP, Member for Gosford (front) with staff at EWON's Woy Woy Bring Your Bills Day.



EWON staff assisting a customer at EWON's Woy Woy Bring Your Bills Day.

Bring Your Bills Days

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, join us so they can speak with customers face-to-face and meet other organisations based in each location.

Our goal is for customers to resolve their issues on the spot by referring them directly to their provider or to other support services at the event.

This year we hosted eight Bring Your Bills Days:

- Mt Druitt, Greater Western Sydney
- Dareton, Far West (First Nations focused)
- Bega, South Coast
- Wyong, Central Coast (First Nations focused)
- Woy Woy, Central Coast
- Kempsey, North Coast (First Nations focused)
- Taree, North Coast
- Raymond Terrace, Hunter (First Nations focused).

We invite our members to attend Bring Your Bills Days so that they, particularly energy retailers, gain an in depth understanding of the challenges their customers face in the communities they live in. Thank you to the following members for participating in our community engagement program in FY26:

- Endeavour Energy
- EnergyAustralia
- Essential Energy
- Origin Energy
- AGL
- Red Energy
- Ausgrid
- Hunter Water
- Engie
- Sydney Water.

Feedback from surveyed attendees and exhibitors was 95–97% positive:

I spoke to the Community Legal Centre and it was great that they weren't busy like the courthouses and then had a chat with EWON about my mother's energy bill. Got some information for her to make a call about her bills.

– Woy Woy resident

A very well put together event that was very much needed for the Port Stephens community. The EWON team were collaborative, helpful and made sure they did everything in their power to make the day a success.

– Raymond Terrace resident

I think it was very beneficial. Coming in not knowing what to expect, feeling a little nervous, but at the same time thinking let's go in and have a look. To feel so much support was amazing. I think you should have more of these events.

– Mt Druitt resident

PORT MACQUARIE

Community Workers Forum

High energy bills continue to challenge communities who are already struggling with the cost of living, but these issues were compounded in the Mid North Coast due to heavy flooding in 2025. For this reason, we hosted our annual Community Workers Forum in Port Macquarie, with 55 workers from local support services attending to learn more about how EWON can assist their clients.

The day-long forum covered topics including energy support for customers experiencing vulnerability; disconnections; rural mental health support and the energy transition.

Attendees heard from speakers from EWON, Justice and Equity Centre, Essential Energy, Energy Australia, Seniors Rights Service, St Vincent de Paul, Mob Strong Debt Help and the

Rural Adversity Mental Health Program.

An interactive session explored affordability barriers, energy literacy and effective support programs for community workers. The insights from the session will inform our future outreach work.

Great to hear from retailers and also community and see them hear from each other...

The discussions held encouraged honesty and collective collaboration on how support is considered/delivered. Great forum!

– Feedback from Community Worker Forum attendees



Ombudsman, Janine Young (middle) with the EWON team and forum attendees at our annual Community Workers Forum in Port Macquarie.

Community Hubs

In addition to EWON's Bring Your Bills Days, the Community Outreach & Engagement team established regular attendance at a number of Community Hubs. These are monthly or two-monthly meetings of service providers held in a well-frequented and accessible venue in the local community. The hubs give us the opportunity to maintain a regular presence in selected locations and better understand the needs of communities.

We continued our ongoing participation in the Redfern First Nations Response Hub, finding it a valuable way to reach inner city First Nations communities as well as maintain connections to local service providers.

We also joined the Central Coast Together Hub, where we contribute to collaborative, place-based support for local communities. Central Coast Together supports First Nations communities in familiar and culturally safe environments, and works alongside organisations such as Mingaletta, Bungree Aboriginal Association, Gudjagang Ngara li-dhi Aboriginal Corporation and Eleanor Duncan Aboriginal Services.

EWON also trialled a partnership with SydWest Multicultural Services in Blacktown for three months from January to March 2026 to provide EWON services to multicultural customers in the area.

Working with First Nations communities

The privilege of being invited into First Nations communities is never underestimated by EWON. We have worked closely with First Nations communities, their leaders, agencies and services for over 20 years.

Understanding and addressing the issues and complaints First Nations customers experience in their communities cannot be replicated via phone or online. We seek to provide culturally sensitive, effective and appropriate services tailored to each community event.

Koori Knockout

EWON attended the fifty-third NSW Aboriginal Rugby League Knockout in Tamworth. Held over four days in October 2025, the Knockout is one

of the biggest First Nations gatherings in Australia, attracting around 30,000 people. We attend annually and engaged with over 425 First Nations people at the FY26 Knockout.

NAIDOC Week

In July 2025, EWON attended the Wyong NAIDOC event hosted by Nunyara Aboriginal Health Unit on the Central Coast, home to the largest First Nations population outside Sydney. We engaged with more than 200 of the 500 attendees.

Our second NAIDOC engagement event was the Tharawal 2025 NAIDOC Family Fun Day in Campbelltown. The large event attracted over 1,000 attendees and we engaged with 120 First Nations customers.

Pasifika community engagement

In FY26, EWON initiated a new focus on reaching Pasifika customers. Blacktown, Liverpool and Campbelltown were selected as priority locations as they have the highest Pasifika populations in Western Sydney.

Recognising that shame and cultural stigma often prevent Pasifika customers from seeking help, EWON made a deliberate effort to establish a consistent presence within trusted Pasifika community spaces, including interagency networks, churches, community expos, cultural events and seniors' groups.

Key figures

- 8 Pasifika engagement events
- 1,831 total attendees reached
- 261 direct engagements: 95%+ of whom had never heard of EWON before
- 7 enquiries
- 2 complaints



EWON attends the 2026 Pasifika Expo.



EWON staff talking to an attendee at EWON's Wyong Bring Your Bills Day.

CASE STUDY

Affordable payment plan for vulnerable customer

EWON's tailored and trauma-informed approach helped achieve a sustainable outcome for this customer while establishing longer-term support arrangements to improve future outcomes.

Ms White was receiving a pension and experiencing severe financial vulnerability, family violence impacts and mental health challenges. Her electricity and gas arrears had grown to more than \$14,000 after an ex-partner assured her the bills were being paid, although no payments had been made for more than six months. The retailer had proposed a payment plan of \$150 a fortnight but she could not afford this. When Ms White had previously attempted to contact the retailer it caused her significant distress, and she required medical assistance.

When Ms White contacted EWON, the Extra Help team recognised that she needed a supported and trauma-informed approach rather than standard payment negotiations. With her consent, the case manager:

- worked with her nominated advocate from a community organisation
- gathered information about her circumstances

- assessed what she could reasonably afford
- facilitated direct communication between her advocate and the retailer.

This enabled Ms White to avoid interactions that caused her distress while ensuring the retailer had a clear understanding of her situation.

To resolve the complaint, EWON facilitated ongoing contact between Ms White, her financial counsellor, and her retailer. The retailer agreed to affordable payment arrangements of \$25 per fortnight for both the electricity and gas accounts.

The payment arrangement would be for a period of three-months to review engagement and ongoing energy use. After this time the retailer would consider what ongoing assistance it could offer to Ms White, including possible payment matching across both services, or a debt waiver.

The advocate later wrote to EWON to say that the process helped the customer feel heard and that they were very happy with how the complaint was handled and the outcome achieved.

Raising awareness across NSW

Multicultural campaign

In collaboration with a Multicultural Community Advisory Board, and the LOTE Agency, EWON developed the You're Not Alone campaign to raise awareness of our services among multicultural and multilingual communities across NSW.

The campaign highlighted EWON's in-language support and featured culturally relevant videos of community members sharing how they use energy and water. A suite of supporting materials including factsheets, postcards and social media content was also developed for community distribution.

The campaign focused on five key language groups: Arabic, Cantonese, Hindi, Korean and Mandarin. These were selected to reflect a balance of both established and emerging culturally and linguistically diverse (CALD) communities across NSW.

The campaign reached more than 1.3 million people through a targeted mix of ethnic radio, newspapers, digital and social media, and email outreach.

The result was a culturally resonant campaign that increased awareness of EWON's services and strengthened its visibility and accessibility for CALD communities across NSW.

We continue to share the You're Not Alone message through newsletters and social media by community organisations and industry stakeholders.



Arabic 'You are not alone' video.

➔ [Watch the video](#)



Cantonese 'You are not alone' video.

➔ [Watch the video](#)



Hindi 'You are not alone' video.

➔ [Watch the video](#)



Korean 'You are not alone' video.

➔ [Watch the video](#)



Mandarin 'You are not alone' video.

➔ [Watch the video](#)



Arabic postcard.



Cantonese postcard.



Hindi postcard.



Korean postcard.



Mandarin postcard.



Arabic digital advert.



Cantonese digital advert.



Hindi digital advert.



Korean digital advert.



Mandarin digital advert.

Measuring awareness

Energy Consumers Australia's (ECA) December 2025 Consumer Energy Report Card tracks consumer awareness of ombudsman offices across the National Energy Market.

One question measures unprompted awareness of energy ombudsman services by asking: 'If you had a complaint about your electricity or gas provider, and were not able to resolve it with the provider, who would you contact?' Out of 1,002 NSW respondents, 32.3% gave an ombudsman-related answer.

The second question measures prompted awareness by asking: 'How familiar are you with

an organisation called the energy ombudsman in NSW, which assists consumers with complaints about energy?' Of the NSW respondents, 33% indicated they were familiar or very familiar with energy ombudsman offices.

Media training

Journalist and former ABC radio presenter, Sarah McDonald, conducted media training with the Deputy Ombudsman and the General Manager Energy Transition & Expanding Jurisdictions.

Expanding the number of Executive spokespeople has allowed EWON to participate in more media opportunities, including at regional energy transition outreach events.

CASE STUDY

Estimated bills and missing smart meter data

The case demonstrates EWON's role in resolving both the meter provider and the retailer's complaint management failures and alerting both parties of the communication breakdown.

Miss Connor, a dairy farmer in rural NSW with rooftop solar panels, contacted EWON after receiving several estimated electricity bills, including one for over 6,000. Her retailer was unable to retrieve smart meter data, despite repeated technician visits and attempted meter readings over two years. During this time, Miss Connor continued to receive overdue notices for the disputed charges.

EWON identified that the retailer had received incomplete meter data from the distributor. The retailer confirmed it was not receiving actual meter data from the meter provider but said it would issue an amended bill once the data was retrieved.

EWON's investigation found that the meter provider had disabled communications when the interval meters were first installed, preventing remote data retrieval for more than two years. EWON asked the retailer to

escalate the issue with its meter provider, explain why data was not being obtained and outline the steps being taken to fix the problem.

EWON coordinated a site visit and meter exchange with communications turned on, so actual meter readings could be collected again. Once meter data and amended billing was provided, EWON's investigations officer reviewed 775 days of meter records, finding that 609 days had been estimated due to the data retrieval failure. The amended billing was found to be reasonable when compared with available actual usage and after EWON identified that the retailer needed to waive charges totalling \$10,759 as they were for charges outside of the 9 month back billing timeframe.

Following EWON's review and negotiation the retailer applied a further \$5,000 goodwill credit for the customer service that Miss Connor had experienced. EWON also flagged potential issues with the retailer and meter provider's data retrieval system, as well as the retailer's file management practices.



Stephanie Saill, General Manager Energy Transition & Expanding Jurisdictions, presents at API Public Sector Property Conference.



EWON's Digital Communications Officer interviews attendee at EWON's Kempsey Bring Your Bills Day.

Valued membership



Origin Energy assist a customer at EWON's Wyong Bring Your Bills Day.

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 includes the NSW Government renewable energy infrastructure planner EnergyCo, and ACERREZ, the transmission network developer in the Central West Orana REZ. From 1 July 2026, commercial embedded network operators supplying energy to businesses are also required to join EWON.

Water members

Sydney Water, Hunter Water, Water NSW, Essential Water 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. In July 2026, NSW's five statutory irrigation corporations joined EWON.

➔ EWON's current members

↓ Current, new & terminated memberships

Member inductions

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

September 2025

EWON hosted 62 participants from 21 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.

March 2026

EWON welcomed 56 participants from 31 member organisations to our March 2026 member induction. The session built capability in understanding EWON's dispute resolution process, with a strong focus on practical case studies, interactive breakout discussions and a guided walkthrough of the EWONLink portal.

Participants highlighted the value of learning from peers across the industry and gaining insight into different perspectives, particularly between retailers and distributors.

New member portal

In FY26, EWON developed its new member portal, to provide a more streamlined, transparent and user friendly experience for members.

The secure platform brings together case management, reporting and member resources. It enables members to track cases, respond to requests and access key information more efficiently. With better visibility of complaint trends and activity, and improved communication and reporting tools, the new EWONLink supports more effective engagement and faster resolution outcomes.

A phased transition to onboard all members will continue throughout FY27.

Member survey

In April 2026, EWON conducted a member engagement survey to seek feedback from members about EWON's dispute resolution, policy leadership, awareness, membership value and overall effectiveness.

The results will be used to inform EWON's work program and support our continuous improvement, helping to ensure we continue to deliver on our Charter obligations and strategic objectives. A report on the results will be released in FY27.

↓ Complaints by member provider



EWON Dispute Resolution staff at an Ausgrid site visit.

CASE STUDY

Renewable energy development increases property insurance

Although EWON could not investigate this complaint, EWON provided information and connected Mr Ewing to the correct organisation through our no wrong door approach.

Mr Ewing contacted EWON after the annual insurance premium on his 25-acre property increased from around \$2,500 to more than \$10,000. The property had been classified in the highest bushfire risk category, despite having only seven trees. Mr Ewing wanted information about the reasons for the change, given his insurer had attributed the increased premium to renewable energy development in the surrounding area.

While the complaint fell outside EWON's jurisdiction, the case manager took a 'no wrong door' approach, researching the issue and identifying the most appropriate

avenues for assistance. EWON provided information about local council and NSW Rural Fire Service processes for bushfire risk mapping and certification, as well as dispute resolution pathways through the Australian Financial Complaints Authority, the Insurance Council of Australia, and the NSW Ombudsman for concerns relating to council decisions.

Although EWON could not investigate the insurance premium increase directly, Mr Ewing received clear guidance on where to seek answers and pursue his concerns.

The customer was happy with the referrals provided by EWON and advised us that he would contact us with any additional information that might be helpful to EWON. The complaint demonstrates how out-of-jurisdiction enquiries can provide valuable insights into broader consumer issues.

The energy transition



The energy transition

EWON's Energy Transition and Expanding Jurisdictions team provides independent advice and dispute resolution services for community members and landholders impacted by transmission and renewable energy infrastructure development.

During FY26, the team increased stakeholder liaison, policy insights and community engagement in this jurisdiction.

EWON is committed to bringing renewable energy generation and storage into membership, ensuring equal access to our free service for all NSW community members.

Throughout the year EWON engaged with DCCEE NSW and the NSW Energy Minister to identify ways to provide NSW community members impacted by the energy transition with external dispute resolution.

In February 2026, we consulted with members and key stakeholders on the development of a fee model for renewable energy infrastructure members. This work will continue in FY27.



McCully's Gap Community consultation.

Community engagement and awareness



EWON hosted 14 drop-in sessions across four Renewable Energy Zones (REZ), providing an accessible way for community members to talk to our Outreach team about the impact of large-scale energy projects on their property, businesses and community. We also attended several agriculture shows and field day events, including at Mudgee, Henty, Tocal and Gunnedah.

In April, the Ombudsman, our Head of Energy Transition, and the Australian Energy Infrastructure Commissioner met with the Walcha branch of NSW Farmers, where landholders shared their concerns about the development of energy infrastructure in

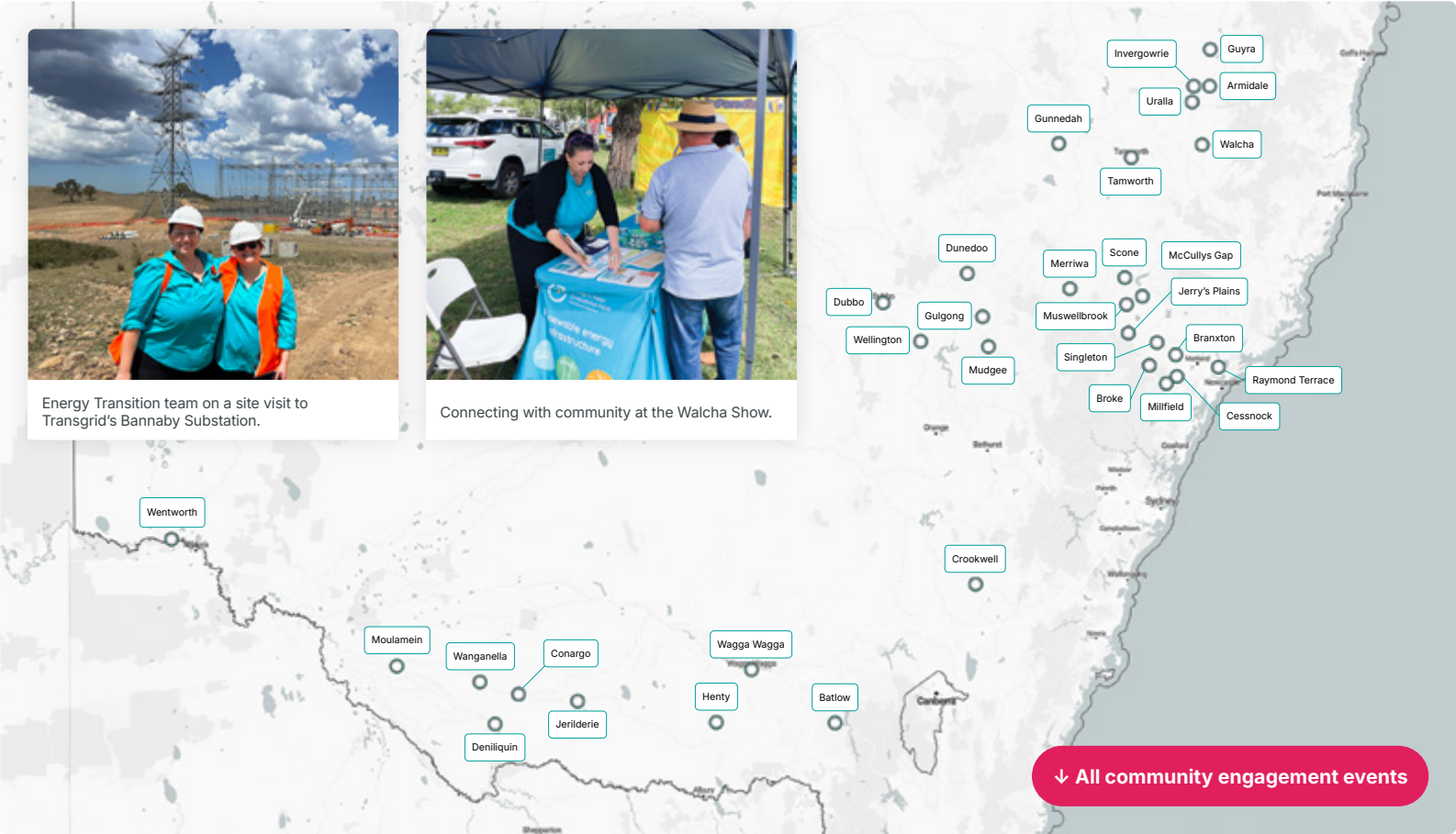
the New England region.

In May, the Ombudsman visited the small community of McCully's Gap near Muswellbrook, where more than 12 energy projects are proposed for the region.

It was the best conversation we've had about the energy transition to date.

- Feedback from Walcha farmer

Where we've held regional engagement events



↓ All community engagement events

Member and stakeholder engagement

Increasing NSW MP awareness

In September 2025, we held a parliamentary briefing at NSW Parliament House to introduce our expanded role and future expansion into large-scale generation and storage complaints. Ombudsman, Janine Young, shared insights from eight months 'on the ground', engaging with landholders, communities and infrastructure entities.

Connecting with industry

In preparation for expanding our jurisdiction into renewable energy generation and storage, we presented to the Clean Energy Council Social Performance Working Group in March 2026. The General Manager Energy Transition & Expanding Jurisdictions, spoke to 61 renewable energy developer representatives to emphasise the need for NSW-wide consumer protections for all energy-related matters affecting community members.

As part of DCCEEWS NSW's knowledge-sharing program, we presented to the Danish Energy Agency in October 2025 to compare the community engagement, centralised planning and delivery approaches of NSW and Denmark.

Regional stakeholder trips

The Ombudsman and Head of Energy Transition

met with councils – including mayors, general managers, MPs and Regional Development Australia offices – in the New England and Hunter regions.

Member visits

EWON's Outreach team attended a site visit with Transgrid to tour Bannaby Substation. Transgrid also presented a detailed overview of their infrastructure projects to EWON's Dispute Resolution team.

Renewable Energy Infrastructure Advisory Group

EWON established an Advisory Group to share insights from engagements and complaints, inform the development of the renewable energy infrastructure (REI) jurisdiction, and improve dispute resolution processes with REI members, government and regulators.

The group includes:

- ACERZ, Ausgrid, Transgrid and EnergyCo
- Australian Energy Infrastructure Commission
- NSW Department of Planning, Housing & Infrastructure
- NSW Farmers
- Clean Energy Council
- renewable energy generation and storage developers, including ACEN Australia, Tilt, Goldwind Australia, BayWa and Spark Renewables.

[↓ All stakeholder engagement events](#)

CASE STUDY

Retailer corrects bill after EWON referral

EWON's early intervention helped Ms Law avoid a lengthy investigation, resulting in a reassessment of her account and a reduction of the disputed bill.

Ms Law contacted EWON after receiving a \$2,050 gas bill, more than five times higher than her previous bill and inconsistent with her usual usage. Ms Law questioned the charges, because her property had been vacant for part of the billing period while she was away. Independent checks by the building manager and distributor found no faults, and the retailer maintained the bill was correct and offered a \$100 goodwill credit.

EWON escalated the matter through its RHL process, connecting Ms Law directly

to a specialist at her retailer to review the complaint. Following the referral, the retailer reassessed the account and identified errors in the meter readings used for billing.

Ms Law later contacted EWON with an update and to thank the complaint manager for their assistance in achieving a fair outcome. Ms Law said the retailer rebilled the account using corrected meter data, reducing the disputed bill to \$323, a downward adjustment of \$1,727 (84%). The revised amount matched Ms Law's historical usage and resolved the complaint quickly, without the need for a full EWON investigation.



Co-design workshops with DCCEEWS's Energy Transition team (L-R) Polly Porteous, EWON; Kim Curtain, Deputy Secretary; Colette Grigg, Executive Director; Stephanie Saill, EWON; Janine Young, EWON; Kristy Walters, EWON; Virginia Irby, Senior Policy & Projects Officer and Scott Nicholson, Manager.

FY26 highlights

52

stakeholder meetings

39

member meetings

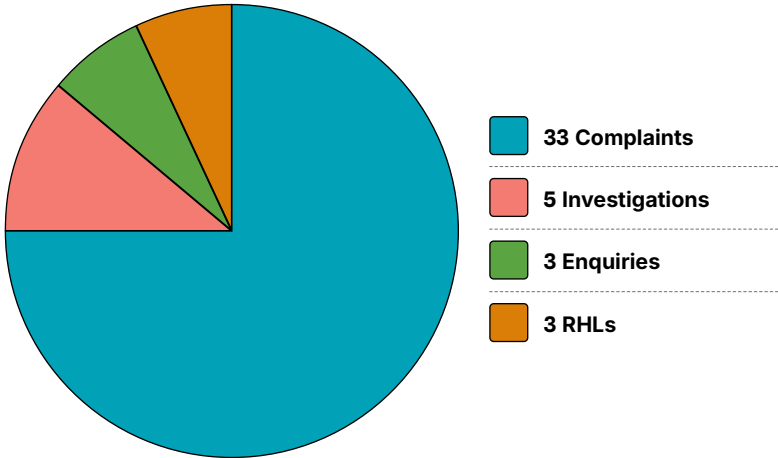
13

stakeholder presentations

Dispute resolution

EWON received **44** complaints about renewable energy infrastructure or transmission in FY26

Graph 1
Energy transition complaints received



Top five issues

General → energy Referral - out of jurisdiction 36% Complaints about energy and water services which do not fit within other categories.	Land → transmission asset / placement 25% Complaints about the location of network distribution assets.	Land → easement 7% Complaints relating to existing or new easements.	Customer service → failure to respond 5% Where a customer raises an issue with the provider, and the provider does not respond.	Customer service → failure to consult / inform 5% Complaints where the provider has not adequately consulted with an affected community or has not provided information or notice to a customer.
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Great CattleDog Muster, Muswellbrook.



Speaking to customers at the Wellington markets.



Henty Machinery Field Day.



Festival of the Fleeces, Merriwa.

Policy

During the year, the Ombudsman, Janine Young, twice addressed the [NSW Parliamentary Inquiry](#) on the Impacts of Renewable Energy Zones, and made a submission to the Productivity Commission – [Investing in cheaper, cleaner energy and the net zero transformation](#).

In both forums, we called for:

- requirement for energy infrastructure entities to promote their openness to complaints and direct unsatisfied customers to EWON
- clearer public information around the energy transition and the benefits that are available to regional communities
- widening the definition of 'affected landholders' to include indirectly impacted landholders (i.e. neighbours).
- extending the public consultation period for Environmental Impact Statements of significant developments and infrastructure.
- a mandatory mechanism requiring renewable energy generation and storage developers to be members of EWON.

Our November 2025 Consultative Council Meeting focused on the opportunities, challenges and responsibilities that come with the energy transition. See [page 15](#) for more information.

After 12 months of expanding into transmission and renewable energy infrastructure dispute resolution, EWON released an [Impact Report](#) highlighting our achievements and measuring our impact against EWON's strategic objectives.



EWON's Ombudsman with Helen Dalton MP, Member for Murray at our first parliamentary briefing.

CASE STUDY

Landholder provided with faulty generator during planned disconnection

Local landholder, Mrs Thompson's electricity supply was disconnected by the network provider for three weeks while line stringing was completed for a new transmission project nearby.

A generator was provided by the network but it was unreliable and Mrs Thompson experienced frequent and prolonged outages. She reported all 20 outages, including those that occurred during the night, to the network provider's contractors, who had to attend the property to restore power. She was told that she may have internal wiring issues; however, an electrician confirmed there were no faults. The supply issues caused her stress, damaged her fridge and freezer, prevented her from working from home and disrupted her family's farming operations.

She called EWON requesting the network review the frequency of outages, including the repeated need to wait for the contractors to attend her property. She asked for her appliances to be replaced, the cost of lost food to be covered and for the network to address the disruption caused by the interruptions.

While Mrs Thompson's complaint was in progress, EWON attended an agricultural show near her property. The network and contractors were also at the show, so our Outreach team spoke with them directly. They were aware of the issue. After the complaint had been referred to EWON, they had attended a site meeting with Mrs Thompson where they offered to replace her damaged appliances and a \$150 voucher for her food.

They also confirmed that the generator was faulty and had now been replaced.

We contacted Mrs Thompson and she confirmed the outages had stopped since the generator was replaced. She had accepted the food voucher and offer to replace her appliances but was still stressed by the time waiting for contractors. We referred these concerns to the network's specialist team and they resolved them directly with Mrs Thompson. The network later confirmed to EWON that Mrs Thompson had provided constructive feedback to help them identify service delivery improvements.

Irrigation corporations



Irrigation corporations

Irrigation corporations supply water to agricultural customers and regional communities, providing an essential service to support local economies and food production.

In September 2024, the NSW Government requested EWON expand its jurisdiction to take complaints about the five statutory irrigation corporations governed by the Water Management Act 2000 (NSW):

- Coleambally Irrigation
- Jemalong Irrigation
- Murray Irrigation
- Murrumbidgee Irrigation
- Western Murray Irrigation.

Since 1 July 2026, farmers, landholders and community members affected by the actions of the irrigation corporations have had access to EWON's free dispute resolution.

The expansion was enabled by the Water Management Amendment (Water Access Licence Register Reform) Act 2024 (NSW), which requires irrigation corporations to be members of a dispute resolution organisation.

EWON has built a strong reputation over many years as a genuinely independent body, where customers know that their concerns will be heard and assessed fairly.

For farmers and landholders, that independence provides confidence that issues can be raised and resolved in a structured, impartial way, giving regional water users the same level of trust in complaint handling that already exists in other essential service sectors.

– The Hon. Rose Jackson, MLC, Minister for Water



Ombudsman, Janine Young with The Hon. Rose Jackson, MLC, Minister for Water.

Member and stakeholder engagement

Stakeholder engagement with irrigation corporations, the NSW Government, regulators and national and regional stakeholders was a key focus throughout FY26, to support the new jurisdiction implementation.

EWON ran a workshop with the irrigation corporations at our offices in Sydney in June 2025, followed by visits to each irrigation corporation in early FY26 where we discussed our approach to dispute resolution and reviewed each corporation's existing complaint-handling processes.

Following this, our Deputy Ombudsman and staff

visited irrigation corporations to better understand infrastructure, customer issues and further develop understanding of the sector. These visits informed the development of our internal staff training and member induction sessions delivered in June 2026, covering EWON processes, complaint-handling expectations and available resources.

Other agencies we engaged with are:

- Australian Competition & Consumer Commission
- Commonwealth Environmental Water Holder
- Department of Climate Change, Energy, the Environment and Water (Cth)
- Department of Climate Change, Energy, the Environment and Water (NSW)
- Energy and Water Ombudsman Victoria
- Inspector General of Water Compliance
- Local MPs (Helen Dalton MP, Philip Donato MP and Dr Joe McGirr MP)
- Murray–Darling Basin Authority
- National Measurement Institute
- Natural Resources Access Regulator

- NSW Farmers
- NSW Irrigators Council.

Since 1 July 2026, farmers, landholders and community members affected by the actions of the irrigation corporations have had access to EWON's free dispute resolution.



Deputy Ombudsman, Rosa Krilic (R) with EWON staff and Murray Irrigation representatives at a Murray Irrigation Limited site visit in Deniliquin.



Deputy Ombudsman, Rosa Krilic (middle right) with EWON staff during a site visit with Murrumbidgee Irrigation Limited.

Best practice dispute resolution



93%

of complaints resolved in 30 days

↑91% vs FY25



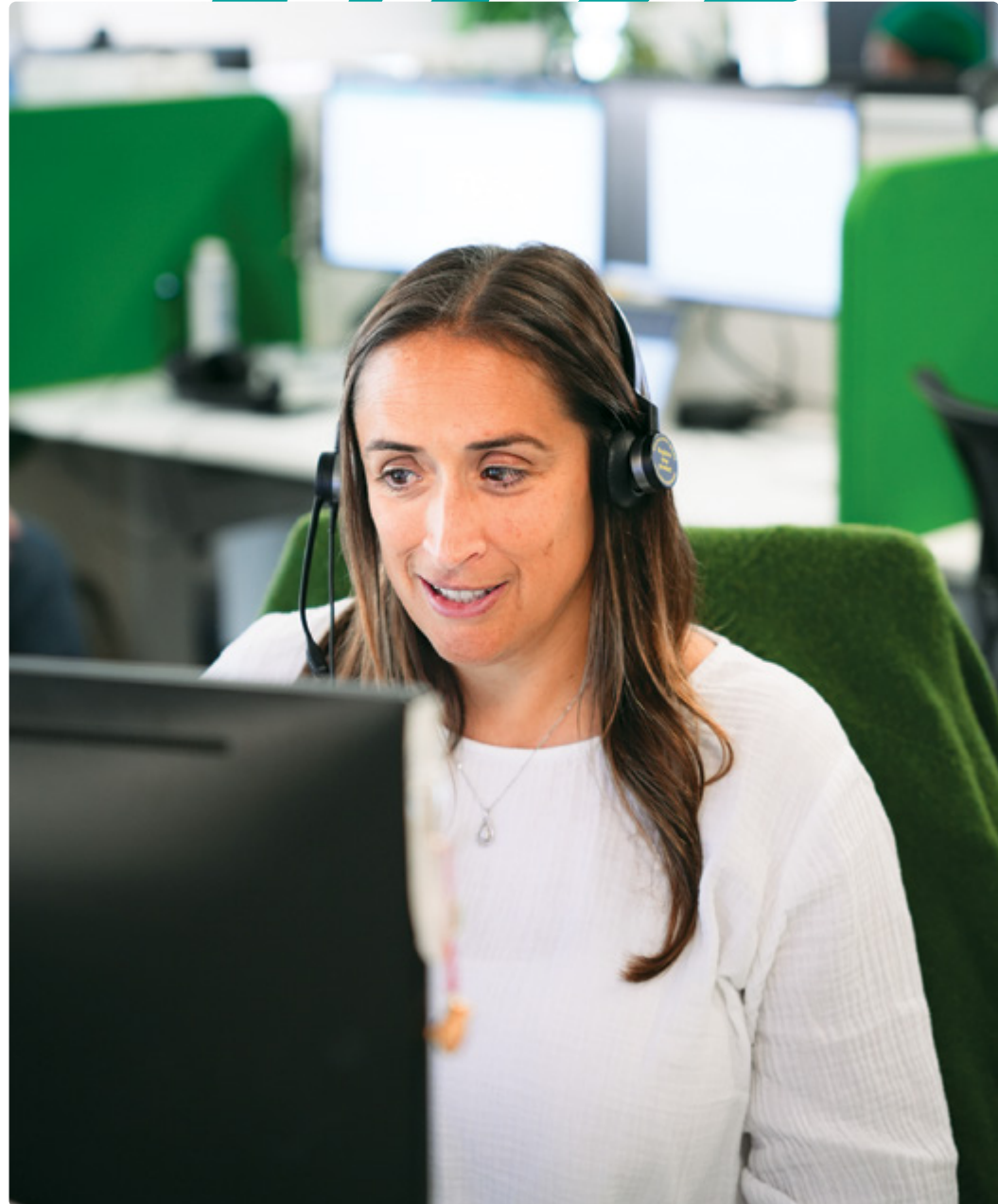
75%

of customers rated EWON excellent
for fairness and impartiality



**Embedded a Service Excellence
and Optimisation team**

to ensure our dispute resolution service
remains at the forefront of quality and
continuous improvement



Complaints this year

EWON received 27,011 complaints in FY26, 2% lower than the total number received in FY25 (27,588).

We have now received over 27,000 complaints for three consecutive years, a return to the higher complaint levels experienced in FY18 and FY19, before the COVID-19 pandemic.

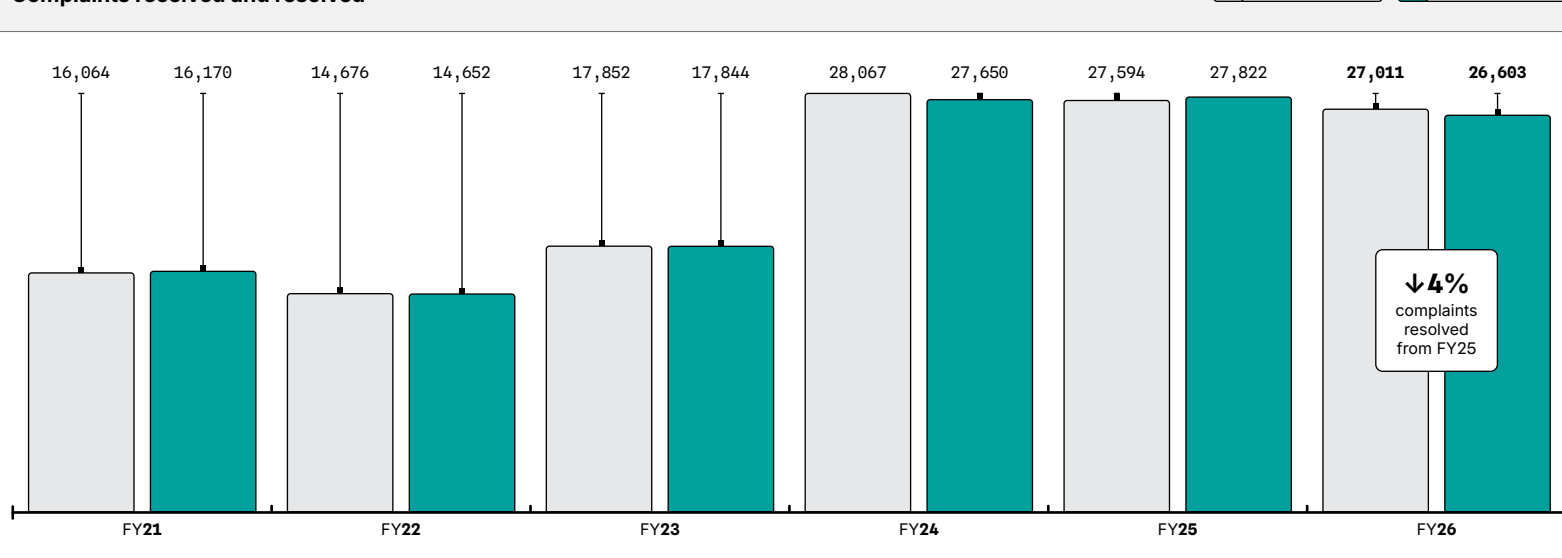
EWON closed slightly fewer complaints (26,603) than we received, a difference of 408 complaints.

We continued to receive most complaints by telephone (18,317); however, this decreased by 4%. There was a 7% increase in complaints received by email. For the second year in a row, we also saw an increase in complaints lodged via our community outreach and engagement program (+8%) following a significant increase in FY25.

After its introduction in November 2024, EWON's Extra Help team received 1,435 complaints this year. Of these, 60% were investigated, compared to 10% investigated outside of the Extra Help team. This highlights the value in providing targeted, holistic help for customers who need extra support.

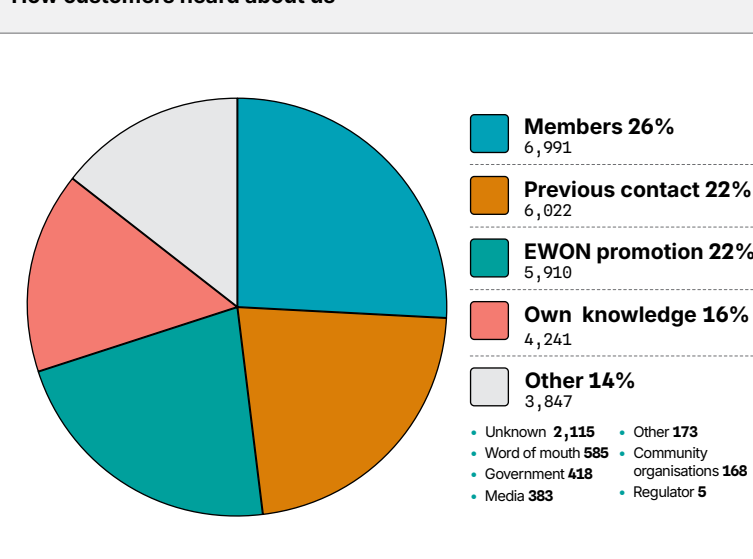
Graph 2

Complaints received and resolved



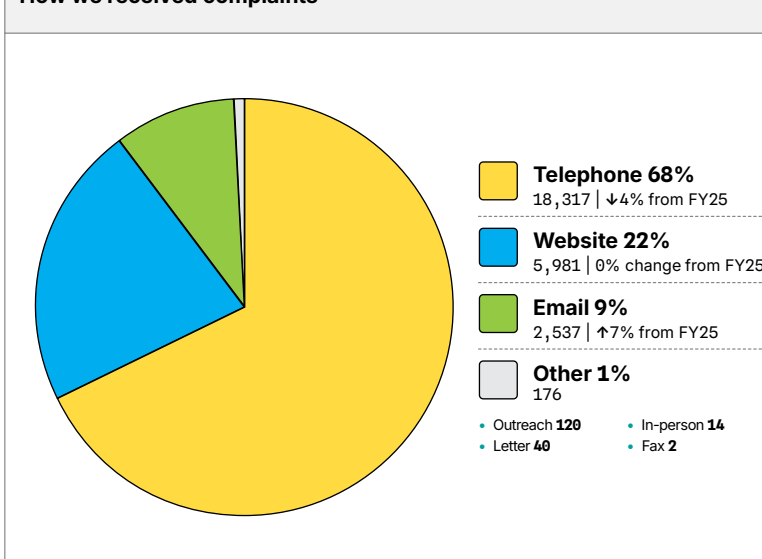
Graph 3

How customers heard about us



Graph 4

How we received complaints



Complaint issues



Billing complaints continued to be the main reason customers contacted EWON this year. We received 19,210 billing complaints, a slight decrease of 3%. Billing still represented 71% of all complaints received.

Within the billing category, disputed high bills remained the largest individual complaint issue, increasing 2% to 9,305.

Billing errors were still a top feature in issues raised this year, with account-closing errors up 13% and account-opening errors up 11%. We also saw a 54% increase in complaints about tariff

rates, indicating a possible increase in customers reviewing what they are being charged for energy, or changes to pricing structures.

Complaints about rebate and concession errors decreased by 23% to 546. While this has reduced for the second year in a row, it remains higher than before the NSW Energy Bill Relief program was introduced in FY24.

Affordability pressures remain a significant issue for customers, with credit complaints increasing by 11% to 2,217 complaints in FY26. Complaints about payment difficulties involving current bills or

arrears increased by 14% to 541.

Last year, EWON started recording complaints about consumer energy resources (CER) like batteries and rooftop solar. This year, we received 677 complaints, a 125% increase in customers advising that this was the core issue of their complaint.

Complaint topics

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.



Consumer energy resource

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



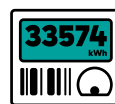
Credit

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



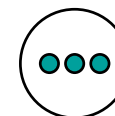
Customer service

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



Digital meter exchange

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



General

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



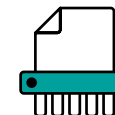
Land

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



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.



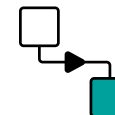
Provision

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



Supply

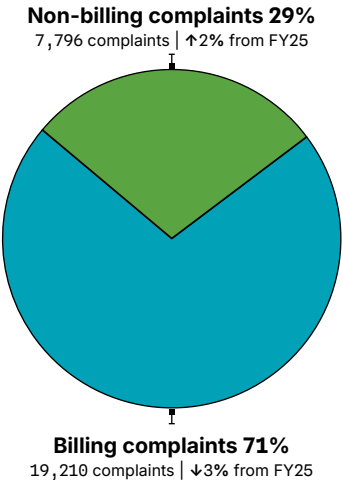
The delivery and quality of energy and water, including outages and protection for customers on life-support equipment.



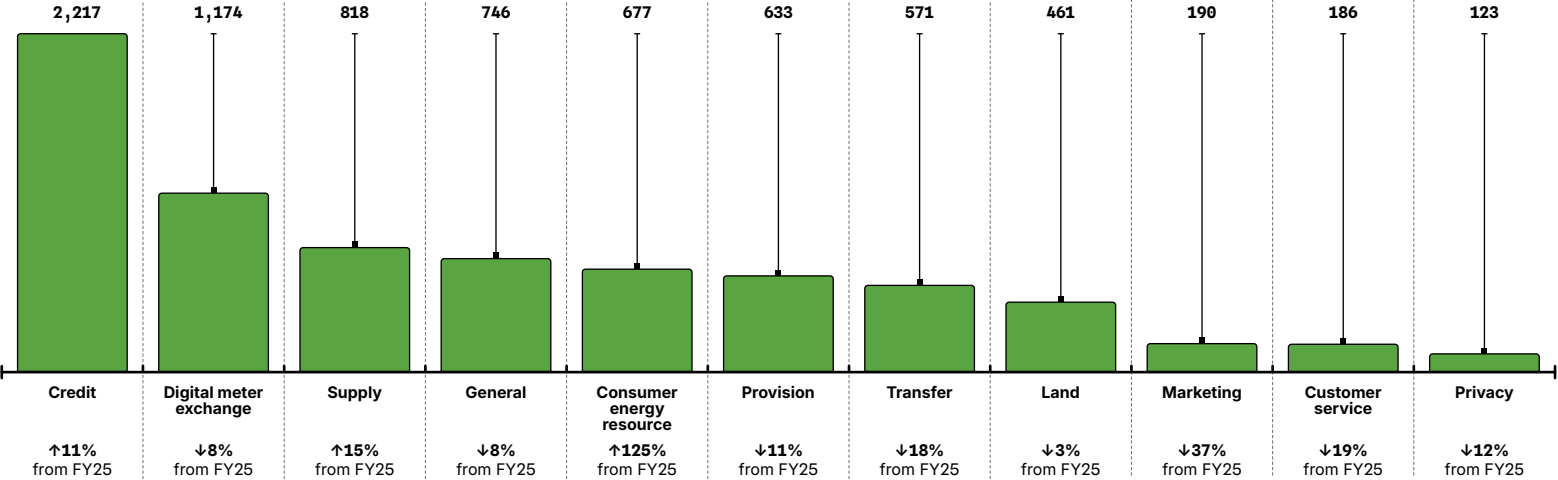
Transfer

Problems associated with switching to a new energy provider.

Graph 5
Complaints received by issue*



Graph 6
Non-billing complaint issues in focus



Top ten reasons people complained to EWON**

Billing → high → disputed 9,305 ↑2% complaints vs FY25 Complaints questioning the accuracy of a high bill because of the billing period, an error, a faulty appliance or a change in the customer's circumstances and usage.	Billing → estimation → meter access or not read 923 ↓13% complaints vs FY25 Complaints about estimated accounts because the meter could not be accessed or was not read.	Billing → error → payment 812 ↓4% complaints vs FY25 Complaints about payment or deduction errors eg terminated arrangements, unprocessed payments, direct debit issues or lost payments.	Billing → account closing → error 742 ↑13% complaints vs FY25 Complaints about retailer errors when closing an account eg the customer called to close their account but the retailer failed to arrange a final meter read.	Billing → rebate / concession → error 546 ↓23% complaints vs FY25 Errors relating to government rebates or concession schemes operated by a provider eg failure to pay or transfer a rebate or concession to a customer's new property.	Billing → delay 543 ↑15% complaints vs FY25 Complaints about delayed bills eg failures in the retailer's billing department, delays in receiving data from the distributor or problems with new billing system.	Credit → payment difficulties → current / arrears 541 ↑14% complaints vs FY25 Complaints where a customer is finding it difficult to pay the current bill or previous bills which remain unpaid in full or part.	Billing → account opening → error 515 ↑11% complaints vs FY25 Complaints about retailer errors when opening an account eg the customer called to open an account but the retailer failed to do so or took incorrect action.	Billing → tariff → rate 497 ↑54% complaints vs FY25 Complaints about the amount and how it was charged eg incorrect tariff, peak and off-peak, inclining or declining block tariff or residential customer billed on commercial rates.	Billing → backbill → complaints 490 ↓18% complaints vs FY25 Complaints about backbills after an extended delay in billing because of undercharges (eg a wrong tariff) or catch-up bills after an estimated bill.
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↓ Complaint issues by industry

Non-investigated complaints

Enquiry

Customers seeking information or advice about an energy or water issue.

When a customer contacts EWON seeking information or assistance about an issue relating to energy or water, where no dissatisfaction is expressed, EWON resolves the enquiry directly.

Where the enquiry is out of jurisdiction, EWON offers information or advice, including referring a customer to the most relevant organisation for further assistance.

Complaint / referral to customer service (RCS)

Customers contacting us about complaints they have not yet raised with their energy or water provider.

We provide general advice and information about their rights and responsibilities and refer the complaint to their provider for resolution.

The customer must agree to this process and is advised that they can contact us again if they are not satisfied with their provider's response. We may also provide advice and/or a referral for assistance to another agency. For example, we may refer them to seek Energy Accounts Payment Assistance or access a financial counsellor for broader affordability support while also seeking energy affordability support from their energy retailer.

EWON may, at its discretion, escalate a complaint directly for investigation where there are indicators of customer vulnerability or other factors requiring a more immediate or supported response.

Out of jurisdiction complaint

An out of jurisdiction complaint where a customer is referred to the most relevant organisation for resolution (for example, NSW Ombudsman, NSW Fair Trading, Telecommunications Industry Ombudsman).

Refer to higher level (RHL)

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

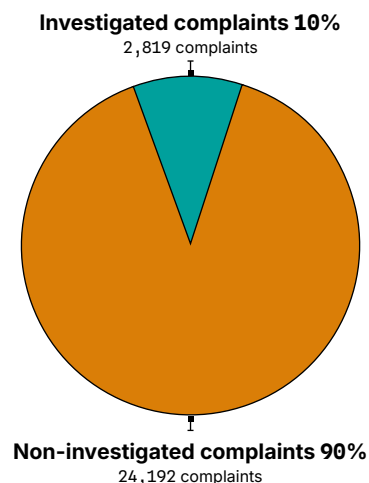
Often customers contact us about complaints they haven't been able to resolve with their energy or water provider, usually at the contact centre level. If a customer has had one prior contact to resolve their complaint with their energy or water provider's contact centre, we most often initiate a RHL process, 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 about their rights and responsibilities and suggest they return to EWON if their energy or water provider does not contact them within the timeframe.

The provider's specialist team then has 28 days to resolve the complaint 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.

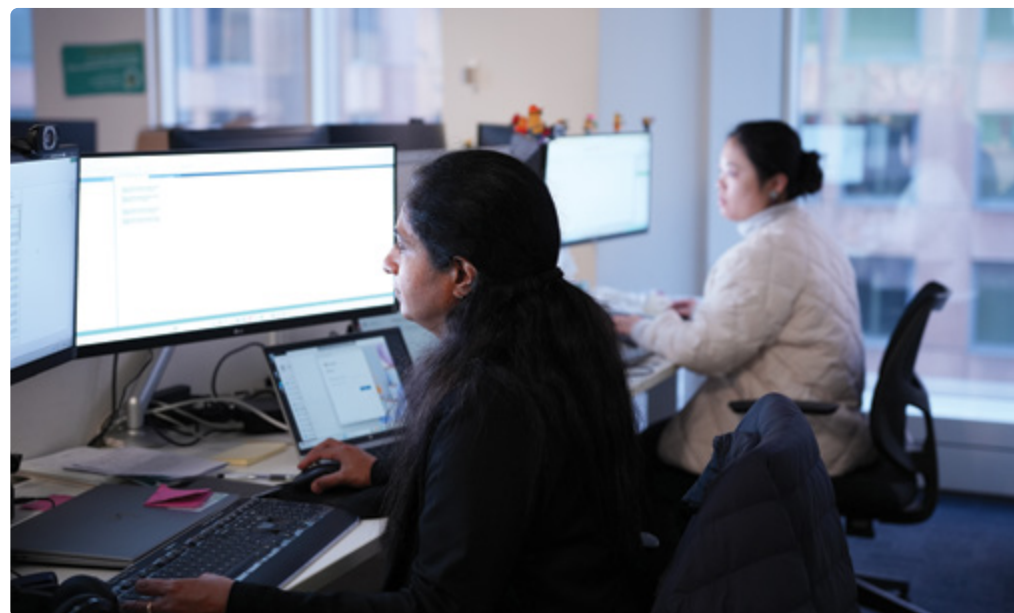
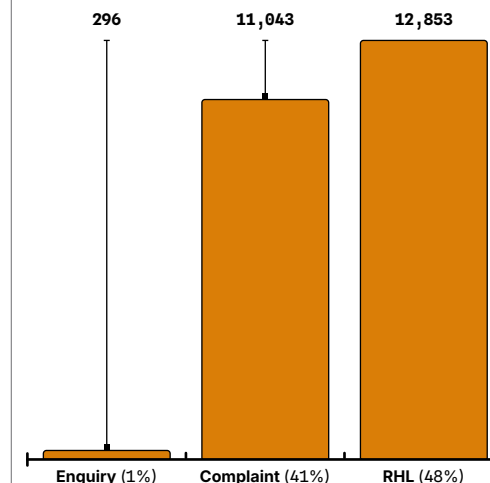
This approach gives the provider a final opportunity to resolve the customer's complaint directly. It also gives the customer a chance to have their complaint reviewed by a senior employee in the provider's specialist complaints area. EWON outlines the provider's responsibility to resolve the complaint and how to further access EWON if needed.

EWON may, at its discretion, escalate a complaint directly for investigation where there are indicators of customer vulnerability or other factors requiring a more immediate or supported response.

Graph 7
Total complaints received



Graph 8
Non-investigated complaints



Investigated complaints

EWON investigates complaints that are not 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 already tried to resolve the complaint directly with their provider. Complaints are also investigated when customers return to us after their complaint was referred to their provider, either through our RCS or 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.

Resolution outcomes are based on what is fair and reasonable, having regard to laws, codes and regulations, and good industry practice. In some cases, EWON will undertake site visits and consult independent experts.

Some investigation outcomes also involve referring the customer to other services such as welfare agencies, financial counselling and tenant advisory services.

Level 1 investigations

Conciliated outcomes are often resolved in four to six weeks.

EWON obtains and assesses relevant information from both the customer and the provider, clarifies the issues in dispute, and conciliates to achieve a mutually agreed resolution.

Level 1 investigations can be initiated even if there has been no previous contact with the provider (for example, electricity supply disconnected / water restricted for non-payment or vulnerable circumstances including significant affordability and family violence).

When this occurs, the member will be advised why EWON has taken this action.

Level 2 investigations

Unresolved Level 1 investigation with 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.

The EWON investigations officer provides detailed and independent assessment for the customer to review, to inform their position about accepting a resolution offer from their provider 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. These investigations play an important role in ensuring accountability, transparency and confidence in the energy and water sectors.

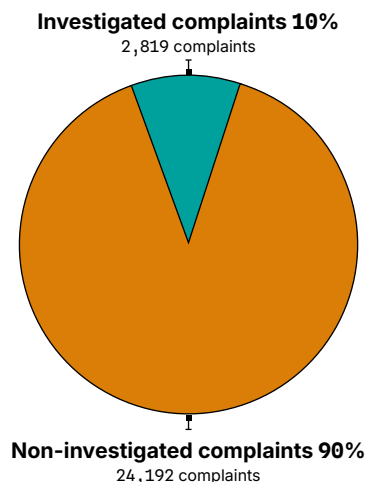
Level 3 investigations

Unresolved Level 2 investigation with grounds for further investigation.

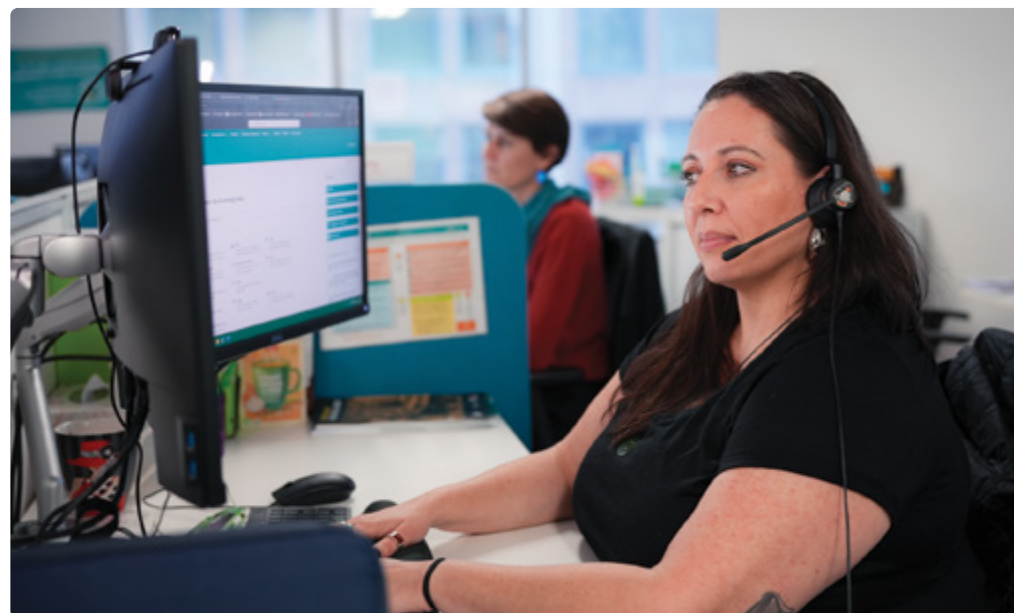
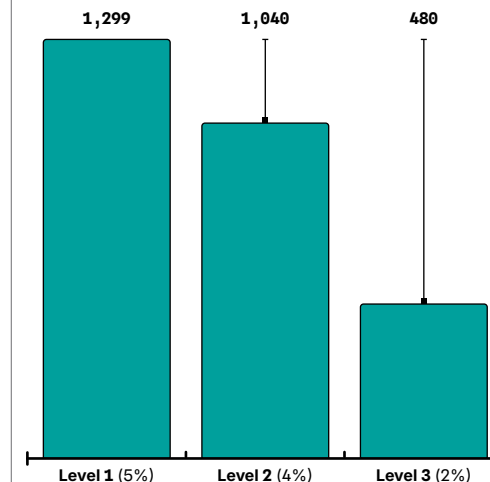
These complex investigations involve detailed information requests to the provider and the customer and may require independent expert advice to reach an outcome.

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 up to 12 months to resolve.

Graph 7
Total complaints received



Graph 9
Investigated complaints



Who are our customers?

Residential customers continued to account for most people contacting EWON, with 25,681 complaints, consistent with the overall 2% reduction in complaints in FY26. Complaints from small business customers fell from 1,322 in FY25 to 1,203, a 9% decrease. Complaints from customers who receive electricity through embedded networks decreased overall by 26%, to 655 complaints.

Among our residential customers, EWON saw a 5% increase in complaints from social housing customers. This reflects the increased focus of the Community Outreach & Engagement team on this cohort, with the team attending several outreach events held by social housing providers in FY26.

The Community Outreach & Engagement team's efforts continue to deliver strong results, with a growing number of complaints being lodged via outreach (+8%), demonstrating increased community awareness, trust, and access to EWON's services.

Complaints from two of our key priority communities decreased in FY26:

- the number of complaints from First Nations customers decreased by 17%*
- the number of complaints from culturally and linguistically diverse customers** decreased by 12%, however, of these complaints, there was:
 - a 58% increase in Cantonese-language complaints (57)
 - a 13% increase in Arabic-language complaints (126).

The increase in complaints from Cantonese and Arabic speakers is likely to be a result of EWON's targeted multicultural awareness campaign for these languages. See [page 22](#) for more information.

In relation to First Nations and culturally and linguistically diverse customers more broadly, in FY27, EWON is exploring the introduction of new customer demographic questions both for our customer surveys as well as in our Customer Relationship Management system. This will provide more accurate detail about our customers and how to reach them.



EWON's stall at the Settlement Services International Service Day.



25,681

complaints received from **residential customers**

↓2%

vs FY25

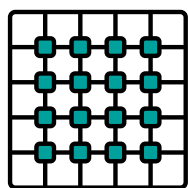


1,203

complaints received from **small business customers**

↓9%

vs FY25

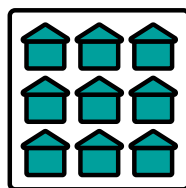


655

complaints received from **embedded network customers**

↓26%

vs FY25



516

complaints received from **social housing customers**

↑5%

vs FY25



399

complaints received from **First Nations customers**

↓17%

vs FY25



3,372

complaints received from **customers on a pension or benefit**

↓6%

vs FY25



560

complaints received from **culturally and linguistically diverse customers**

↓12%

vs FY25

Top 5 languages

- ↓30%** **Mandarin Chinese**
vs FY25
- ↑13%** **Arabic**
vs FY25
- ↑58%** **Cantonese Chinese**
vs FY25
- ↓11%** **Vietnamese**
vs FY25
- ↓5%** **Korean**
vs FY25

Regional customers

In FY26, complaints from customers in regional, remote and very remote areas increased slightly (+1.41%):

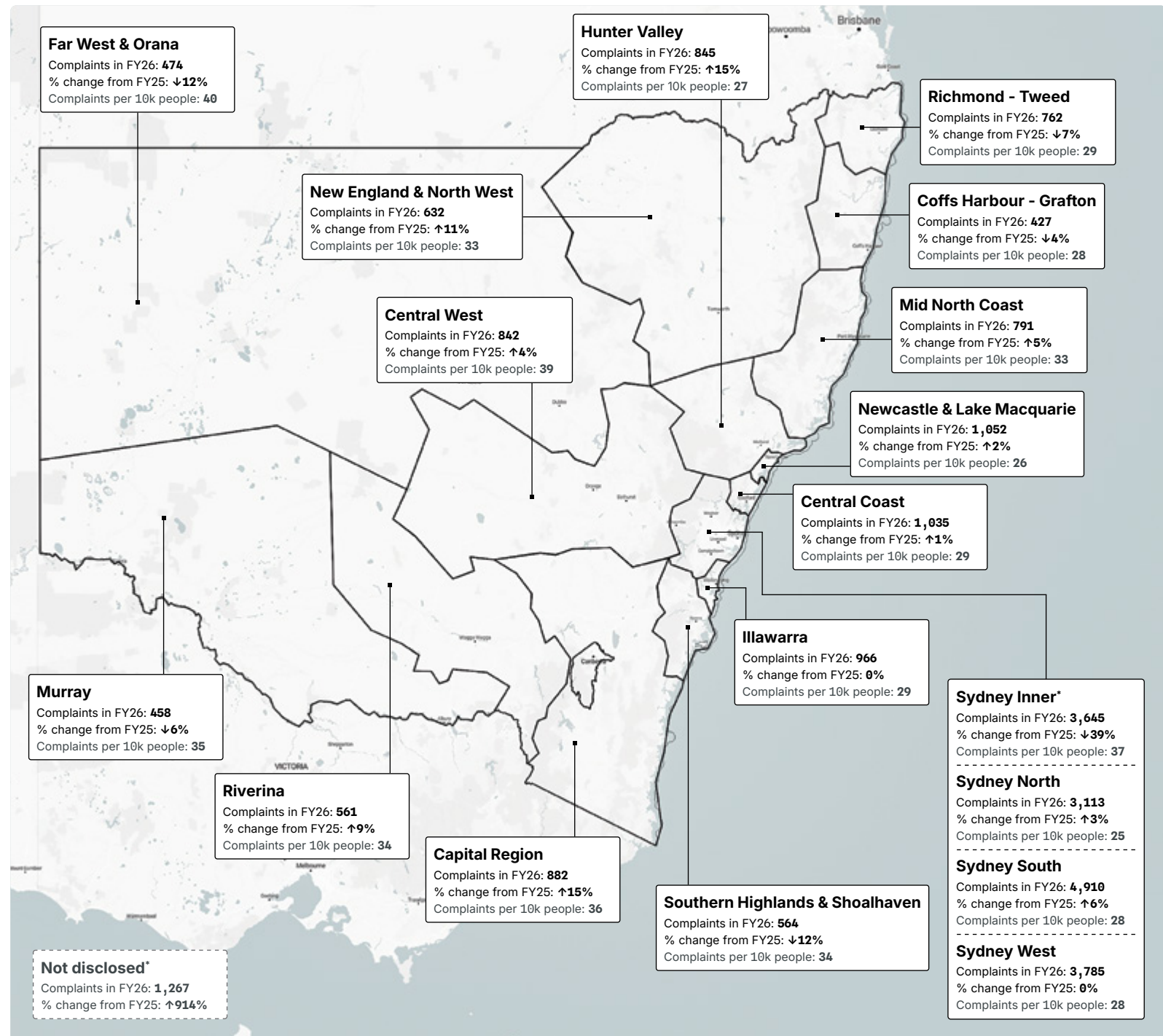
- 70% of complaints were from customers in major cities (18,774)
- 20% of complaints were from customers in inner regional areas (5,270)
- 6% of complaints were from customers in outer regional areas (1,553)
- <1% of complaints were from customers in remote areas (109)
- <1% of complaints were from customers in very remote areas (38)
- 5% of complaints were from non-NSW customers (1,267).

The largest regional increases were in the Hunter Valley (excluding Newcastle), with complaints up 15%; and the Capital Region (stretching from Goulburn and the southern highlands down to Young in south-west NSW), with complaints also up by 15%. There were also notable increases in complaints in New England and North West (+11%) and the Riverina region (+9%).

Some of these increases reflect the promotion of EWON's Bring Your Bills Days in Raymond Terrace, Wyong, Woy Woy, Bega and Mt Druitt this year. See [page 20](#) for more information.

Additionally, EWON visited many communities in the Hunter Valley, Capital, New England & North West, Central West and Riverina regions during FY26 as part of our work supporting communities through the energy transition. As the number of complaints about renewable energy infrastructure were quite low (see [page 29](#) for more information), it is likely that the increase in complaints across these regions can be attributed to rural and regional customers learning more about EWON generally and starting to better understand how we can help them with residential energy complaints.

Complaint rates remain comparatively high in several regional areas. Far West and Orana recorded 40 complaints per 10,000, and Central West 39 per 10,000 people, consistent with previous years.



Electricity complaints

This year we received **22,004** complaints about electricity, with most complaints about retailers (**20,170**).

After a significant increase last year, complaints about electricity distributors continued at an elevated level (1,162). Complaints about exempt entities decreased by 8% to 216 complaints.

EWON was pleased to see a 27% decrease in electricity complaints about customer service. We have been working with electricity providers to improve their internal dispute resolution processes, including providing feedback about customer service issues that are raised with EWON.

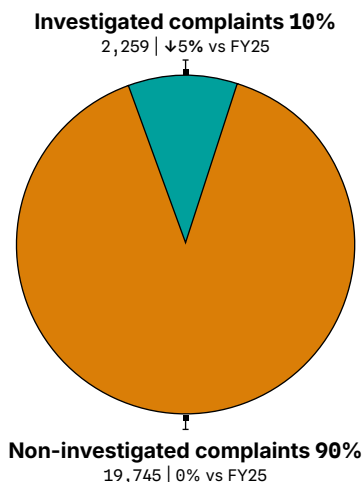
Electricity complaints related to credit issues increased by 13%, consistent with affordability pressures present in complaints overall. Supply issues increased by 19% and land complaints remained unchanged.

Complaints where CER was the core issue increased by 125% to 677 complaints. This does not include complaints that were for services currently outside of EWON's jurisdiction. There was a 61% increase in 'unallocated' electricity complaints (456) about entities that are not members of EWON. Half of these 'out of jurisdiction' complaints (226) were about CER and 40% (183) were referred to NSW Fair Trading, which has responsibility for general consumer issues in NSW.

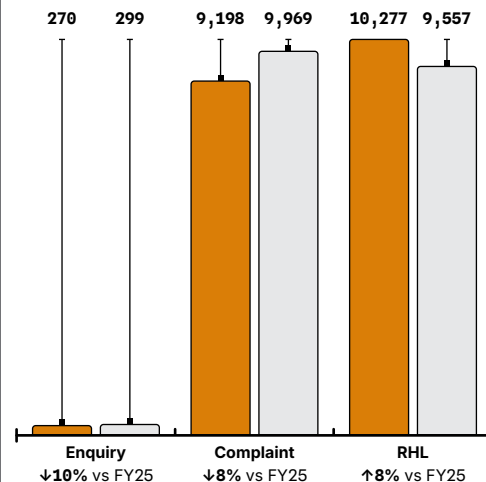
EWON saw a 6% increase in Level 1 electricity investigations closed, while there was a decrease in the number of Level 2 (-9%) and Level 3 (-21%) investigations complaints closed. This reflects EWON's efforts to resolve complaints through a conciliatory approach, in a fair and reasonable way, as early as possible, without the need for a longer-term investigation (Level 2 or Level 3).

↓ Electricity complaint issues

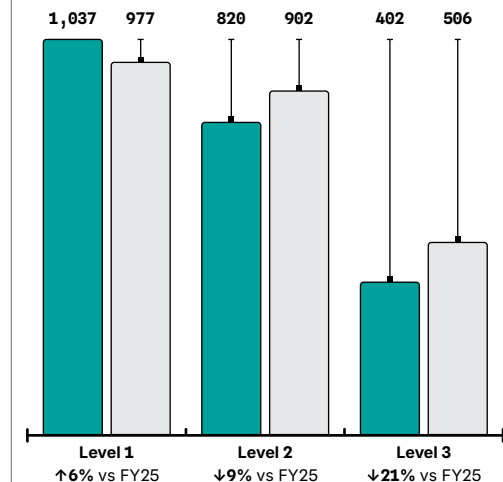
Graph 10
Total complaints received



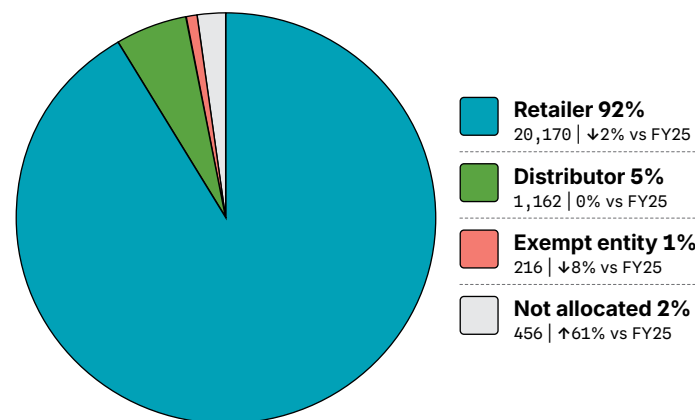
Graph 11
Non-investigated complaints



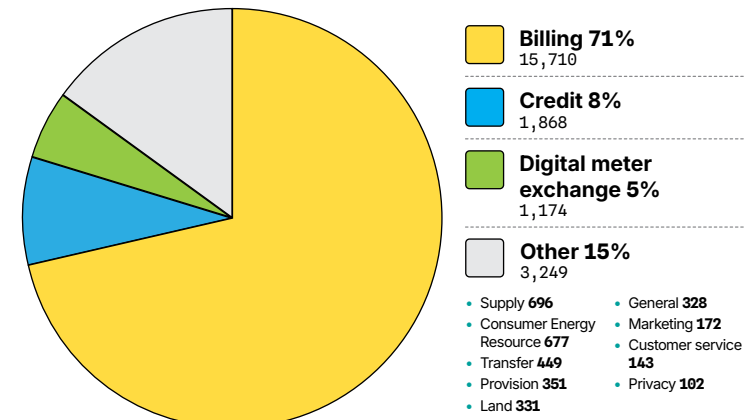
Graph 12
Investigated complaints



Graph 13
Complaints received by provider type



Graph 14
Complaints by issue



Gas complaints

EWON received 3,880 complaints about gas, 14% of overall complaints in line with FY25.

Most gas complaints continued to be about retailers (3,612); however, this decreased by 8%, while there was an 11% increase in complaints about distributors (165), compared to FY25.

Despite decreasing 9%, billing remained the main issue for gas complaints, with 3,020 complaints. Complaints about closing accounts (221), contract terms (102), billing delays (57) and tariffs (35) increased.

Gas affordability complaints increased by 6%. Of these, we saw a 48% increase in complaints with customers experiencing payment difficulties, although numbers are quite low (95 compared to 64 in FY25). This indicates continuing affordability pressure due to gas retailers increasing prices on average between 4% and 6% from July 2025.

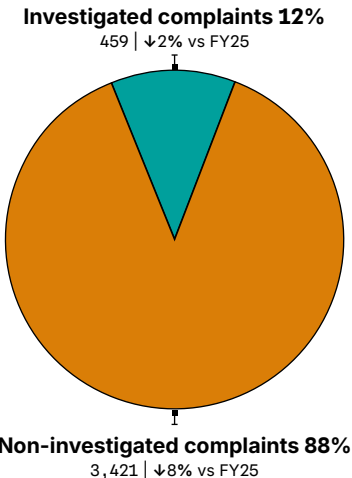
Refer to higher level (RHL) complaints remained unchanged and investigated complaint levels remained consistent with FY25. We saw a 10% decrease in Level 1 complaints, but a 10% increase in Level 2 complaints. Level 3 complaints were the same number as in FY25.

Gas complaints that could not be allocated to a provider because they related to non-member entities increased by 17%, although numbers remained low at only 96. These are usually complaints about bottled gas.

↓ Gas complaint issues

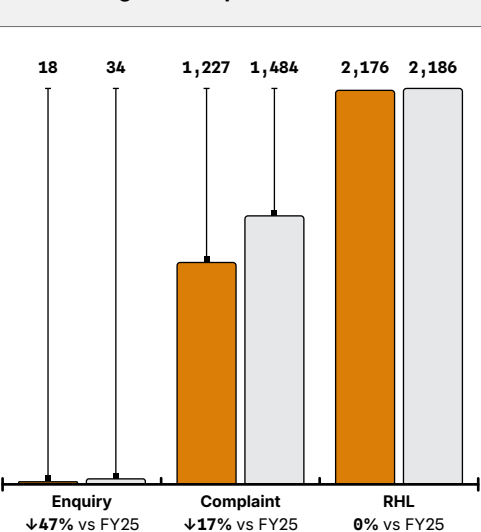
Graph 15

Total complaints received



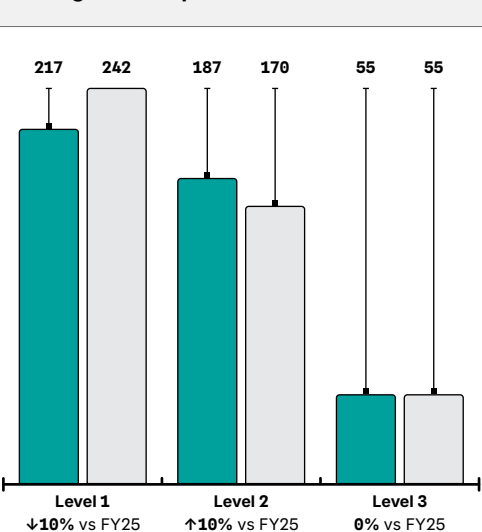
Graph 16

Non-investigated complaints



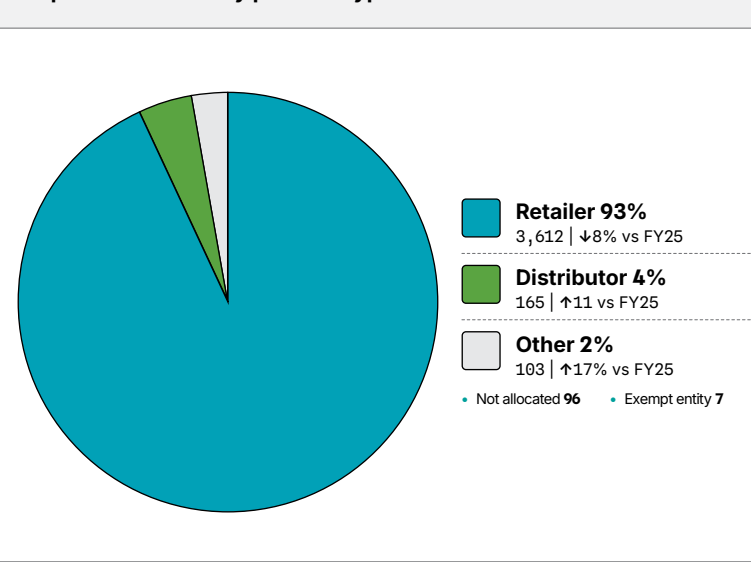
Graph 17

Investigated complaints



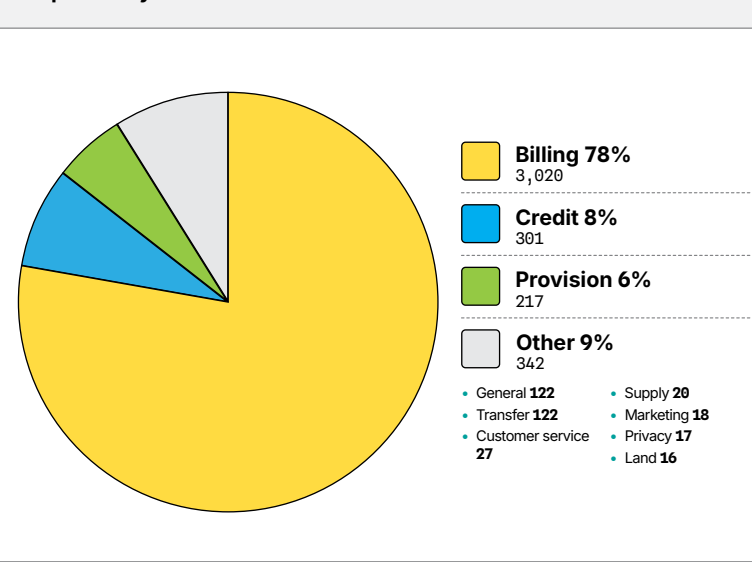
Graph 18

Complaints received by provider type



Graph 19

Complaints by issue



Water complaints

Water complaints remained consistent with FY25 (1,052 compared to 1,059) and overall, water represented 4% of all complaints, which has been stable for the last few years.

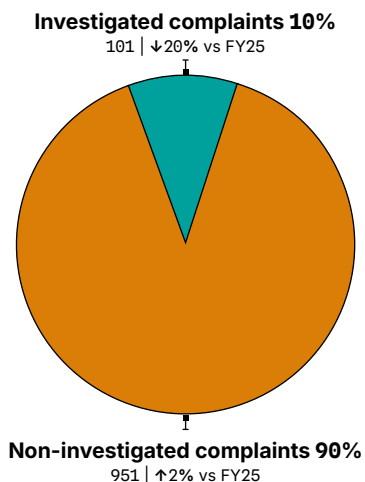
Billing remained the largest water issue and increased slightly (+6%). Within billing, high bill complaints increased by 12% to 277 complaints.

Water credit complaints decreased by 26% following a 51% increase in FY25. Complaints around water restriction increased by 64%; however, these numbers remained low (23 compared to 14 in FY25).

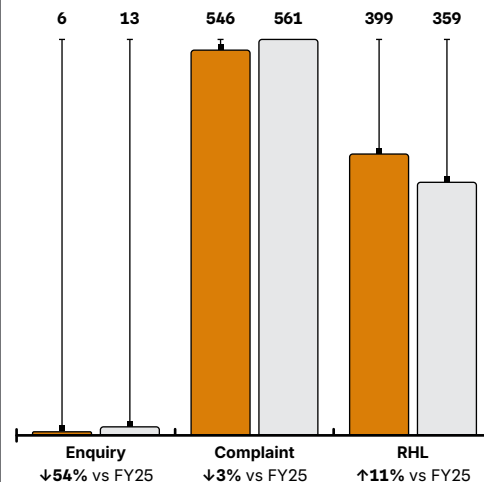
RHL complaints increased by 11%. Pleasingly, investigated complaints decreased by 20% overall (101 in FY26 compared to 126 in FY25). EWON has worked with water providers about improving their internal dispute resolution practices, and it appears to be reflected in there being fewer customers coming back to EWON after we have referred their complaints to water providers. See [page 51](#) for more information on our water policy work.

↓ Water complaint issues

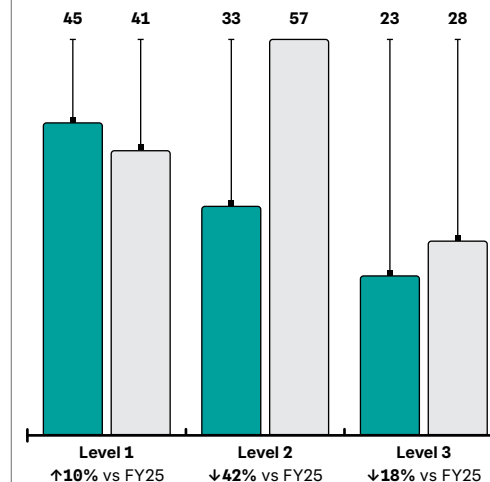
Graph 20
Total complaints received



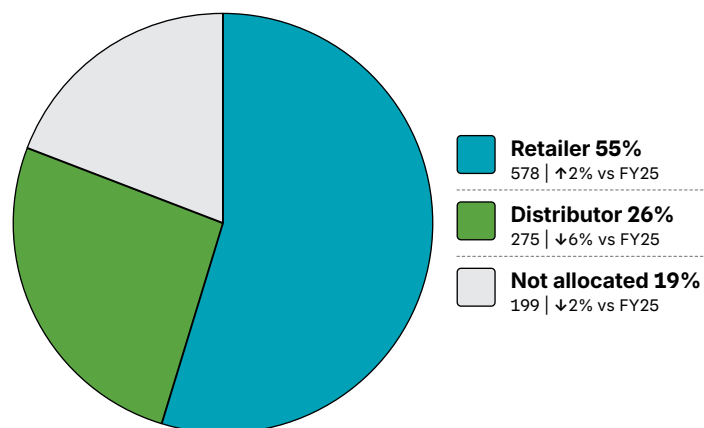
Graph 21
Non-investigated complaints



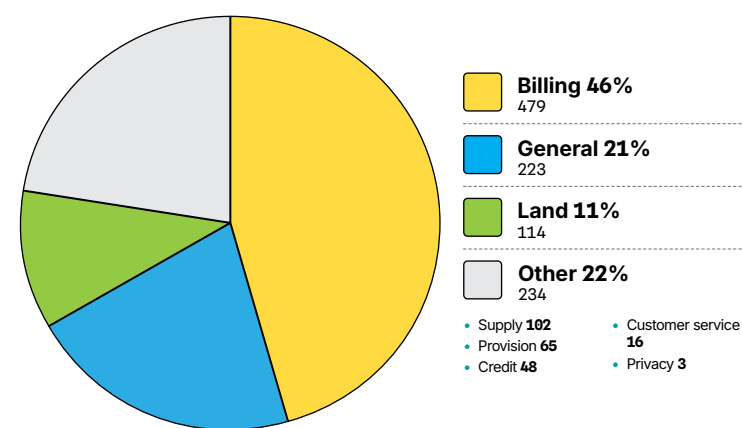
Graph 22
Investigated complaints



Graph 23
Complaints received by provider type



Graph 24
Complaints by issue



Complaint resolutions

Conciliated resolutions

Conciliated outcomes are achieved when EWON receives complaints that meet investigation criteria, including dissatisfied customers returning from the RCS or 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 assesses all relevant information from the customer and provider including, when necessary, independent technical and/or expert advice. Customers are required to substantiate claims of 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; having regard to 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 can 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 FY26, the Ombudsman was not required to make any binding decisions.

What happened in FY26?

EWON resolved 26,603 complaints, 4% less than FY25. Complaint complexity has increased, resulting in complaints often requiring in-depth review and longer resolution times.

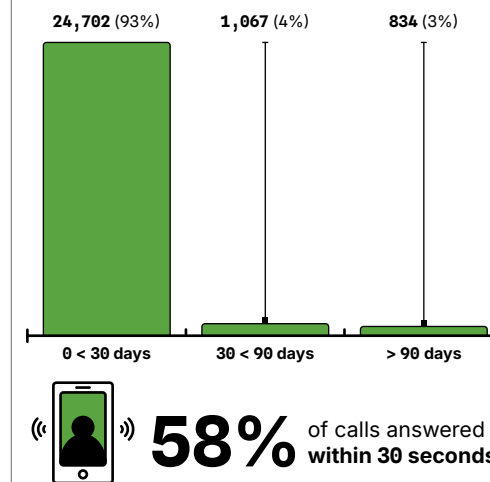
EWON experienced a 5.5% increase in RHL complaints (666 more than FY25), and a 30% decrease in Level 1 complaints (412). Together, this data shows that more providers are resolving complaints at the RHL level and fewer customers are coming back to EWON dissatisfied with the provider's resolution. This reflects the ongoing work that EWON has done with members to improve internal dispute resolution practices.

Pleasingly, 93% of all complaints (24,702) were resolved in less than 30 days, compared to 91% for FY25; 4% were resolved between 30 and 90 days; and 3% took more than 90 days to resolve.

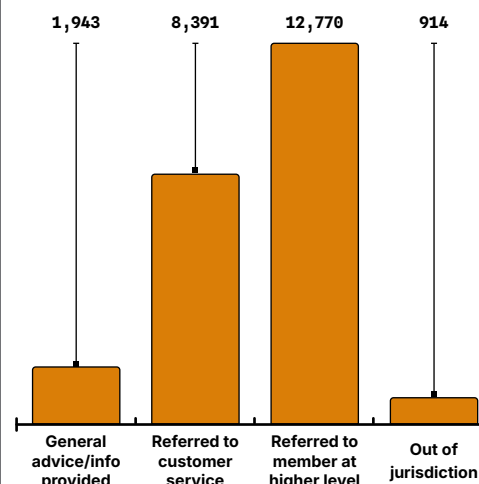
There was a modest (+5%) increase in out of jurisdiction complaints (1,011) relating to entities that are not members of EWON, including CER installers, bottled gas providers, water supplied by local councils and tenant water issues.

There was a 44% increase in complaints referred to NSW Fair Trading or the NSW Civil and Administrative Tribunal (860 complaints), with issues such as solar and battery installations, or bottled Gas. We referred 286 customers to financial counsellors (+35%), and 362 customers to their retailer's affordability program (+63%). Referrals to plan comparison site Energy Made Easy (533) increased by 19%, consistent with the increase in complaints about tariffs.

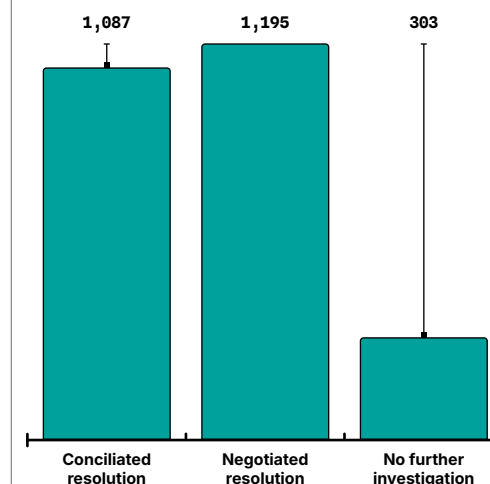
Graph 25
Time taken to resolve complaints



Graph 26
Non-investigated complaints*



Graph 27
Investigated complaints*



Referrals provided by EWON (all case levels)

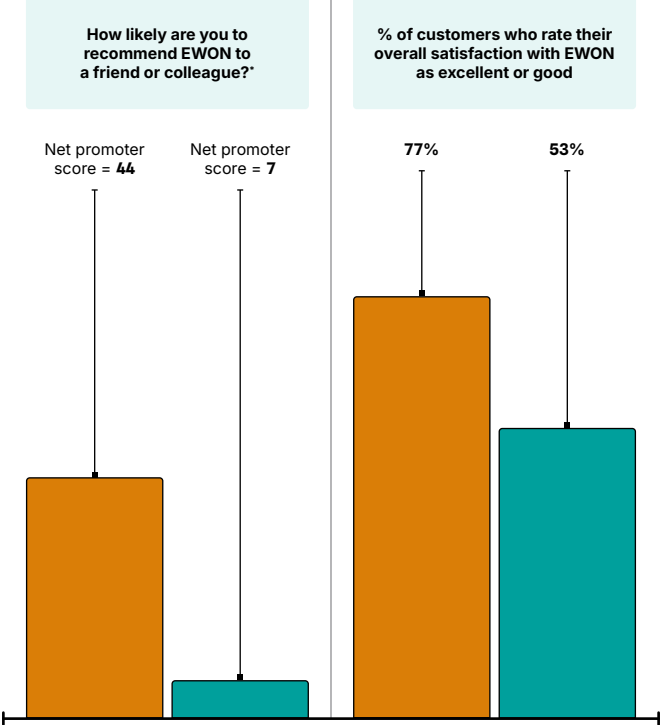
	Complaints	% change from FY25
AER / energymadeeasy	533	↑19%
Another ombudsman	360	↓3%
Member customer service team	8,606	↓16%
NSW DCCEEW	28	↑155%
EAPA / PAS / community agency	844	↑22%
Fair Trading / NCAT	860	↑44%
Financial counsellor	286	↑35%
Member affordability team	362	↑63%
IPART	26	↓38%
Legal/tenancy advisor	206	↓12%
Other government agency	174	↓49%
Private contractor	163	↑16%

8,240

referrals to provider contact centres or affordability teams

↓16% vs FY25

Graph 28
EWON customer survey results



Financial outcomes



\$805,213

provided in financial outcomes

↓63%

from last financial year



South West Disability Expo.



Taree Bring Your Bills Day.

Embedding service excellence



EWON's Quality Assurance Framework has worked to safeguard the quality of our dispute resolution service for many years.

During FY26, we established the Service Excellence and Optimisation team to ensure that our dispute resolution services remain at the forefront of quality, compliance and continuous improvement.

Highlights this financial year include:

- Updated and introduced automation into our Quality Assurance Framework
- Redesigned EWON's customer survey to capture more insights on effort, trust and outcomes
- Strengthened operations and governance
- Strengthened approach to decision-making and respectful engagement.

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 FY26, there were **23 requests for internal reviews out of 2,584 completed investigations**.

Of these:

- 15 claims were determined to be unsubstantiated
- 3 instances involved further investigation
- 5 were still in progress at 30 June 2026.

Complaints about EWON

Complaints about our service provide opportunities to improve our work. This year, we

received four complaints about EWON, consistent with FY25. We investigated, provided written responses, and apologised when appropriate. We report these complaints to the Board.

We conducted employee coaching and development to foster continuous improvement of our service.

Data integrity audits

We reviewed 31% of resolved complaints on a weekly, monthly and quarterly basis. Reviewing resolved complaints helps to ensure the integrity of our data.

CASE STUDY

Outcome upheld after internal review

This complaint demonstrates EWON's commitment to quality assurance, continuous improvement and ensuring customers receive a fair and transparent complaints process.

Mrs Matherson lived alone and thought her bills of \$500–\$600 were higher than her expected bills of around \$300–\$350. She came to EWON to question why her meter had not been read for an extended period, having received six consecutive estimated bills.

During the investigation, EWON found that access issues, including a locked gate and a dog on the property, had prevented actual meter readings, leading to estimated bills. EWON's billing review identified that the retailer had overestimated Mrs Matherson's

consumption and recalculated the account using revised estimates, calculating the overcharges of \$219.

The retailer acknowledged this and offered a \$414 credit and to backdate a better energy plan for nine months. EWON assessed this resolution as fair and reasonable, noting it exceeded the value of the identified overcharge.

Mrs Matherson declined the resolution offer and subsequently requested an internal review, raising concerns about how EWON had handled her complaint and whether all relevant information had been considered. An internal review carried out by the Service Excellence and Optimisation team, which is independent of the investigation team, examined both the billing analysis and EWON's case management.

The review identified opportunities to improve EWON's complaint-handling processes, including earlier investigation and clearer communication with Mrs Matherson about her responsibility to provide meter access, and our meter data and billing analysis.

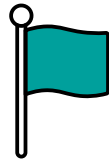
While taking this into account, the internal review upheld the original decision, finding that the investigation outcome was appropriate. We decided no further investigation was warranted as the retailer's billing correction and resolution offer adequately addressed the billing issues. This was communicated to Mrs Matherson. Communication and service improvement coaching was provided to the investigations officer.

Influential policy contribution



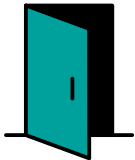
23

policy submissions



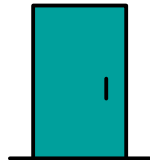
11

potential non-compliance matters reported to the AER



16

systemic issues investigations opened



19

systemic issues investigations closed



EWON staff present a panel discussion at EWON's Community Workers Forum in Port Macquarie with guest speaker Thea Bray from the Justice and Equity Centre (R).

Improving consumer protections

EWON contributes to stronger consumer protections and fairer outcomes across the energy market.

In FY26, our complaint insights, systemic issue investigations and engagement with regulators, government and industry helped identify emerging consumer harms and test proposed reforms against real customer experiences.

Smart meters

EWON convened two sector roundtables this financial year to examine smart meter issues raised in our March 2025 report [Spotlight On: Electricity metering competition](#). The discussions focused on recurring complaint themes, including:

- estimated bills
- billing delays
- backbills
- tariff issues
- issues accessing data
- dispute resolution issues.

The roundtables brought together representatives from the AER; Australian Energy Market Commission (AEMC); Australian Energy Market Operator (AEMO); NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW NSW); Energy Consumers Australia; Justice and Equity Centre; and industry representatives from networks, retailers and metering service providers (MSPs).

We identified that smart meters don't always deliver promised benefits and this affects consumer trust in the energy transition. The collective insights from the roundtables continue to inform the Policy team's submissions, stakeholder engagement and work with EWON's Dispute Resolution team.

EWON's Spotlight on report was quoted extensively in The Energy: ['Why the 'smart' meter promise is yet to be delivered'](#) ensuring our complaint evidence and reform arguments reached industry professionals.

EWON's metering competition work has contributed to tangible regulatory change. The AEMC made a [final determination](#) in November 2025 to add a new rule to the National Electricity Rules (NER) following our ongoing stakeholder engagement and [joint ombudsman submission](#). From 30 November 2026, MSPs will be required to cooperate promptly with retailers when information or data is needed to progress an ombudsman investigation. EWON will monitor the impact of the new rule to assess whether it delivers better outcomes for customers.

In June 2026, the AER published a [draft combined retail guideline](#), including an updated Billing Guideline. The guideline adopts a suggestion from our joint ombudsman submission to include information about the proportion of estimated data in an estimated bill. This responds to customer confusion about bills being marked as estimated even though most smart meter data is actual. EWON will strongly support retaining this proposed inclusion in the final guideline.

Consumer energy resources (CER)

EWON continues to work towards improved consumer protections for all customers purchasing CER – this includes residential solar, batteries, virtual power plants (VPPs), or electrical vehicle (EV) chargers. An essential step in improving consumer protections is to expand the remit of energy and water ombudsman offices so we can take end-to-end complaints about these products and services.

This year our Policy team engaged closely with DCCEEW NSW on the commitment in its [NSW Consumer Energy Strategy](#) to begin public consultation on expanding EWON's jurisdiction to 'new energy services providers' such VPPs and demand response services.

We were pleased to hear in the [NSW Budget Estimates](#), August 2025 that the Minister for Climate Change, Energy, Heritage and the Environment, The Hon. Penny Sharpe MLC, advised that NSW DCCEEW was planning to expand EWON's jurisdiction to include VPPs.

DCCEEW NSW progressed this commitment by publicly consulting on changes to the NSW Electricity Supply (General) Regulation in May 2026, which included formally expanding EWON's remit to take complaints about CER products and services. In [our submission](#), we noted that the changes as proposed only apply to complaints about EWON's existing members selling consumer energy products – which we were already taking (see [EWON Position statement VPP complaints](#)). Our submission called for the government to work towards all customers of CER products and services having access to external dispute resolution, including those who are not, under current energy law and regulation, required to be a member of external dispute resolution schemes.

During the year EWON was also called upon many times to provide data and case studies on VPPs, batteries and other emerging products to the AEMC, the ACCC and other stakeholders.

Nationally, EWON worked with energy ombudsman offices to call for a ban on cold calling and door-to-door sales of CER products such as solar panels and batteries, in a [joint energy and water ombudsman submission](#) to the ACCC's review of unsolicited sales and lead generation.

We also contributed significantly to pricing changes for energy. In a [joint energy and water ombudsman submission](#) to an [AEMC rule change process relating to retail energy plans](#), EWON provided case studies demonstrating that customers expect price certainty for feed-in tariffs as well as usage tariffs. In a subsequent [submission](#), we supported extending the requirements to feed-in tariffs. We were pleased to see the new rule, which came into effect on 1 July 2026, prohibits retailers from increasing customer prices or reducing energy payments, such as feed-in tariffs, more than once in 12 months. Price change notice requirements have also been extended to include energy payments.

CASE STUDY

Independent advice and assisted referral

EWON provides customers with assistance as soon as they contact us, even if a formal complaint hasn't been raised.

Mr Garcia contacted EWON after selling his small business because he needed help closing his electricity account. He didn't know if the account could be transferred to the new owner, so he needed guidance before contacting his retailer.

EWON explained that electricity accounts cannot be transferred between business owners. Instead, the existing account needed to be closed, and the new owner would need to open a new account in their name. Rather than directing Mr Garcia elsewhere, EWON provided practical support by arranging an assisted transfer to the retailer so the account closure process could begin immediately.

Mr Garcia was connected directly to the retailer, helping avoid delays, confusion and potential issues relating to account ownership and billing responsibilities following the sale of the business.

Embedded networks

For almost a decade EWON has highlighted the way in which embedded network customers experience weaker protections, less transparent pricing and fewer practical options to resolve problems when compared to standard retail energy customers.

In March 2026, the NSW Government commenced the [Electricity Supply Amendment \(Miscellaneous\) Regulation 2026](#), establishing a new framework for embedded networks. The reforms provide IPART with new functions for setting maximum prices for electricity, gas, hot water and centralised air-conditioning supplied through embedded networks. The reforms also require embedded network sellers and operators to become EWON members, as well as to publish information about prices, supply addresses and, where relevant, centralised air-conditioning efficiency. These changes improve transparency, accountability and access to redress for customers who have historically faced gaps in consumer protection. EWON's feedback in late 2025 and early 2026 helped inform the final version of the reform package, and we are now working with DCCEE NSW and IPART on practical implementation from 1 July 2026 onwards.

EWON supports the proposal to bill embedded network customers for hot water in the underlying energy source, extending National Energy Consumer Framework (NECF) protections to these customers. Industry stakeholders previously expressed concerns to IPART that this change would increase confusion and cost for customers. In March 2026, EWON hosted a round table discussion with industry representatives to look for alternative models but a solution has not been proposed.

A related change will further strengthen embedded network customers' awareness of external dispute resolution. Based on a joint ombudsman office recommendation, from 1 July 2026 the AER's updated [Retail Exempt Selling Guideline](#) requires exempt sellers to include the relevant energy ombudsman office's telephone number and website details on customer bills.

SYSTEMIC ISSUE

Embedded network customer charged for paper bills

Exempt sellers are prohibited from charging any fee that is not charged under a standard retail contract. Charging for issuing paper bills to retail customers is prohibited by NSW law.

EWON's systemic issue investigation prompted the provider to identify that three customers were charged paper bill fees in error.

The three impacted customers received credits for incorrectly charged fees and the provider confirmed that it would not continue to charge customers for paper bills.

CASE STUDY

Investigation leads to large gas bill reduction

The case highlights EWON's role in prompting retailers to look further into issues raised, after customers return to EWON following a refer to higher level.

Mr Li lived in a short-term rental and contacted EWON after receiving a \$5,375 gas bill, a large increase compared to his previous month's bill of \$114. The retailer initially said they would test the gas meter and call Mr Li to inform him of the result within two weeks, but this didn't happen. The retailer then proposed a 10% discount on the bill and suggested the issue might be in the hot water system or meter configuration. Mr Li had only lived at the property for two months and had since vacated, so he was unable to personally inspect the on-site gas appliances.

EWON initially referred the matter to the

retailer at a higher level, however Mr Li returned to EWON as he was not satisfied with the response that he had received. EWON requested information from the retailer to commence an investigation. After the request for information, the retailer identified that it had applied an incorrect multiplier to the account when converting the hot water meter data to gas consumption.

The retailer rebilled Mr Li's account from \$5,375 to \$179, a significant reduction of more than 96%.

CASE STUDY

High bill stands after technical investigation

EWON's investigation brought together independent experts, the retailer and industry providers to thoroughly investigate Mrs Ivanova's concerns and provide a clear explanation of the factors contributing to her higher electricity bills.

Mrs Ivanova contacted EWON after her electricity bills increased by more than 400% following a smart meter installation, rising from about \$700 to \$2,485 per quarter. At the retailer's suggestion, she paid an electrician to check appliances and wiring, but no fault was found.

She believed her underfloor heating had not been correctly connected to off-peak controlled load after the meter exchange, resulting in much higher charges. The retailer said the meter was operating correctly and

offered a \$250 goodwill credit and a payment extension.

EWON engaged its technical consultant to undertake an independent technical review; and coordinated a joint site inspection with the retailer's meter provider and the distributor. The investigation considered the smart meter configuration, controlled load timing and operation of the underfloor heating. EWON also asked Mrs Ivanova to turn her heating on at specific times so that we could compare her electricity meter data to the times set by the network for the controlled load tariff. This helped determine whether her heating system was using the energy at the times it was supposed to be available.

The usage test confirmed the meter was accurate and the underfloor heating was operating on the correct controlled load settings. As a result,

EWON found there was no basis for a billing adjustment beyond the retailer's existing offer.

While Mrs Ivanova did not receive the billing adjustment she sought, EWON provided an independent clear, evidence-based explanation and assurance that the issue had been fully investigated. The case highlights EWON's billing and metering knowledge, its involvement of independent technical expertise and its role in reaching fair and reasonable outcomes.

Energy and water affordability



EWON's vision is for all NSW people to have equal and affordable access to energy and water products and services.

In FY26, our complaint insights continued to show that affordability pressures can affect any household, and that customers experiencing, or at risk of experiencing, vulnerability need timely, accessible and flexible support to stay connected and manage their bills.

Water

Rising water prices and limited rebate eligibility can create significant pressure for households. EWON continued to recommend reform so that water rebates are 'fit for purpose' and better targeted to customers experiencing financial vulnerability.

In September 2025, the Ombudsman wrote to the Minister for Water, highlighting recommendations around rebate reform from EWON's submissions to Sydney Water and Hunter Water pricing determinations in the previous financial year. EWON reinforced these recommendations in its [2026-27 NSW Pre-Budget submission](#), continuing to advocate for more equitable and accessible water affordability support. This issue will remain a priority in FY27.

EWON also contributed to IPART's review of Essential Water pricing from 1 July 2026, through two submissions focusing on water affordability, rebate reform and affordability performance measures. In June 2026, [IPART's final report](#) included new Essential Water affordability performance measures specifically suggested by EWON:

- customers receiving affordability support through payment plans or debt waivers

programs each year

- customers managing debt
- the number of water restrictions completed for non-payment.

Disconnection

EWON's April 2026 report [Spotlight On: The harms of disconnection](#) explored the real-life harms experienced by customers when their energy is disconnected for non-payment, including:

- destabilising households, family life and wellbeing
- undermining health and safety
- causing psychological distress and social isolation
- entrenching financial difficulties and vulnerabilities.

The report made recommendations to end harmful disconnection practices, strengthen affordability supports and embed a more flexible approach to help ensure access to energy as an essential service that supports safety, wellbeing and social participation for all households.

During the year, EWON shared the report's findings through the EWON Consultative Council meeting (April 2026), EWON's Community Workers Forum (May 2026) and the Society of Consumer Affairs Professionals Member Insights Session (June 2026). For more information about the Consultative Council meeting, see [page 15](#).

EWON's work also helped reduce the risk that customers who rely on life support equipment are deregistered because of process barriers and potentially exposed to disconnection.

In a [submission](#) to the AEMC's review of life support processes, EWON raised concerns about a proposed cap on registration attempts where a customer had not provided a medical confirmation form.

We used complaint examples to show how customers can face genuine barriers to providing

medical confirmation within required timeframes, especially those experiencing vulnerability. The AEMC's final decision excluded the cap and cited EWON's concerns as part of its reasoning.

The AEMC also adopted our suggestion from a subsequent [submission](#) that deregistration notices and medical confirmation reminders could be sent to a secondary contact person (as well as planned and unplanned outage notices as originally proposed).

SYSTEMIC ISSUE

Wrongful disconnection

In 2023, EWON's Dispute Resolution team contacted EnergyAustralia to negotiate a reconnection, after identifying a customer had been disconnected for 114 days.

The Policy & Systemic Issues team investigated the matter as a systemic issue and referred it to the AER as a potential instance of non-compliance with disconnection laws and rules, with notice to EnergyAustralia.

In March 2026, the AER announced that EnergyAustralia had paid infringement notices in relation to this issue for their failure to comply with explicit informed consent and disconnection provisions in the National Energy Retail Rules (NERR) and National Energy Retail Law (NERL).

This compliance action by the AER was a direct result of EWON's work – both in the initial resolution of the complaint and in the subsequent systemic issue investigation. It demonstrates how Ombudsman complaints, systemic issue investigations and regulatory engagement combine to protect consumers and strengthen industry accountability.

Changing language

EWON's complaint insights show that language matters. Customers with financial or personal vulnerability often experience shame and embarrassment in not being able to pay their bills, and this can stop them reaching out to their providers for help. Evidence shows that people may be more likely to seek help if support is described in a way that is respectful, inclusive and easy to recognise.

A key recommendation in [Spotlight On: The harms of disconnection](#) is the need to move away from the stigmatising term 'hardship' in affordability policy and the NECF. Reframing 'hardship' programs as energy affordability programs, for example, could support earlier self-identification by customers and make it easier for retailer staff to have constructive conversations about available assistance.

Changing established language across the NECF will take time, as the term 'hardship' is embedded in legislation and regulatory instruments. However, EWON contributed to an important step forward in June 2026, when the AER published its [draft combined retail guideline](#), including the Customer 'Hardship' Policy Guideline.

While the AER is currently required by law to use the term 'hardship' in some contexts, it recognised EWON's position, including through direct correspondence from the Ombudsman to the AER Chair. In response, the AER aimed for the draft guideline to avoid using 'hardship' to describe customers and instead reserve the term for programs where possible.

- new deductions require a target amount (a cap) to be set to prevent customers from overpaying
- Centrepay can now cover final utility bills even after a person leaves the service, but outstanding bills are paid only until they are paid off, to prevent overpayments
- stricter compliance rules for approved retailers.

↓ Policy influence and engagement

SYSTEMIC ISSUE

Customers receive credits for missed energy rebates

System problems caused a retailer to fail to notify some customers when their concession details failed validation. EWON's systemic issue investigation prompted the retailer to identify that 59 customers experienced gaps in receiving energy rebates due to these system problems before they were fixed.

The retailer notified the customers and applied backdated adjustments, with an average value of \$95 per customer.

CASE STUDY

High water bill review after retailer suggests unlawful use of water

EWON's investigation into water metering resulted in a significant reduction in water billing.

Mr Mackenzie contacted EWON after receiving a water bill for over \$7,000, significantly higher than his usual quarterly bills of around \$100 to \$150.

He contacted the retailer and it started an investigation into whether water had been used unlawfully at the property. It said that a meter that was last read in 2016 had reappeared at the property in 2024 and that the available information indicated the water meter had been swapped. The retailer said the high bill was a result of an additional 2,689 kilolitres of water consumption on the meter and that it was payable.

The retailer also suggested that Mr Mackenzie was in possession of two meters and requested that it be returned. Mr Mackenzie denied that he had made changes to the meters and had only ever had one water meter at the property.

During EWON's investigation Mr Mackenzie provided photographs taken by his neighbour, indicating Mr Mackenzie's meter had been

removed. We discovered that previous work done by the retailer at the neighbours' property had installed a temporary water service while repairs to a private water pipe were made.

The works order had not been linked correctly to the property. We wrote to the retailer and noted that with this information, the circumstances around the high bill were not substantiated and there was no evidence to conclusively establish who was responsible for the meter swap.

While the retailer maintained that an irregularity had occurred, in the interests of resolving the matter it proposed changing the meter with a smart meter and reviewing the property's actual water consumption over a three-month period. Mr Mackenzie agreed to this approach.

Once sufficient usage data was available, the retailer reviewed the account and reduced the water usage charges from more than \$7,000 to \$65.

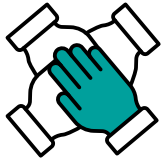
Financial assistance

Over the past seven years, EWON has identified and reported systemic issues to the AER about retailer non-compliance with affordability and payment obligations, including matters involving Alinta Energy, AGL and Origin Energy.

EWON's policy work also included Centrepay reforms. In the previous financial year, a joint energy and water ombudsman submission recommended that customers receive timely refunds and notifications of overpayments to energy providers, and that stronger measures be introduced to prevent overpayments occurring. In November 2025, [Centrepay reforms](#) relevant to energy commenced, including:

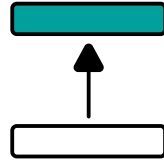


Capable and resilient organisation



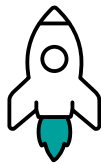
80%

employee engagement in FY26



13

internal promotions or secondments
65% of eligible roles



Launched Horizon (CRM) phase two
improving member interactions,
complaints management, insights and
system processes



Workplace profile

101

 EWON
employees

69%

 permanent full-time
employees

17%

 permanent part-time
employees

14%

 max term / casual
employees

5.9

 year average
staff tenure

17%

employee turnover

62%

 of leadership roles
held by women

64%

 of Board Director roles
held by women


Winners of EWON's inaugural Service Recognition Awards for values, impact, innovation, customer experience excellence and internal customer experience excellence.



EWON's Finance and Corporate Services team volunteer at Sydney's Botanic Gardens.

EWON initiatives

EWON is committed to creating a workplace where our people feel connected and supported to do their best work.

During the year, our People, Culture and Capability work focused on strengthening our employee experience and helping people build the skills, confidence and wellbeing they need to thrive. Key initiatives included:

- simplifying our performance and development planning so conversations have increased focus on development and capability
- continuing the second phase of our in-house leadership development program for established and emerging leaders, with a focus on building a strong coaching culture
- launching our revised Learning and Development Strategy, which gives our people more opportunities to learn through everyday work experiences
- delivering our annual wellbeing calendar, encouraging physical health, personal growth, mental and emotional wellbeing and connection with community
- strengthening psychosocial safety, including a program to help the Dispute Resolution team manage unreasonable customer conduct and an organisation-wide risk assessment to identify strengths and opportunities for improvement.

EWON structure

In May 2026, we announced an organisational realignment to support EWON's future work. This included establishing a new business unit focused on energy transition and expanding jurisdictions, strengthening our community engagement and outreach work, and sharpening our technology and data resources. The new structure commenced in July 2026.

Employee engagement

In November 2025, we ran an Engagement Pulse survey to understand how our people were experiencing key areas we had been working on over the past year.

Overall staff engagement increased this year from 78% to 80%. The strongest results showed that people had confidence in EWON's leaders, felt encouraged to raise concerns, experienced a sense of personal accomplishment from their work, and would recommend EWON as a good place to work.

Other highlights included improved perceptions of training and development, career planning and organisational communication.

The survey also highlighted areas for continued focus, including improving process efficiency, supporting people through major change, and keeping staff involved and informed about decisions that affect their day-to-day work.



EWON's staff Connection Day.

Reconciliation Action Plan



National Reconciliation Week weaving workshop with Bidjigal, Dharawal, and Wadi Wadi artist, Steven Russell.

Our **Innovate Reconciliation Action Plan (RAP)** provides a framework for EWON to contribute to reconciliation by:

- strengthening services and support for First Nations customers
- deepening engagement with First Nations organisations and communities
- enhancing our understanding of First Nations cultures.

FY26 highlights include the following:

Community engagement

We appointed a First Nations Engagement and Partnerships Lead, significantly expanding EWON's

connections with First Nations organisations and critical stakeholders including:

- Aboriginal Community Housing Industry Association NSW
- Birribee Housing
- DCCEW First Nations Water Branch
- First Nations Foundation
- Inner Sydney Aboriginal Interagency Network
- Mob Strong Debt Help
- Murdi Paaki.

We:

- continued our presence at key events such as Yabun Survival Day

- attended monthly Community Hubs in Redfern, La Perouse and the Central Coast
- delivered Bring Your Bills Days in Dareton, Raymond Terrace, Kempsey and Wyong (see [page 20](#) for more information).

Complaint management

We enhanced services for First Nations customers through cultural coaching for frontline staff. We strengthened referral pathways through partnerships with the Financial Rights Legal Centre (including Mob Strong Debt Help) and the Tenants' Union of NSW, which includes referrals to the Koori Tenants Advice and Advocacy Services.

Cultural awareness

For National Reconciliation Week 2025, we hosted two weaving workshops for staff led by Steven Russell, a Bidjigal, Dharawal, and Wadi Wadi artist. We also participated in annual cultural awareness training delivered by Mirri Mirri, supporting greater understanding of First Nations histories, cultures and perspectives.

Collaboration and communities of practice

We joined Reconciliation Australia's Reconciliation Industry Networking Group for Environment and Resources to learn from reconciliation initiatives of companies in the energy and water sector. We also continue to attend meetings of the NSW Government RAP Community, and webinars held by the Energy Charter's Community of Practice on First Nations Better Practice Community Engagement.

Internal policies and training

We strengthened our anti-discrimination provisions through HR policy reviews and developing an organisation-wide policy. We also assessed cultural learning needs and delivered initiatives to deepen understanding of First Nations cultures and perspectives, including removing barriers to staff participation in NAIDOC Week.

Cultural protocols

We updated and published our First Nations Cultural Protocols. Uncle Chicka Madden delivered a Welcome to Country at EWON's first Staff Connection Day in our new office. We continue to acknowledge Traditional Custodians across meetings and communications, encouraging personalised and meaningful acknowledgements.

Recruitment opportunities

We consulted with First Nations staff to shape our recruitment, retention and development strategies, while reviewing HR policies and processes to remove barriers to participation.

Supplier diversity and inclusion

We continued our membership with Supply Nation and prioritised procurement opportunities with First Nations businesses across catering, outreach merchandise and cultural advisory services. We also used a First Nations moving company to support our move into World Square.

Governance

We continued with strong governance through an active Reconciliation Working Group, executive RAP Champion and quarterly Board reporting.



First Nations Engagement and Partnerships Lead with Manager Communications & Outreach at Bridge Housing NAIDOC Week event in Redfern.

Appendices



Financial report

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

Statement of profit or loss and other comprehensive income for the year ended 30 June 2026

	2026	2025
Revenue		
Revenue from contracts with customers	\$16,669,977	\$18,610,474
Other revenue	\$352,258	\$453,672
Total	\$17,022,235	\$19,064,146
Operating expenditure		
Employee benefits expenses	(\$12,868,497)	(\$12,172,707)
Other employee-related costs	(\$376,609)	(\$362,956)
Occupancy and other related costs	(\$106,895)	(\$250,630)
Communications expenses	(\$105,777)	(\$158,723)
Information technology costs	(\$1,587,874)	(\$1,850,226)
General and administration expenses	(\$1,159,523)	(\$1,092,609)
Depreciation and amortisation expense	(\$905,108)	(\$1,076,478)
Finance costs	(\$94,189)	(\$29,706)
Total	(\$17,204,472)	(\$16,994,035)
(Deficit) / Surplus for the year	(\$182,237)	2,070,111

The deficit was due to complaint numbers being lower than budget, partly offset by maintaining a tight control over costs.

Statement of cashflows for the year ended 30 June 2026

	2026	2025
Cash flows from operating activities		
Receipts from members and grant funding bodies	\$16,892,257	\$22,425,882
Payments to suppliers and employees	(\$18,209,894)	(\$17,258,655)
Net cash flows (used in) / from operating activities	(\$1,317,637)	\$5,167,227
Cash flows from investing activities		
Interest received	\$325,008	\$417,798
Net payments for term deposits	(\$870,272)	(\$480,539)
Payments for property, plant and equipment and intangibles	(\$2,271,997)	(\$47,173)
Lease incentive received	\$183,000	-
Net cash flows used in investing activities	(\$2,634,261)	(\$109,914)
Cash flows from financing activities		
Interest paid on lease liabilities	(\$94,189)	(\$29,706)
Principal paid on lease liabilities	(\$618,879)	(\$963,020)
Net cash flows used in financing activities	(\$713,068)	(\$992,726)
Net (decrease) / increase in cash and cash equivalents held	(\$4,664,966)	\$4,064,587
Cash and cash equivalents at the start of the financial year	\$10,823,592	\$6,759,005
Cash and cash equivalents at the end of the financial year	\$6,158,626	\$10,823,592

Statement of financial position as at 30 June 2026

		2026	2025
Assets	Current assets		
	Cash and cash equivalents	\$6,158,626	\$10,823,592
	Trade and other receivables	\$5,139,989	\$4,448,468
	Other current assets	\$2,050,000	\$1,179,729
	Total current assets	\$13,348,615	\$16,451,789
	Non-current assets		
	Property, plant and equipment	\$2,144,578	\$136,475
	Right of use assets	\$3,207,777	\$364,166
	Intangible assets	-	\$3,321
	Total non-current assets	\$5,352,355	\$503,962
Total assets		\$18,700,970	\$16,955,751
Liabilities	Current liabilities		
	Trade and other payables	\$4,179,630	\$4,122,101
	Contract liabilities	\$247,700	\$1,047,788
	Lease liabilities	\$374,506	\$419,673
	Employee benefits	\$1,400,220	\$1,310,674
	Provisions	-	\$480,539
	Total current liabilities	\$6,202,056	\$7,380,775
	Non-current liabilities		
	Lease liabilities	\$3,096,328	-
	Employee benefits	\$98,902	\$89,055
Total non-current liabilities		\$3,195,230	\$89,055
Total liabilities		\$9,397,286	\$7,469,830
Net assets		\$9,303,684	\$9,485,921
Accumulated funds		\$9,303,684	\$9,485,921

Engagement

Community engagement partners in FY26

We partner with a range of community, government, industry and First Nations organisations to deliver community engagement activities each year. Together, they help increase awareness of EWON while offering complementary services and support. Partner organisations in FY26 included the following:

Community organisations

- Anglicare
- Baptist Care
- Benevolent Society
- Bridge Housing
- Carers NSW
- Catholic Care
- Central Coast Community Legal Centre
- Central Coast Tenancy Advocacy Service
- Community First Step
- Community Legal Services NSW
- Financial Counselling Australia
- First Steps Count Child and Family Hub
- Glebe Youth Service
- Home in Place
- Hume Housing
- Kempsey Neighborhood Centre
- Link Wentworth Housing
- Mallee Family Care
- Men's Sheds across NSW
- Metro Assist
- Mid Coast Tenancy Advice & Advocacy Service
- Mid North Coast Legal Centre
- Mission Australia
- Multicultural Disability Advocacy Association
- Pathfinders
- Rotary Clubs across NSW
- Redfern Community Centre
- Rural Financial Counselling Service
- Salvation Army
- Salvos Moneycare
- Seniors Rights Service
- Settlement Services International
- St Vincent de Paul

Society of NSW

- SydWest Multicultural Services
- Tenancy Services
- Uniting
- Welfare Rights Centre NSW
- Wesley Mission – Gamble Aware
- Western Sydney Community Legal Centre

First Nations organisations

- Barang Regional Alliance
- Bungree Aboriginal Association Limited
- Dareton (Coomealla) Local Aboriginal Land Council
- Dunghutti Elders Council (Aboriginal Corporation)
- Eleanor Duncan Aboriginal Services
- Good Service Mob
- Gudjagang Ngara li-dhi Aboriginal Corporation
- Innari Inc
- Inner Sydney Aboriginal Interagency Network
- Interagency Integrity Committee for First Nations Peoples of NSW
- Kinchela Boys Home Aboriginal Corporation
- Koolyangarra Aboriginal Child & Family Centre
- Mingeletta Aboriginal & Torres Strait Islander Corp.
- Mob Strong Debt Help
- Murdi Paaki Tenant Support and Education Program
- South West Sydney Koori Interagency
- Tharawal Aboriginal Corporation
- Wahroonga Aboriginal Corporation Raymond Terrace

- Walgett Aboriginal Connections
- Wandiyali

Government

- Anti-Discrimination NSW
- Carer Gateway
- Corrective Services NSW
- Customer Service NSW – Long Service Corporation
- Disability Gateway – Benevolent Society
- Gamble Aware
- Health Care Complaints Commission
- Homes NSW
- Independent Commission Against Corruption
- Law Enforcement Conduct Commission
- Legal Aid NSW
- Multicultural NSW
- National Disability Insurance Scheme

Quality and Safeguards Commission

- National Recovery and Resilience Agency
- NSW Department of Climate Change, Energy, Environment & Water
- NSW Department of Communities & Justice
- NSW Fair Trading
- NSW Registry of Births, Deaths & Marriages
- NSW Trustee & Guardian
- Revenue NSW
- Service NSW
- Services Australia
- TAFE NSW

Local Councils

- Blacktown City Council
- Campbelltown City Council
- Canada Bay Council
- Canterbury-Bankstown Council

- Central Coast Council
- City of Newcastle
- City of Sydney
- Cumberland City Council
- Fairfield City Council
- Inner West Council
- Lake Macquarie City Council
- Liverpool City Council
- MidCoast Council
- Penrith City Council
- Port Macquarie-Hastings Council
- Western Region Organisation of Councils
- Wingecarribee Shire Council

Members of Parliament

- Jason Clare, Member for Blaxland
- Jo Haylen, Member for Summer Hill
- Dai Le, Member for

Fowler

- Jenny Leong, Member for Newtown
- Jason Yat-sen Li, Member for Strathfield
- Marjorie O'Neil, Member for Coogee
- Gordon Reid, Member for Robertson
- Sally Sitou, Member for Reid
- Liesl Tesch, Member for Gosford
- Tanya Thompson, Member for Myall Lakes
- Lynda Voltz, Member for Auburn

Ombudsman offices

- Australian Financial Complaints Authority
- NSW Ombudsman
- Telecommunications Industry Ombudsman

Community engagement partners in FY26 continued

In addition, EWON's Energy Transition and Expanding Jurisdictions team worked closely with the following organisations and stakeholders during FY26:

Community organisations

- ASL Services
- Regional Development Australia Northern Inland
- Regional Development Australia Southern NSW & ACT

Government

- Danish Energy Agency
- Department of Planning, Housing & Infrastructure
- Transport for NSW

Independent bodies

- Clean Energy Council
- Co-existence Qld
- Energy Consumers Australia
- NSW Farmers

Industry

- Equifax
- Stack Infrastructure
- The Energy Charter

Local councils

- Armidale Regional Council
- Cessnock City Council
- Muswellbrook Shire Council
- Singleton Council
- Tamworth Regional Council
- Upper Hunter Council
- Uralla Shire Council
- Walcha Council

Members of Parliament

- Kevin Anderson, Member

for Tamworth

- Roy Butler, Member for Barwon
- Helen Dalton, Member for Murray
- Dave Layzell, Member for Upper Hunter
- Aileen MacDonald, MLC
- Dr Joe McGirr, Member for Wagga Wagga

Ombudsman offices

- Australian Energy Infrastructure Commissioner

- Energy and Water Ombudsman Queensland
- Energy and Water Ombudsman Victoria
- Telecommunications Industry Ombudsman

Community engagement events in FY26

Date	Activity	Event type	Audience	Location
3/07/2025	Link Wentworth Community Hub	Community hub	Embedded network, senior, community workers	Ryde
8/07/2025	Central Coast NAIDOC	Expo/stall	First Nations	Wyong
11/07/2025	Mudgee Small Farm Field days	Expo/stall	Communities impacted by renewable energy infrastructure (REI)	Mudgee
17/07/2025	Tharawal NAIDOC Family Fun Day	Expo/stall	First Nations	Campbelltown
22/07/2025	NSW Farmers Annual Conference	Expo/stall	Communities impacted by REI	Rosehill
30/07/2025	Homeless Connect	Expo/stall	Low income, general consumer	Newcastle
31/07/2025	Central Coast Aboriginal Interagency Network	Presentation/workshop	First Nations	Kariong
31/07/2025	Pacific Island Mount Druitt Action Network meeting	Interagency	Community workers, multicultural, interagency	Emerton
4/08/2025	NSW Council of Pacific Communities interagency	Interagency	Interagency, multicultural, community workers	Across NSW (online)
6/08/2025	Homelessness Week Hub Day Community Connect	Community hub	Low income, general consumer	Parramatta
8-9/08/2025	Disability & WorkAbility Expo	Expo/stall	Disability	Sydney Olympic Park
14/08/2025	Cost of Living Hub	Community hub	Low income, general consumer	Moss Vale
14/08/2025	Community Hub	Community hub	General consumer, low income	Morisset
19/08/2025	AgQuip	Expo/stall	Communities impacted by REI	Gunnedah
19/08/2025	Connect Now Interagency	Presentation/workshop	Community workers	Kanwal
19/08/2025	Aboriginal Community Voice Network meeting	Interagency	First Nations	Across NSW (online)

Date	Activity	Event type	Audience	Location
21/08/2025	Law Expo, TAFE	Expo/stall	Low income, multi-cultural	Ultimo
28/08/2025	Cost of Living Help Hub	Bring Your Bills	Multicultural, general consumer	Ashfield
30/08/2025	Wentworth Show	Expo/stall	Communities impacted by REI	Wentworth
3/09/2025	Mob Connect Hub	Community hub	First Nations, low income	Potts Point
4/09/2025	Glebe Youth Service, Services Connect Hub	Community hub	Low income, general consumer	Glebe
4/09/2025	Bloke Breakfast	Expo/stall	General consumer, multicultural, youth, low income	Bidwill
4/09/2025	Kinchela Boys Home Aboriginal Corporation Yarning Circle and Hub	Community hub	First Nations	Waterloo
6/09/2025	Great CattleDog Muster	Expo/stall	Communities impacted by REI	Muswellbrook
11/09/2025	Women in Energy and Renewables conference	Presentation	Communities impacted by REI	Sydney
12/09/2025	Bring Your Bills	Bring Your Bills	General consumer, senior	Coogee
17/09/2025	NSW MPs briefing	Presentation	Communities impacted by REI	Sydney
17/09/2025	Service Hub	Community hub	Low income, general consumer	Tahmoor
18/09/2025	Village Cafe	Community hub	Senior, general consumer	St Marys
22/09/2025	Aboriginal Community Workers Forum, Good Service Mob	Presentation	Community workers	Sydney (online)
23/09/2025	Henty Machinery Field Days	Expo/stalls	Communities impacted by REI	Henty
23/09/2025	EWON Bring Your Bills	Bring Your Bills	Low income, First Nations, senior	Mount Druitt

Date	Activity	Event type	Audience	Location
24/09/2025	Wahroonga Aboriginal Corp	Trader walk/visit	First Nations	Raymond Terrace
25/09/2025	Let's Talk Roadshow	Expo/stall	First Nations	Toukley
25/09/2025	Pacific Island Mount Druitt Action Network	Interagency	Multicultural, community workers	Mount Druitt
26/09/2025	Let's Talk Roadshow	Expo/stall	First Nations	Umina Beach
29/09/2025	Christ Mission Possible	Presentation/workshop	Community workers	Jamison-town
3-5/10/2025	NSW Aboriginal Rugby League Knockout	Expo/stall	First Nations	Tamworth
17/10/2025	Cost of Living Fair	Bring Your Bills	General consumer, low income	Riverwood
21/10/2025	Local Voices Panel at Energy Charter training	Forum/ workshop	Communities impacted by REI	Dubbo
21/10/2025	Danish Energy Agency knowledge sharing	Presentation	Communities impacted by REI	Sydney
22/10/2025	Country Women's Association Regional Voices for Renewable Future Forum	Presentation	Communities impacted by REI	Online
22/10/2025	Bring Your Bills Day – MP Dai Le	Bring Your Bills	Multicultural, low income	Prairiewood
24/10/2025	Drop-in session	Drop-in session	Communities impacted by REI	Dunedoo
25/10/2025	Wellington Rotary Markets	Expo/stall	Communities impacted by REI	Wellington
29/10/2025	Kincumber Neighbourhood Centre, Food Hub & Services Day	Community hub	General consumer	Kincumber
30/10/2025	EWON Bring Your Bills	Bring Your Bills	First Nations	Wyong
30/10/2025	Multicultural Expo	Expo/stall	Multicultural	Niagara Park
31/10/2025	EWON Bring Your Bills	Bring Your Bills	General consumer	Woy Woy

Date	Activity	Event type	Audience	Location
5/11/2025	Koolyangarra Aboriginal Family Fun Day	Community hub	First Nations	Cranebrook
5/11/2025	Mob Connect Hub	Community hub	First Nations, low income	Potts Point
6/11/2025	EWON Consultative Council Meeting	Forum/workshop	Communities impacted by REI	Online
7/11/2025	Webinar for Electoral Officers	Presentation	Communities impacted by REI	Online
12/11/2025	Bring Your Bills	Bring Your Bills	General consumer	Tweed Heads
13/11/2025	API Public Sector Property Conference	Presentation	Communities impacted by REI	Sydney
18/11/2025	First Nations Response Partners	Community hub	First Nations, low income, senior	Redfern
19/11/2025	Community Drop-in session	Drop-in session	Communities impacted by REI	Invergowrie
20/11/2025	Community Drop-in session	Drop-in session	Communities impacted by REI	Walcha
21/11/2025	Christmas street fair	Expo/stall	Communities impacted by REI	Uralla
21/11/2025	Cost of Living Fair	Bring Your Bills	Multicultural, low income	Hurlstone Park
26/11/2025	Mob Strong	Community hub	First Nations	Redfern
27/11/2025	Regional Energy Accord Round Table	Forum/workshop	Communities impacted by REI	Wagga Wagga
27/11/2025	SydWest AGM	Forum/conference	Community workers, multicultural	Parramatta
28/11/2025	Cost of Living Fair	Bring Your Bills	Low income, general consumer, multicultural	Chester Hill
2/12/2025	La Perouse Hub	Community hub	First Nations	La Perouse
4/12/2025	Innari Mob Connect	Community hub	First Nations, low income	Potts Point
6/12/2025	Pasifika Services Expo	Expo/stall	Multicultural	Airds
13/12/2025	Dunedoo Made n Grown Markets	Expo/stall	Communities impacted by REI	Dunedoo
14/12/2025	Dubbo Rotunda Market	Expo/stall	Communities impacted by REI	Dubbo

Date	Activity	Event type	Audience	Location
16/12/2025	First Nations Response Partners	Community hub	First Nations	Redfern
26/01/2026	Yabun Festival	Expo/stall	First Nations, general consumer	Camperdown
30/01/2026	Energy & Water Help Hub	Community hub	Multicultural, senior, community workers	Blacktown
2/02/2026	Link Wentworth Community Hub	Community hub	General consumer, low income, senior	Penrith
7/02/2026	Uralla Show	Expo/stall	Communities impacted by REI	Uralla
7/02/2026	Crookwell Show	Expo/stall	Communities impacted by REI	Crookwell
10/02/2026	Regional Energy Accord Roundtable	Forum/workshop	Communities impacted by REI	Mudgee
13-14/02/2026	South West Disability Expo	Expo/stall	Disability, community workers	Liverpool
14/02/2026	Dunedoo show	Expo/stall	Communities impacted by REI	Dunedoo
18/02/2026	Joint Outreach Initiatives Network	Interagency	Community workers, interagency	Haymarket
21/02/2026	Gulgong Show	Expo/stall	Communities impacted by REI	Gulgong
25/02/2026	St George & Sutherland Housing	Presentation/workshop	Interagency, community workers	Penshurst
25/02/2026	EWON Bega Bring Your Bills	Bring Your Bills	General consumer	Bega
25/02/2026	Blacktown City Council Disability Interagency	Interagency	Community workers, interagency	Blacktown
27/02/2026	Energy & Water Help Hub	Community hub	Multicultural, refugee/migrants, community workers	Blacktown
27/02/2026	SydWest client group	Presentation/workshop	Multicultural, senior, refugee/migrants	Blacktown
2/03/2026	Regional Energy Accord New England	Forum/workshop	Communities impacted by REI	Armidale
2/03/2026	Senior Festival	Community hub	Senior, general consumer	Penrith
2/03/2026	NSW Council of Pacific Communities	Interagency	Multicultural, community workers, interagency	Across NSW

Date	Activity	Event type	Audience	Location
2/03/2026	SydWest client group	Presentation/workshop	Multicultural, senior	Glenwood
4/03/2026	Regional Energy Accord – Hunter	Forum/workshop	Communities impacted by REI	Muswellbrook
4/03/2026	Energy Consumers Australia Foresighting Forum	Presentation	Communities impacted by REI	Sydney
4/03/2026	EWON Bring Your Bills	Bring Your Bills	First Nations	Dareton
7/03/2026	Deniliquin Show	Expo/stall	Communities impacted by REI	Deniliquin
11-12/03/2026	NSW Seniors Festival	Expo/stall	Senior, multicultural	Sydney
12/03/2026	CEC Social Performance	Forum/workshop	Communities impacted by REI	Online
13/03/2026	Walcha Show	Expo/stall	Communities impacted by REI	Walcha
17/03/2026	First Nations Response Hub	Community hub	First Nations, senior, low income	Redfern
20/03/2026	Upper Hunter Show	Expo/stall	Communities impacted by REI	Muswellbrook
20/03/2026	Coogee MP Bring Your Bills	Bring Your Bills	General consumer, low income, senior	Randwick
26/03/2026	South West Sydney Koori Interagency	Interagency	First Nations	South West Sydney (online)
27/03/2026	Energy & Water Help Hub	Community hub	Low income, multicultural	Blacktown
28/03/2026	Batlow Show	Expo/stall	Communities impacted by REI	Batlow
31/03/2026	Public hearing for Parliamentary Inquiry	Presentation	Communities impacted by REI	Sydney
2/04/2026	Glebe Food Circle Market Hub	Community hub	Low income, senior, First Nations	Glebe
9/04/2026	Royal Sydney Easter Show	Expo/stall	Senior	Sydney Olympic Park
16/04/2026	Samoan Seniors	Presentation/workshop	Multicultural, senior	Minto
16/04/2026	Trade walk	Trader walk/visit	Community workers	Port Macquarie
17/04/2026	SydWest Arabic group	Presentation/workshop	Multicultural	Mount Druitt

Date	Activity	Event type	Audience	Location
17/04/2026	Trade walk	Trader walk/visit	Community workers, general consumer	Wingham
17/04/2026	Trade walk	Trader walk/visit	Community workers, general consumer	Taree
21/04/2026	Central Coast Together Hub, Mingaletta	Community hub	First Nations	Umina Beach
28/04/2026	Drop-in session	Drop-in session	Communities impacted by REI	Jerilderie
29/04/2026	Drop-in session	Drop-in session	Communities impacted by REI	Conargo
29/04/2026	EWON Bring Your Bills	Bring Your Bills	First Nations, low income, senior	Raymond Terrace
30/04/2026	Building Bridges Network Mini Expo	Expo/stall	Community workers, disability	Woodcroft
30/04/2026	Drop-in session	Drop-in session	Communities impacted by REI	Wanganella
30/04/2026	Drop-in session	Drop-in session	Communities impacted by REI	Moulamein
30/04/2026	NSW Farmers Branch Meeting	Expo/stall	Communities impacted by REI	Walcha
4/05/2026	Good Service Mob	Interagency	Community workers	Across NSW (online)
5/05/2026	First Nations Response Hub	Community hub	First Nations	Redfern
8/05/2026	Community Service Hub	Community hub	Multicultural, refugee/migrants, community workers	Fairfield
12/05/2026	EWON Community Workers Forum	Forum/conference	Community workers	Port Macquarie
12/05/2026	Trade walk	Trader walk/visit	Community workers	Taree
13/05/2026	Community Consultation	Presentation	Communities impacted by REI	McCully's Gap
13/05/2026	EWON Bring Your Bills	Bring Your Bills	First Nations	Kempsey
13/05/2026	Community Resilience Network	Presentation/workshop	Community workers	Taree
14/05/2026	University of New England REZ Forum	Forum/ workshop	Communities impacted by REI	Armidale
14/05/2026	EWON Bring Your Bills	Bring Your Bills	Low income, First Nations	Taree

Date	Activity	Event type	Audience	Location
16/05/2026	Wellington Show	Expo/stall	Communities impacted by REI	Wellington
20/05/2026	Wellbeing Strathfield, Energy Matters Forum	Presentation/workshop	General consumer, multicultural	Strathfield
20/05/2026	Bridge Housing Aboriginal Tenant Advisory Group	Community engagement	First Nations	Redfern
26/05/2026	NSW Parliament Round Table on Long Term Benefits	Forum/ workshop	Communities impacted by REI	Sydney
30/05/2026	Kulture Keepers Activate 2770	Expo/stall	Multicultural, First Nations	Bidwill
4/06/2026	Inner Sydney Aboriginal Interagency Network	Presentation/workshop	First Nations	Ultimo
6/06/2026	Festival of the Fleeces	Expo/stall	Communities impacted by REI	Merriwa
9/06/2026	Talking Tax with Mob – Community Yarning Session	Presentation/workshop	First Nations	Redfern
16/06/2026	First Nations Response Hub	Community hub	First Nations	Redfern
17/06/2026	Together Hub, Bungree	Community hub	First Nations	Central Coast
18/06/2026	Service Day	Expo/stall	General consumer, low income	Lithgow
18/06/2026	Cost of Living Help Hub	Bring Your Bills	Multicultural, refugee/migrants, low income, general consumer	Auburn
22/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Millfield
23/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Cessnock
23/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Branxton
24/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Broke
24/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Jerry's Plains
25/06/2026	Drop-in session	Drop-in session	Communities impacted by REI	Muswellbrook

EWON members

Members as at 30 June 2026

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

Provider type	At 30 June 2026	At 30 June 2025	New members joining in FY26	Members terminated during FY26
Authorised / licensed				
Authorised energy retailers	57	54	3*	0
Energy networks	10	9	1	0
Transmission and renewable energy infrastructure entities	3	3	0	0
Licensed water providers	4	4	0	0
Water Industry Competition Act 2006 (NSW) entities	9	8	1	0
Authorised / licensed total	83	78	5*	0
Exempt entities				
Residential complex	89	89	1	1*
Residential land lease community	178	176	8	6
Retirement village	52	50	3	1
Exempt entities total	319	315	12	8*
Total	402	393	17*	8*

➤ EWON's current members

Memberships terminated in FY26

Provider	Reason for termination
Exempt entity	
Residences Fund No. 7 Pty Ltd	Ownership transfer
Residences Fund No. 8 Pty Ltd	Ownership transfer
Tweed Ski Lodge Caravan Park Pty Ltd	Ownership transfer to Chinderah Bay Caravan Park Pty Ltd
The Trustee for S&M Robinson Family Trust	Ownership transfer to Zeniva Pty Ltd t/a Howlong Caravan Park
Kincumber Nautical Village Pty Ltd	Ownership transfer to Hampshire (Kincumber) Pty Ltd
NVC Group Ltd	Ownership transfer to Respect Group Limited
The Trustee for Gibbs Lamshed Family Trust	Ownership transfer to The Trustee for The Pelican Park Operations Trust
Exempt entities total	7

Complaint issues by industry

Electricity complaint issues

Billing

Issue	Complaints
Account closing	578
Account opening	452
Affordability	438
Backbill	399
Contract terms	859
Debt transfer	18
Delay	477
Double billing	1
Error	1,390
Estimation	906
Fees & charges	285
Format	41
High	7,419
Information	323
Period	154
Rebate / concession	633
Refund or credit	338
Tariff	999

Provision

Issue	Complaints
Disconnection / restriction	19
Existing connection	255
New connection	77

Credit

Issue	Complaints
Collection	285
Disconnection / restriction	793
Payment difficulties	790

Consumer energy resource

Issue	Complaints
Activation	44
Complaint handling	55
CER payment plans	60
Installation / connection	192
Smart energy services	81
System performance	245

Land

Issue	Complaints
Easement	19
Network / transmission assets	178
Property damage / restoration	65
Street lighting	21
Vegetation management	48

General

Issue	Complaints
Energy / water	327
Non energy / non water	1

Customer service

Issue	Complaints
Accessibility	28
B2B / third parties	7
Failure to consult / inform	13
Failure to respond	33
Incorrect advice / information	12
Online / application	32
Phone	8
Unprofessional attitude	10

Marketing

Issue	Complaints
Information	32
Method	20
Misleading	90
Non account holder	11
Pressure	19

Transfer

Issue	Complaints
Cooling off rights	31
Delay	28
Error correction	11
In error	120
Rejected	7
Site ownership	126
Without consent	126

Digital meter exchange

Issue	Complaints
Billing	138
Damage to property / appliances	52
Delay	168
Failure to notify	36
Failure to respond	5
Fault	421
Incorrect advice / information	55
Not installed	76
Opt in / opt out	163
Terms and conditions	60

Privacy

Issue	Complaints
Details correction refused	19
Details obtained without consent	20
Details released	15
Details requested by provider	17
Disclosure refused by provider	13
Other	18

Supply

Issue	Complaints
Life support protections	18
Off supply (planned)	203
Off supply (unplanned)	442
Quality	14
Variation	19

Gas complaint issues

Billing

Issue	Complaints
Account closing	221
Account opening	135
Affordability	37
Backbill	81
Contract terms	102
Debt transfer	2
Delay	57
Error	220
Estimation	258
Fees & charges	62
Format	9
High	1,609
Information	31
Period	40
Rebate / concession	54
Refund or credit	67
Tariff	35

Provision

Issue	Complaints
Disconnection / restriction	7
Existing connection	93
New connection	117

Credit

Issue	Complaints
Collection	59
Disconnection / restriction	147
Payment difficulties	95

Land

Issue	Complaints
Easement	1
Network / transmission assets	10
Other	5

General

Issue	Complaints
Energy / water	122

Customer service

Issue	Complaints
Accessibility	4
B2B / third parties	3
Failure to consult / inform	2
Failure to respond	6
Incorrect advice / information	7
Online / application	3
Unprofessional attitude	2

Marketing

Issue	Complaints
Method	1
Misleading	12
Non account holder	2
Pressure	3

Transfer

Issue	Complaints
Cooling off rights	2
Delay	23
Error correction	6
In error	23
Rejected	5
Site ownership	35
Without consent	28

Privacy

Issue	Complaints
Details correction refused	3
Details obtained without consent	1
Details requested by provider	4
Disclosure refused by provider	5
Other	4

Supply

Issue	Complaints
Life support protections	1
Off supply (planned)	5
Off supply (unplanned)	3
Quality	10
Variation	1

Water complaint issues

Billing

Issue	Complaints
Account closing	5
Account opening	5
Affordability	17
Backbill	10
Contract terms	6
Debt transfer	2
Delay	9
Error	36
Estimation	14
Fees & charges	35
Format	2
High	277
Information	10
Period	6
Rebate / concession	22
Refund or credit	18
Tariff	5

Provision

Issue	Complaints
Existing connection	41
New connection	24

Credit

Issue	Complaints
Collection	6
Disconnection / restriction	23
Payment difficulties	19

Land

Issue	Complaints
Easement	8
Network / transmission assets	51
Property damage / restoration	53
Vegetation management	2

General

Issue	Complaints
Energy / water	223

Customer service

Issue	Complaints
Accessibility	1
Failure to consult / inform	4
Failure to respond	6
Incorrect advice / information	2
Phone	1
Unprofessional attitude	2

Privacy

Issue	Complaints
Details correction refused	1
Details obtained without consent	1
Disclosure refused by provider	1

Supply

Issue	Complaints
Off supply (planned)	8
Off supply (unplanned)	6
Quality	19
Sewer overflow / blockage	49
Variation	6
Water licensing	14

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	25%	Billing > estimation > meter access / not read	4%	Billing > account closing > error	3%
ACEREZ	Customer service > failure to respond	25%	Land > property damage / restoration	25%	Customer service > incorrect advice / information	13%
ActewAGL Retail	Billing > high > disputed	20%	Billing > affordability	4%	Billing > estimation > meter access / not read	4%
AGL	Billing > high > disputed	23%	Billing > estimation > meter access / not read	5%	Customer service > failure to respond	5%
Alinta Energy	Billing > high > disputed	23%	Customer service > failure to respond	4%	Billing > estimation > meter access / not read	4%
Altogether	Billing > high > disputed	17%	Provision > new connection > cost	10%	Customer service > failure to consult / inform	7%
Amber Electric	Billing > high > disputed	15%	Customer service > failure to respond	14%	Billing > tariff > feed-in	4%
Ampol Energy	Billing > high > disputed	15%	Billing > estimation > meter access / not read	9%	Billing > error > account details	6%
Arc Energy	Billing > high > disputed	19%	Billing > backbill	6%	Customer service > failure to consult / inform	5%
Ausgrid	Supply > off supply (unplanned) > damage / loss	12%	Land > network / transmission assets > maintenance	7%	Supply > off supply (unplanned) > duration	7%
Australian Gas Networks (Albury)	General > energy / water	100%				
Australian Gas Networks (NSW)	Provision > existing connection > defect / fault	38%	Land > network / transmission assets > health / safety	13%	Provision > existing connection > maintenance	13%
BlueNRG	Billing > high > disputed	27%	Billing > estimation > meter access / not read	13%	Billing > account closing > error	5%
Clean Peak Energy	Billing > high > disputed	22%	Billing > backbill	17%	Billing > account opening > error	7%
CovaU	Billing > high > disputed	27%	Customer service > failure to respond	10%	Billing > estimation > meter access / not read	7%
Diamond Energy	Billing > high > disputed	23%	Billing > estimation > meter access / not read	9%	Customer service > failure to respond	6%
Discover Energy	Billing > period	100%				
Endeavour Energy	Supply > off supply (unplanned) > damage / loss	23%	Supply > off supply (unplanned) > duration	8%	Land > network / transmission assets > maintenance	5%
Energy Locals	Billing > high > disputed	23%	Billing > estimation > meter access / not read	6%	Customer service > failure to respond	6%
Energy Locals Urban	Billing > high > disputed	21%	Billing > backbill	8%	Billing > error > payment	6%
EnergyAustralia	Billing > high > disputed	25%	Customer service > failure to respond	5%	Billing > estimation > meter access / not read	5%
EnergyCo	Land > network / transmission assets > placement	25%	Customer service > failure to consult / inform	22%	Customer service > failure to respond	19%
Engie	Billing > high > disputed	26%	Customer service > failure to respond	6%	Billing > estimation > meter access / not read	4%

Provider	First issue	%	Second issue	%	Third issue	%
Essential Energy	Land > network / transmission assets > maintenance	9%	Supply > off supply (unplanned) > damage / loss	8%	Customer service > failure to respond	6%
Energry	Billing > high > disputed	31%	Billing > affordability	8%	Billing > tariff > rate	8%
Flo Energy	Billing > high > disputed	25%	Credit > disconnection / restriction > impending	25%	Credit > payment difficulties > current / arrears	25%
Flow Power	Billing > high > disputed	13%	Digital meter exchange > delay	10%	Billing > contract terms > termination fee / cost	8%
GEE Energy	Consumer energy resource > system performance > fault	67%	General > energy / water	33%		
GloBird Energy	Billing > high > disputed	20%	Billing > estimation > meter access / not read	13%	Customer service > failure to respond	4%
Glow Power	Billing > contract terms > variation in price / terms	50%	Customer service > failure to respond	50%		
Humenergy	Billing > contract terms > price increases	12%	Billing > affordability > price increases	9%	Billing > high > disputed	9%
Hunter Water	Billing > high > disputed	26%	Customer service > failure to respond	6%	Land > property damage / restoration	6%
Jemena	Provision > new connection > cost	11%	Provision > new connection > delay	11%	Customer service > failure to respond	9%
Locality Planning Energy	Billing > high > disputed	23%	Billing > affordability	9%	Billing > estimation > meter access / not read	9%
Localvolts	Billing > high > disputed	17%	Consumer energy resource > smart energy services > virtual power plants	17%	Digital meter exchange > delay	17%
Lumo Energy	Credit > collection > debt collector	20%	Customer service > failure to respond	20%	Privacy > details released	20%
M2 Energy	Billing > high > disputed	25%	Customer service > failure to respond	6%	Billing > delay	5%
Macarthur Energy Retail	Billing > refund or credit > delay / error / form	20%	Consumer energy resource > installation / connection > not to agreement	20%	Billing > high > disputed	12%
Meriton Energy	Billing > information	25%	Billing > account opening > error	25%	Credit > disconnection / restriction > complete / move-in	25%
Microgrid Power	Billing > error > payment	15%	Credit > payment difficulties > current / arrears	15%	Customer service > failure to respond	15%
Momentum Energy	Billing > high > disputed	23%	Billing > estimation > meter access / not read	6%	Billing > contract terms > price increases	4%
Nectr	Billing > high > disputed	16%	Billing > contract terms > variation in price / terms	4%	Customer service > failure to consult / inform	4%
Next Business Energy	Billing > high > disputed	22%	Billing > estimation > meter access / not read	12%	Billing > tariff > rate	7%
OC Energy	Billing > error > cross-metering	100%				
Origin Energy	Billing > high > disputed	25%	Billing > estimation > meter access / not read	6%	Customer service > failure to respond	5%
OVO Energy	Billing > high > disputed	23%	Billing > error > payment	7%	Customer service > failure to respond	6%
Pacific Blue Retail	Billing > high > disputed	18%	Billing > estimation > meter access / not read	8%	Customer service > failure to respond	7%
Powershop	Billing > high > disputed	27%	Billing > estimation > meter access / not read	7%	Billing > account closing > error	4%
Powow	Billing > tariff > feed-in	21%	Consumer energy resource > smart energy services > virtual power plants	21%	Billing > error > payment	14%

Provider	First issue	%	Second issue	%	Third issue	%
Real Utilities	Billing > high > disputed	18%	Billing > error > payment	12%	Supply > off supply (unplanned) > duration	12%
Red Energy	Billing > high > disputed	22%	Billing > estimation > meter access / not read	5%	Customer service > failure to respond	4%
Savant Energy	Billing > fees & charges > service availability	20%	Customer service > failure to respond	20%	Billing > error > cross-metering	10%
seene	Billing > high > disputed	18%	Billing > account opening > error	9%	Credit > disconnection / restriction > complete	9%
Shell Energy	Billing > tariff > rate	13%	Billing > high > disputed	8%	Billing > tariff > information	8%
Shoalhaven Water	Billing > high > disputed	35%	Credit > payment difficulties > current / arrears	8%	Customer service > failure to consult / inform	8%
Smart Energy	Consumer energy resource > activation > misleading or incomplete advice	50%	Consumer energy resource > CER payment plans > contract terms	50%		
Sumo	Billing > high > disputed	26%	Billing > estimation > meter access / not read	6%	Customer service > failure to respond	6%
Sumo Gas	Billing > high > disputed	29%	Billing > account closing > error	14%	Billing > estimation > meter access / not read	10%
Sydney Water	Billing > high > disputed	20%	Land > property damage / restoration	6%	Customer service > failure to respond	6%
Tango Energy	Billing > high > disputed	24%	Customer service > failure to respond	8%	Billing > estimation > meter access / not read	7%
Tesla Energy	Consumer energy resource > system performance > fault	50%	Consumer energy resource > installation / connection > not to agreement	25%	General > energy / water	25%
TransGrid	Land > property damage / restoration	25%	Land > easement	13%	Customer service > failure to respond	8%
Water NSW	Supply > water licensing	17%	Billing > high > disputed	9%	Credit > collection > debt collector	9%
WINconnect	Billing > high > disputed	22%	Billing > affordability	7%	Billing > error > payment	5%

Electricity providers*

Customer numbers	Provider	Complaints received...			Variance between FYs	Type of enquiry		Refer to higher level	Investigation level		
		per 10,000 customers	in FY26	in FY25		General	Complaint		1	2	3
Retailers											
>1,000,000	AGL	24	3,511	3,683	-172	52	1,453	1,609	183	157	57
	Origin Energy	44	6,175	6,139	36	83	2,414	3,093	243	234	108
	EnergyAustralia	33	3,786	4,211	-425	69	1,513	1,797	175	156	76
500,001 - 1,000,000	Red Energy	21	1,411	1,243	168	8	553	748	39	42	21
100,001 - 500,000	Alinta Energy	51	573	540	33	1	244	277	23	24	4
10,001 - 100,000	Engie	91	895	1,513	-618	6	330	450	48	31	30
	M2 Energy	77	656	448	208	2	223	364	40	18	9
	Powershop	23	148	209	-61	1	57	82	5	1	2
	ActewAGL Retail	28	152	137	15		77	52	9	10	4
	GloBird Energy	27	140	135	5		57	71	4	5	3
	Momentum Energy	66	205	121	84	1	92	96	4	7	5
	Amber Electric	304	872	217	655	1	173	511	119	44	24
	Energy Locals Urban	20	54		54	2	20	27	3	1	1
	Arc Energy	38	87	160	-73	1	39	34	10	2	1
	Energy Locals	66	147	149	-2	3	53	78	5	4	4
	Sumo	154	301	293	8	5	137	131	13	11	4
	1st Energy	196	233	143	90	3	107	96	11	12	4
	OVO Energy	52	70	92	-22	1	29	32	2	5	1
3,001 - 10,000	BlueNRG	109	80	50	30	1	23	46	7	3	
	Nectr	77	76	121	-45		32	38	3	2	1
Networks											
>1,000,000	Ausgrid	3	453	435	18	1	282	128	19	11	12
	Endeavour Energy	4	422	377	45		253	138	18	7	6
500,001 - 1,000,000	Essential Energy	3	249	303	-54	3	141	77	15	6	7

Providers with no complaints

RETAILERS

- Discover Energy
- Future X Power

Providers with <50 complaints

RETAILERS

- Altogether
- Ampol Energy
- CovaU
- Diamond Energy
- Evergy
- Flow Power
- GEE Energy
- Glow Power
- Humenergy
- Locality Planning Energy
- Localvolts
- Lumo Energy
- Microgrid Power
- Next Business Energy
- OC Energy
- Powow
- Real Utilities
- Savant Energy
- seene
- Shell Energy
- Smart Energy
- Tango Energy
- WINconnect

NETWORKS

- TransGrid
- ACEREZ
- EnergyCo

- Clean Peak Energy
- Macarthur Energy Retail
- Flo Energy
- Meriton Energy
- Pacific Blue Retail
- Tesla Energy

Gas providers*

Customer numbers	Provider	Complaints received...			Variance between FYs	Type of enquiry		Refer to higher level	Investigation level		
		per 10,000 customers	in FY26	in FY25		General	Complaint		1	2	3
Retailers											
>1,000,000	AGL	7	1,050	1,304	-254	4	335	594	63	45	9
	Origin Energy	7	946	913	33	5	269	556	51	50	15
	EnergyAustralia	6	685	796	-111	2	182	405	35	43	18
500,001 - 1,000,000	Red Energy	2	167	154	13		50	107	5	2	3
100,001 - 500,000	Alinta Energy	11	119	134	-15		34	74	5	6	
10,001 - 100,000	GloBird Energy	11	59	38	21		20	31	1	6	1
	M2 Energy	25	212	135	77		52	134	12	12	2
	Engie	20	196	293	-97	3	53	103	22	12	3
Networks											
10,001 - 100,000	Jemena	1	158	136	22	1	62	77	12	3	3

Providers with no complaints

RETAILERS

- Momentum Energy
- WINconnect

NETWORKS

- Evoenergy

Providers with <50 complaints

RETAILERS

- ActewAGL Retail
- CovaU
- Discover Energy
- Sumo
- Meriton Energy
- Energy Locals
- Energy Locals Urban
- Powershop
- Sumo Gas

NETWORKS

- Australian Gas Networks (Albury)
- Australian Gas Networks (NSW)

Water providers**

Customer numbers	Provider	Complaints received...			Variance between FYs	Type of enquiry		Refer to higher level	Investigation level		
		per 10,000 customers	in FY26	in FY25		General	Complaint		1	2	3
>1,000,000	Sydney Water	3	673	647	26	4	280	322	28	21	18
500,001 - 1,000,000	Hunter Water	4	102	108	-6		32	48	12	5	5

Providers with <50 complaints

- Water NSW
- Shoalhaven Water
- Altogether
- Essential Water

Influence and engagement

Organisation	Actions
Australian Competition and Consumer Commission (ACCC)	Quarterly meetings with the ACCC and our ombudsman peers to discuss complaints trends. We responded to requests for complaints data and specific information relating to CER, particularly virtual power plants. • Joint submission to review of unsolicited sales and lead generation, 30 July 2025 • Two joint submissions to the Re-authorisation of the New Energy Tech Consumer Code: – Submission one, 17 October 2025 – Submission two, 23 June 2026
Australian Energy Market Commission (AEMC)	Quarterly meetings with the AEMC to discuss complaint trends and policy issues, as well as meetings to discuss specific, priority issues such as proposed changes to life support protections. • Three joint submissions to a review of gas connections and gas abolishments: – Submission one, 9 July 2025 – Submission two, 27 October 2025 – Submission three, 12 January 2026 • Joint submission to a review of improving consumers' ability to switch to a better offer, 30 July 2025 • Joint submission to a review of improving the application of concessions to bills, 14 August 2025 • Two joint submissions to a review of life support processes: – Submission one, 29 August 2025 – Submission two, 15 April 2026 • Joint submission to a real-time data for consumers review, 23 October 2025
Australian Energy Market Operator (AEMO)	Regular attendance at AEMO consumer forums.
Australian Energy Regulator (AER)	Quarterly meetings with the AER to discuss complaint trends and policy issues. We submitted quarterly reports of potential rule breaches identified through our casework and reported quarterly case data. We also met regularly to discuss specific, priority issues such as family violence, billing and disconnection. • Joint submission on a retail guidelines review, 19 December 2025

Organisation	Actions
Australian Government	We met with the Australian Government to discuss complaint insights and policy issues. • Joint submission to a review of reforms to the Default Market Offer (DMO), 17 July 2025 • Joint submission to a review of National Electricity Market wholesale market settings, 17 September 2025 • Joint submission to a review of a new Solar Sharer Offer, 21 November 2025
Independent Pricing and Regulatory Tribunal (IPART)	Regular meetings with IPART to discuss policy issues relating to its reviews and determinations. We also responded to complaint information requests. • Submission to monitoring of the retail electricity and gas markets in NSW 2024-25, 22 August 2025 • Two submissions to a review of prices for Essential Water and Water NSW's Murray River to Broken Hill pipeline services from 1 July 2026: – Submission one, 1 December 2025 – Submission two, 28 April 2026
NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW)	Quarterly and ad hoc meetings with DCCEEW to discuss policy and regulatory changes. As well as formal submissions to consultation processes, we also provided written feedback and EWON data and case studies related to proposed regulatory changes upon request. • NSW 2026-27 Pre-Budget Submission, 22 December 2025 • Submission to a review of NSW retail electricity tariff reforms, 2 February 2026 • Submission to a review of Energy Security Safeguard Scheme policy reform, 20 February 2026 • Submission to an investigation into minimum energy efficiency rental standards, 25 May 2026 • Submission to a review of the Electricity Supply (General) Regulations, 25 May 2026 Met fortnightly to support new jurisdiction implementation in irrigation and renewable energy infrastructure.
Productivity Commission	EWON submission to the Productivity Commission's net zero transformation inquiry. • Interim report – Investing in cheaper, cleaner energy and the net zero transformation, 15 September 2025

Organisation	Actions
Clean Energy Regulator	Quarterly meetings with the Clean Energy Regulator to discuss complaint trends and policy issues.
Transport for NSW	Monthly meeting with Transport for NSW to discuss complaint trends and regional infrastructure engagements.
NSW Department of Planning, Housing and Infrastructure	Quarterly meetings to discuss complaint trends, insights from regional engagement and policy issues.
Australian Energy Infrastructure Commissioner (AEIC)	Quarterly meetings with the AEIC to discuss complaint trends, insights from regional engagement and policy issues.
Office of the Australian Information Commission (OAIC)	Meetings with the OAIC to discuss complaint trends and policy issues. We report to the OAIC on complaints relating to privacy and credit reporting. In FY26, EWON received 423 privacy-related complaints: • 208 complaints concerning customers issues with credit reporting • 239 instances of other privacy-related complaints • 0 complaints relating to consumer data rights.
NSW Farmers	Regular meetings with NSW Farmers to discuss complaint trends, insights from regional engagement and policy issues.
Clean Energy Council (CEC)	Regular meetings with the CEC to discuss complaint trends, insights from regional engagement and policy issues.
Energy Consumers Australia (ECA)	Regular meetings with ECA to discuss complaint trends and policy issues.
Justice and Equity Centre (JEC)	Regular meetings with JEC to discuss complaint trends and policy issues.

Acronyms

Acronym	Description
ACCC	Australian Competition and Consumer Commission
ACEREZ	A partnership of ACCIONA, COBRA and Endeavour Energy (see Glossary)
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 (see Glossary)
DCCEEW (NSW)	NSW Department of Climate Change, Energy, the Environment and Water
DCCEEW (Cth)	Australian Government Department of Climate Change, Energy, the Environment and Water
EAPA	Energy Accounts Payment Assistance (see Glossary)
ECA	Energy Consumers Australia
IPART	Independent Pricing and Regulatory Tribunal NSW
MSP	Metering service provider
NAIDOC	National Aborigines and Islanders Day Observance Committee
NECF	National Energy Consumer Framework (see Glossary)
NER	National Electricity Rules (see Glossary)
NERL	National Energy Retail Law
NERR	National Energy Retail Rules (see Glossary)
NMI	National Meter Identifier (see Glossary)
OAIC	Office of the Australian Information Commissioner
RAP	Reconciliation Action Plan
REI	Renewable energy infrastructure

Acronym	Description
REZ	Renewable Energy Zone
RHL	Refer to higher level (complaint)
RCS	Refer to customer service (complaint)
VPP	Virtual power plant

Glossary

Term	Definition
ACEREZ	A partnership of the companies ACCIONA, COBRA and Endeavour Energy that was appointed by EnergyCo NSW to design, build, finance, operate and maintain the Central-West Orana REZ transmission network.
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 to pay 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.
Irrigation corporation	Refers to the five statutory irrigation corporations in NSW, supplying water to agricultural customers and regional communities.
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 Electricity Rules (NER)	The National Electricity Rules govern the operation of the national electricity market.

Term	Definition
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 NECF, this act regulates the retail sale of energy and makes provisions for the relationship between distributors and energy consumers.
National Meter Identifier (NMI)	The unique numerical identifier that is attached to each electricity supply address and listed on your 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 where 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 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.



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