



Application for Membership

This form should be accompanied by all of the required supporting documentation outlined in the application pack.

Completing this form demonstrates an undertaking to comply with EWON's Constitution, Charter, Membership agreement and all policies approved by the Board as applying to members of EWON.

APPLICANT DETAILS

Company Name: _____

ABN: _____

CONDITIONS OF MEMBERSHIP

PLEASE CHECK BOX

The Applicant understands and agrees to:

- Have in place an internal complaints handling service in relation to its energy or water services for the benefit of customers and to publicise that service to customers - supporting documents attached;
- Inform customers that EWON is available to provide them with a free complaints resolution service;
- Consent to EWON providing to relevant government Minister, agency or regulator information concerning the Member;
- Undertake to pay all Member Fees and charges detailed in EWON's Constitution, Funding Policy and Schedule of Member Fees and Levies;
- Undertake to facilitate training and orientation of Company staff about the role and activities of the Ombudsman Scheme;
- Appoint a contact person/s for EWON;
- Agree to meet at EWON's request to discuss any issues relating to its complaints including volume, issues, complaint handling processes and contact arrangement;
- Comply with any Binding Decision of the Ombudsman;
- Consent to EWON making public:
 - any failure by the Member to comply in whole or in part with an EWON Binding Decision; or
 - the termination of the Member's participation in EWON;
- Undertake that, if accepted for membership, to provide briefings and other relevant background information about the Company to the Ombudsman and EWON staff;
- Agree to authorise EWON to source customer numbers from the Australian Energy Regulator or IPART, or provide independently verified customer numbers.

CHIEF EXECUTIVE OFFICER'S DECLARATION

I, _____ make this application for Membership on behalf of
(Name of Chief Executive Officer or equivalent)

_____ and have provided all relevant supporting documentation.
(Name of company)

SIGNED:

DATE:

Please return this form and all supporting information by email to:
Member Liason Team | members@ewon.com.au