









EWON's Funding Model

Overview

EWON is an industry Ombudsman funded by members on a not-for-profit basis. Fees cover all operational activities under the EWON Charter:

-  Promotion of member internal dispute resolution
-  Awareness of EWON and external dispute resolution
-  Policy influence and systemic issues
-  Dispute resolution

User pays principle

-  Equity and fairness
-  Transparency and efficiency
-  Consistency and predictability
-  Simplicity and affordability

Joining fees

- New authorised members pay a set fee.
- New exempt entities and small water providers fee is scaled by customer numbers set in bandwidths.

Fixed fees

Fixed fees are invoiced annually and separated into two parts:

Lights on fee

Contribute to lease, electricity, IT and cyber.

Ombudsman services fee

Contribute to costs to deliver EWON services including dispute resolution, systemic issues, policy, outreach, awareness and all Charter functions.

Fixed fees are allocated to members by:

Industry sector




- Based on the proportion of EWON's work allocated to complaints, submissions, outreach, systemic issues and all Charter functions for each sector.
- Industry sectors are Energy retail, Energy network, Water and Exempt/WICA.

Customer numbers

- Scaled by customer numbers set in bandwidths.
- Bandwidths for each sector recognise the diverse range of members in each sector.

Variable fees

Variable fees are invoiced quarterly in arrears based on actual resolved complaints.

-  Variable fees allocated on a complaint category and volume basis.
-  Each complaint category is based on associated activities and resolution/referral timeframes.
-  Cost reflective fee schedule established annually.

End of financial year

- EWON Board determines treatment of surplus/deficit to effectively manage cash flow and offset the need for any future special member levies.

Schedule of fees

- Published and shared with members.
- Provides breakdown of fixed fees, including industry sector allocation and bandwidths.
- Details variable fees by complaint category.
- Includes key information about EWON's budget and invoicing timetable.