



Energy & Water  
Ombudsman NSW

# Membership Agreement

This Agreement sets out the terms of membership  
of the Energy & Water Ombudsman (NSW) Limited

## **PARTIES:**

1. Energy & Water Ombudsman (NSW) Limited (EWON)
- 2.



# Membership Agreement

## Interpretation

Expressions that are defined in the Charter of EWON have the same meanings where used in this Membership Agreement.

## Undertakings of EWON

By signing this Agreement, the Company undertakes to EWON that it:

1. has read and understands the Constitution, Charter of EWON and all its policies approved by the Board as applying to members of EWON and agrees to be bound by these;
2. has in place an internal complaints handling service in relation to its energy or water services for the benefit of its customers and publicises that service to customers;
3. informs customers that EWON is available to provide them with a free complaints resolution service;
4. has appointed a contact person/s for EWON and it will provide EWON with the name and contact details of that person/s and any replacement contact person/s appointed from time to time;
5. will comply with any Binding Decision of the Ombudsman;
6. consents to EWON making public:
  - a. any failure by the Member to comply in whole or in part with an EWON Binding Decision; or
  - b. the termination of the Member's participation in EWON
7. consents to EWON providing to a relevant government Minister, agency or regulator information concerning the Member;
8. undertakes to pay all Member Fees and charges detailed in EWON's Constitution, Funding Policy and Schedule of Member Fees and Levies;
9. undertakes to provide briefings and other relevant background information about the Company to the Ombudsman and EWON staff;
10. undertakes to facilitate training and orientation of Company staff about the role and activities of the Ombudsman Scheme;
11. agrees to meet at EWON's request to discuss any issues relating to its complaints including complaint volumes and issues, complaint handling processes and contact arrangement; and
12. agrees to provide company customer numbers or authorise EWON to source them from the Australian Energy Regulator or IPART.

## Executed by the parties

<b>Executed by Energy &amp; Water Ombudsman NSW Limited by:</b>
<b>Signature:</b>
<b>Name:</b> Janine Young
<b>Title:</b> Ombudsman
<b>Date of Signature:</b>

<b>Executed on behalf of by:</b>
<b>Signature:</b>
<b>Name:</b>
<b>Title:</b> Chief Executive Officer / Managing Director
<b>Date of Signature:</b>