



OMBUDSMAN'S NOTE

Like the electricity industry itself, the ombudsman scheme is going through a period of significant change.

Sydney Water joined the scheme in 1999, resulting in a change of our name and jurisdiction, and we are likely to see further electricity, water and gas providers joining EWON during 2000.

For the first three months of 2000 we received almost eleven hundred contacts from customers. Disconnections, disputed accounts and other account issues continue to be the primary concerns of customers who contact EWON.

By January 2002 all New South Wales customers will be able to choose their provider under plans for full retail competition in electricity. We will be monitoring the impact on domestic and small business customers in particular, as there is potential for confusion in a market where there will be many more retailers, brokers and other players, and where it might be hard for customers to compare marketing information from different retailers.

Clare Petre
Energy & Water Ombudsman NSW

RECENT ACTIVITIES

- Sydney Water became our newest member on 10 December 1999
- With Sydney Water joining the scheme, we changed our name from the Energy Industry Ombudsman NSW to the Energy & Water Ombudsman NSW (EWON)



EWON investigators with Australian Inland Energy staff in Broken Hill

- EWON investigators continued to visit member companies, including Australian Inland Energy in Broken Hill and Advance Energy in Bathurst
- The Minister for Fair Trading, the Hon. John Watkins, launched our community language access campaign and multi-lingual website on 23 March 2000

Empowering everyone in the community

EWON launches multi-lingual access program



**水電有煩惱？
找ewon傾訴**

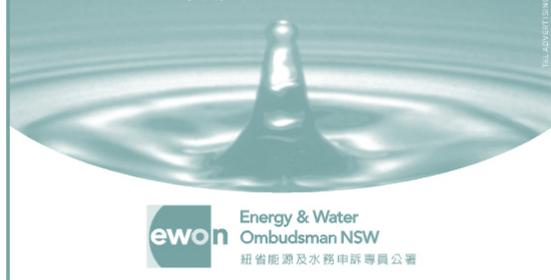
如果您對水電供應公司的服務有不滿，例如：

- 不同意帳單的數額
- 接通服務有延誤
- 或不合理中斷服務

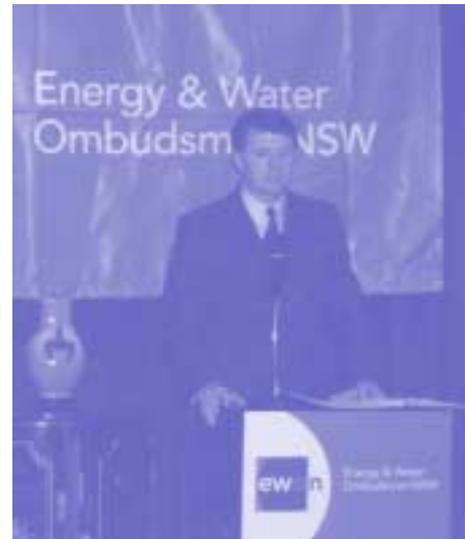
而您在與水電供應公司商討後仍未能解決問題，EWON 可以幫到您。紐省能源及水務申訴專員公署 (EWON) 是一個獨立的機構，我們可以調查您的投訴並幫助您在您的電力供應商或雪梨自來水公司之間達成解決問題的協議。我們曾為很多人提供幫助，我們也可以幫到您，而這項服務是免費的。

聯繫辦法：

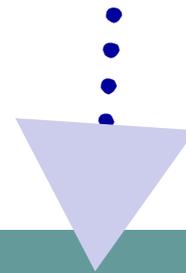
致電 1800 246 545 聯絡 EWON。如果您希望用中文與我們交談，可先致電 131 450 電話傳譯服務並請他們接通我們的電話。或用中文寫信給我們並寄往：PO Box K1343 Haymarket NSW 1240。或將信件傳真至 1800 812 291。或瀏覽我們的中文網頁 www.ewon.com.au/chinese。



An example of the advertising that appeared in major Chinese newspapers over a four week period



The Minister for Fair Trading, Hon. John Watkins speaks at the multi-media launch of the EWON Chinese access project



Special points of interest:

- Chinese language launch on 23 March 2000 attracted significant media interest with prominent stories in 5 Chinese newspapers and 3 Chinese language radio programs
- “How we can help you” brochure translated into 6 community languages now available on our website
- More than 3000 in-language brochures distributed to Chinese community and welfare groups across the state
- Long-term strategy to raise EWON's profile amongst speakers of the following languages now planned:
 - Arabic
 - Vietnamese
 - Spanish
 - Italian
 - Greek



The Minister, the Ombudsman and prominent members of the Chinese Community at the launch

Sydney Water Launch



The Minister for Energy, Hon. Kim Yeadon and the Energy & Water Ombudsman discuss future directions at the launch

Sydney Water has become the latest corporation to join as a member of EWON.

Sydney Water's participation in EWON was launched on 10 December 1999 at Prospect Reservoir by the NSW Minister for Energy and Utilities, Kim Yeadon .

Speaking at the launch, the Minister highlighted the need for Sydney Water to join a independent dispute resolution scheme such as EWON. "The Ombudsman will provide a greater level of consumer protection to Sydney Water's customers", he said.

The Energy & Water Ombudsman, Clare Petre, also applauded the initiative of Sydney Water. "As the scheme is voluntary in nature, Sydney Water's decision to join EWON demonstrates its commitment to improving standards of customer service and to the fair, effective delivery of water services to its 1.4 million customers", Clare said.

The Ombudsman extends her thanks for the excellent work done by Sydney Water in familiarising EWON staff with the procedures and practice of this important service provider.



"This scheme has already been very successful in addressing the needs and concerns of electricity customers.

Now Sydney Water's customers will also benefit from this great scheme".

***Hon. Kim Yeadon
Minister for Energy & Utilities***



Inspecting Sydney's main water treatment plant

Enquiries received by EWON to date:

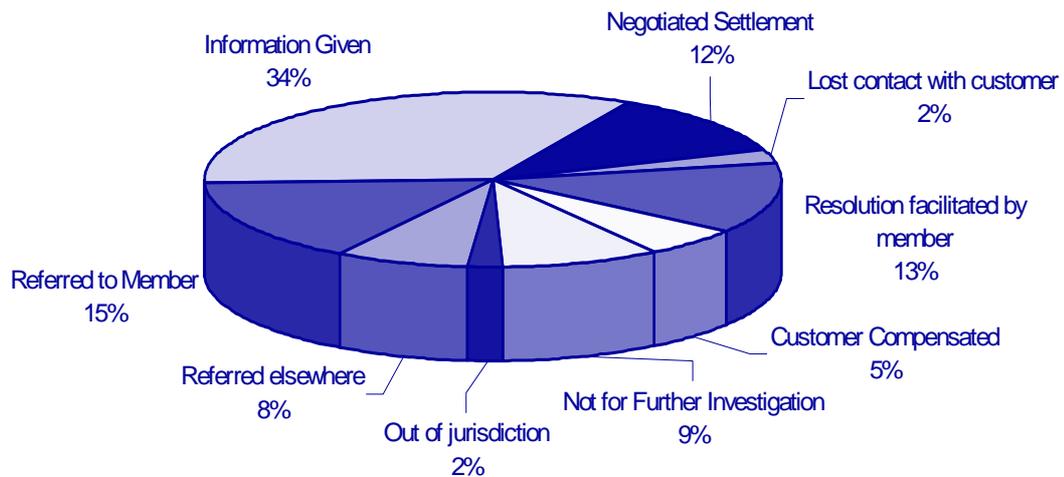
- Water pressure complaints
- Billing enquiries
- Mains leakages & service disruptions
- Sewerage surcharge
- Developer charges & access fees

Customer Contacts

Customer Matters Finalised

	Jan—Mar 2000		Jan — Mar 1999	
	Opened	Closed	Opened	Closed
Enquiries	467	428	242	292
Consultations	614	636	532	523
Complaints	0	12	2	0
Disputes	0	3	0	1
Total	1081	1079	776	816

Summary of Outcomes (Jan-Mar 2000)



Contacting the Energy & Water Ombudsman NSW



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