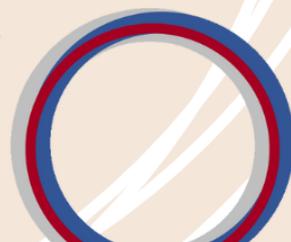


Annual Report 2024-25

Energy and Water
Ombudsman
Western Australia



About this Report

This report describes the functions and operations of the Energy and Water Ombudsman (Western Australia) Limited, for the year ending 30 June 2025.

First published by the Energy and Water Ombudsman Western Australia in November 2025. This report was written, designed and converted for electronic viewing in-house.

It is available in print and electronic viewing format to optimise accessibility and ease of navigation. It can also be made available in alternative formats to meet the needs of people with disability. Requests should be directed to (08) 9220 7555 or mail@ombudsman.wa.gov.au.

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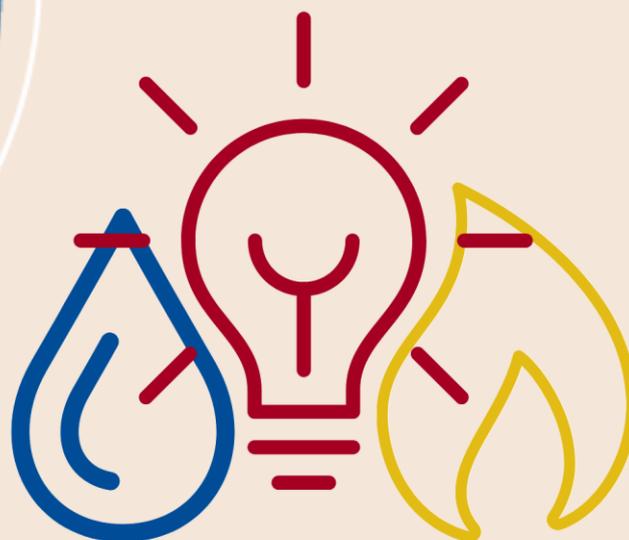
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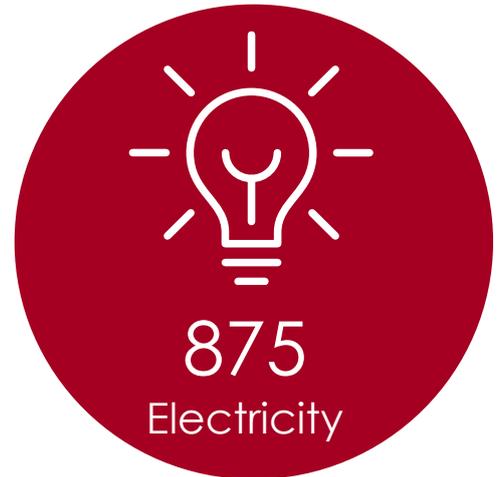
Energy and Water Ombudsman Western Australia acknowledges Aboriginal and Torres Strait Islander people of Australia as the traditional custodians of Australia. We recognise and respect the exceptionally long history and ongoing cultural connection Aboriginal and Torres Strait Islander people have to Australia. We recognise the strength, resilience and capacity of Aboriginal and Torres Strait Islander people and pay respect to Elders past and present, and emerging leaders.

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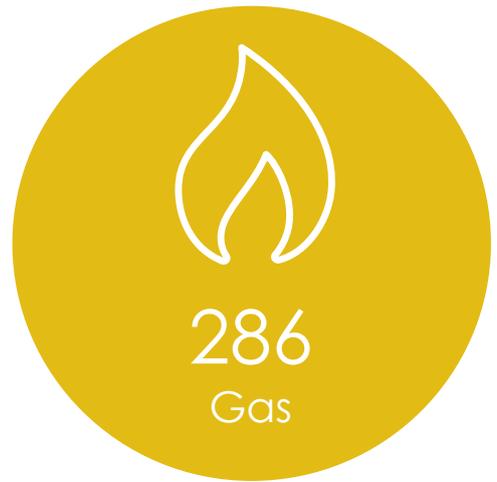
Highlights for 2024-25



Complaints

In 2024-25, we received

1,603 complaints



Outcomes

21% of complaints that we conciliated or investigated were **resolved with an outcome** for the complainant.

We achieved **111 remedies**, including financial remedies totalling **nearly \$100,000**.



Timeliness

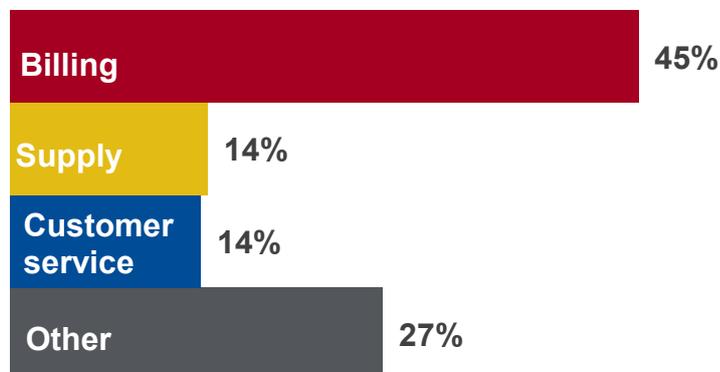
complaints
resolved
within
10 business days



78% Electricity
91% Gas
87% Water

Issues raised

Most complaints involved concerns about billing (45%), customer service (14%), and the supply of electricity, gas and water services (14%).



Liaison and Access

Effective relationships with key stakeholders and access to our services was maintained through:

- Continuous liaison and communication with Scheme Members, regulators and industry-based ombudsmen; and
- Ensuring ongoing awareness of, and access to, our services for residential and small business customers, and community groups who may represent them. Highlights include:
 - A visit to Kalgoorlie and Kambalda in the Goldfields Region;
 - A visit to Albany, Denmark and Katanning in the Great Southern Region;
 - A visit to Wagin in the Wheatbelt Region;
 - A visit to Newman and Jigalong in the East Pilbara Region; and
 - An information stall at 10 community events around Perth.

Chairperson's Overview



It is with pleasure that I present the twenty-first Annual Report of the Energy and Water Ombudsman (Western Australia) Limited, and my third as Chairperson.

The Board

The Board comprises seven directors: an independent chairperson, three customer representative directors, a gas industry representative director, an electricity industry representative director and a water industry representative director.

At the November 2024 Annual General Meeting, Sonia McKeiver and Marguerite Anklesaria, both Customer Recreative Directors, as well as Brent Graham Gas Industry Representative Director, retired with the roles subsequently filled by Phillip Kemp, Grant Cucel and Kylie Wilkie respectively.

The Company

As at 30 June 2025, there were 37 Members of the Company; a list of these Members is included in the [Company Particulars section](#) of the report. During the year, we welcomed two new water services Members and one new gas Member, whilst three electricity Members left.

Customer Complaints

The Board has a service agreement with the Western Australian Ombudsman who undertakes the role of the Energy and Water Ombudsman. The Board oversees the Energy and Water Ombudsman Scheme but is not involved in the resolution of individual complaints. The Energy and Water Ombudsman provides a report to each meeting of the Board regarding the work of the Energy and Water Ombudsman.

Appreciation

I would like to record my thanks to my fellow Directors for their commitment to the successful operation of the Board during 2024-25. I would also like to thank the Energy and Water Ombudsman team for their efforts in resolving complaints so efficiently in this twentieth year of operation.

A handwritten signature in black ink, appearing to read 'M Schaper'.

Dr Michael Schaper
CHAIRPERSON

Energy and Water Ombudsman's Report



I am pleased to present the 2024-25 Annual Report of the Western Australian Energy and Water Ombudsman.

The Energy and Water Ombudsman resolves complaints made by energy and water consumers.

Complaint Resolution

It is important that we ensure the timely resolution of complaints. It is therefore pleasing that this year 99% of Stage 1 and Stage 2 complaints were finalised by the end of the second workday. Overall, including investigated complaints, 86% of complaints were finalised within 30 days, 91% within 90 days and 97% within 180 days. The average calendar days to close a complaint after it was escalated to investigation was 86 days.

Accessibility

An essential part of ensuring that we are providing accessible justice, is that we serve all Western Australians, including those living and working in the regions and Aboriginal Western Australians. This year we conducted visits to nine regional towns: Kalgoorlie and Kambalda in August 2024, Albany and Denmark in December 2024, Wagin, Katanning and Busselton in May 2025 and Newman and Jigalong in June 2025. These visits included significant engagement with the Aboriginal community and local service providers. They also provided an opportunity for people to bring their complaints to us. We also attended 10 community events around metropolitan Perth to raise awareness of our services.

Appreciation

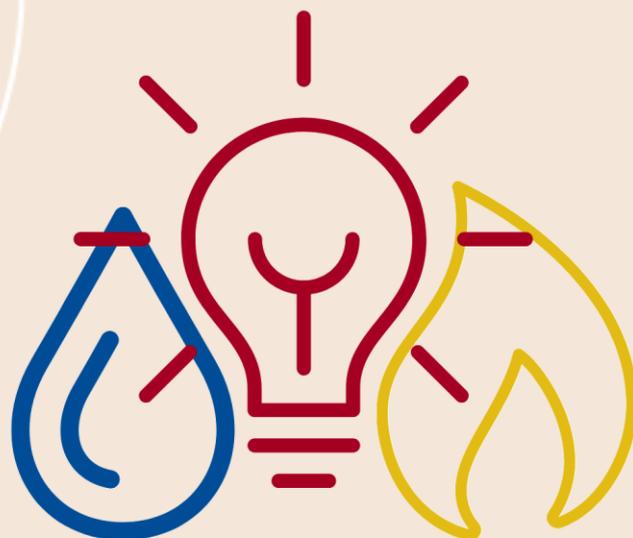
I take this opportunity to express my sincere appreciation to the Principal Assistant Energy and Water Ombudsman, Marcus Claridge, Acting Directors Justin O'Malley and Matthew Kent as well as staff for their work on behalf of the Western Australian community.

A handwritten signature in black ink that reads "Bevan Warner". The signature is written in a cursive, flowing style.

Bevan Warner
ENERGY AND WATER OMBUDSMAN

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About Us



- **Our Role**
- **Structure and Governance**
- **Our Services**
- **Our Objectives**
- **Strategies to Achieve Our Objectives**
- **Our Complaint Resolution Process**

About Us

Our Role

The Energy and Water Ombudsman

The Energy and Water Ombudsman Western Australia (**EWO**) is an independent, impartial body that investigates and resolves complaints about electricity, gas and water providers.

Mission and Values

To receive, investigate and facilitate the resolution of complaints about electricity, gas and water providers who are Members of the Energy and Water Ombudsman Scheme.

EWO is founded on the **PRINCIPLES** of

Independence

Access

Effectiveness

Natural Justice

Equity

Community Awareness

The Role of the Energy and Water Ombudsman

The role of EWO is principally to do three things:

- Investigate and resolve complaints about a Member of the EWO Scheme (**Member**);
- From complaints, to identify systemic and emerging issues, as well as monitor the outcomes of complaints and report these issues and outcomes to the Economic Regulation Authority (**ERA**) and in other relevant forums; and
- Undertake outreach, education, liaison and other activities to ensure awareness of, and access to, our services, particularly for under-represented Western Australians (in terms of complaints to EWO compared to representation in the general population).

Structure and Governance

Background of the Energy and Water Ombudsman

The Gas Industry Ombudsman Scheme was established on 31 May 2004. The Electricity Ombudsman Scheme was established on 22 September 2005, and at that time, the two schemes were combined under the title of Energy Ombudsman. When the Water Services Ombudsman Scheme commenced on 1 January 2014, the existing Energy Ombudsman expanded to become the Energy and Water Ombudsman.

The Board

The governing body of EWO is the Board of Energy and Water Ombudsman (Western Australia) Limited (**the Board**). It comprises seven directors: an independent chair, three customer representative directors, a gas industry representative director, an electricity industry representative director and a water industry representative director. Details of the membership, responsibilities and operations of the Board are documented in the *Energy and Water Ombudsman (Western Australia) Limited Constitution* and the *Charter of Energy and Water Ombudsman (Western Australia) Limited (Charter)*.

The Board in 2024-25

During 2024-25, the Board held four meetings as well as a Budget Committee meeting. In addition to receiving reports from EWO, the Board also received briefings from Members and policy units within the Government of Western Australia on current and likely future technical and regulatory changes.

Chairperson:

Michael Schaper



Directors

- Customer Representative: Sonia McKeiver (Resigned 22/11/2024)
- Customer Representative: Marguerite Anklesaria (Resigned 22/11/2024)
- Customer Representative: Kathryn Lawrence
- Customer Representative: Phillip Kemp (Appointed 22/11/2024)
- Customer Representative: Grant Cucel (Appointed 22/11/2024)
- Gas Industry Representative: Brent Graham (Resigned 22/11/2024)
- Gas Industry Representative: Kylie Wilkie (Appointed 22/11/2024)
- Electricity Industry Representative: Lesley Walker
- Water Industry Representative: Karen Willis

Alternate Directors

- Gas Industry Representative: Kylie Wilkie (Resigned 22/11/2024)
- Gas Industry Representative: Samantha Torrens
- Electricity Industry Representative: Jason Ducie
- Water Industry Representative:

About Us

Members of the Energy and Water Ombudsman Scheme

The Members of the Scheme as at 30 June 2025 are listed below.

Electricity Industry Members

- Alinta Sales Pty Ltd
- Amanda Energy Pty Ltd
- Change Energy Pty Ltd
- CleanTech Energy Pty Ltd (Delorean Energy Retail)
- Eglinton Village Energy Pty Ltd
- Electricity Generation and Retail Corporation (Synergy)
- Electricity Networks Corporation (Western Power)
- Ocean Reef Renewable Energy Pty Ltd
- Peel Renewable Energy Pty Ltd
- Perdaman Energy Retail Pty Ltd
- Perth Energy Pty Ltd
- Regional Power Corporation (Horizon Power)
- Rottnest Island Authority
- Wesfarmers Kleenheat Gas Pty Ltd

Gas Industry Members

- AGL Sales Pty Ltd
- Alinta Sales Pty Ltd
- Amanda Energy Pty Ltd
- ATCO Gas Australia Pty Ltd
- Electricity Generation and Retail Corporation (Synergy)
- IPower Pty Ltd and IPower2 Pty Ltd (ENGIE)
- Origin Energy Retail Limited
- Perth Energy Pty Ltd
- Supagas Pty Ltd
- Wesfarmers Kleenheat Gas Pty Ltd

Water Industry Members

- Aqua Ferre (Muchea) Pty Ltd (Muchea Water)
- Aquasol Pty Ltd
- BHP Iron Ore Pty Ltd
- BHP Nickel West Pty Ltd
- BWater Pty Ltd (ABCO Water Systems)
- Bunbury Water Corporation (Aqwest)
- Busselton Water Corporation
- City of Kalgoorlie-Boulder
- Country Heights Water Pty Ltd
- Gascoyne Water Co-operative
- Hamersley Iron Pty Ltd
- Lancelin South Pty Ltd
- Ord Irrigation Cooperative
- Robe River Mining Co Pty Ltd
- Rottnest Island Authority
- South West Irrigation Management Co-operative Limited (Harvey Water)
- TMC Witchcliffe Pty Ltd
- Water Corporation
- Water West North Dandalup Pty Ltd

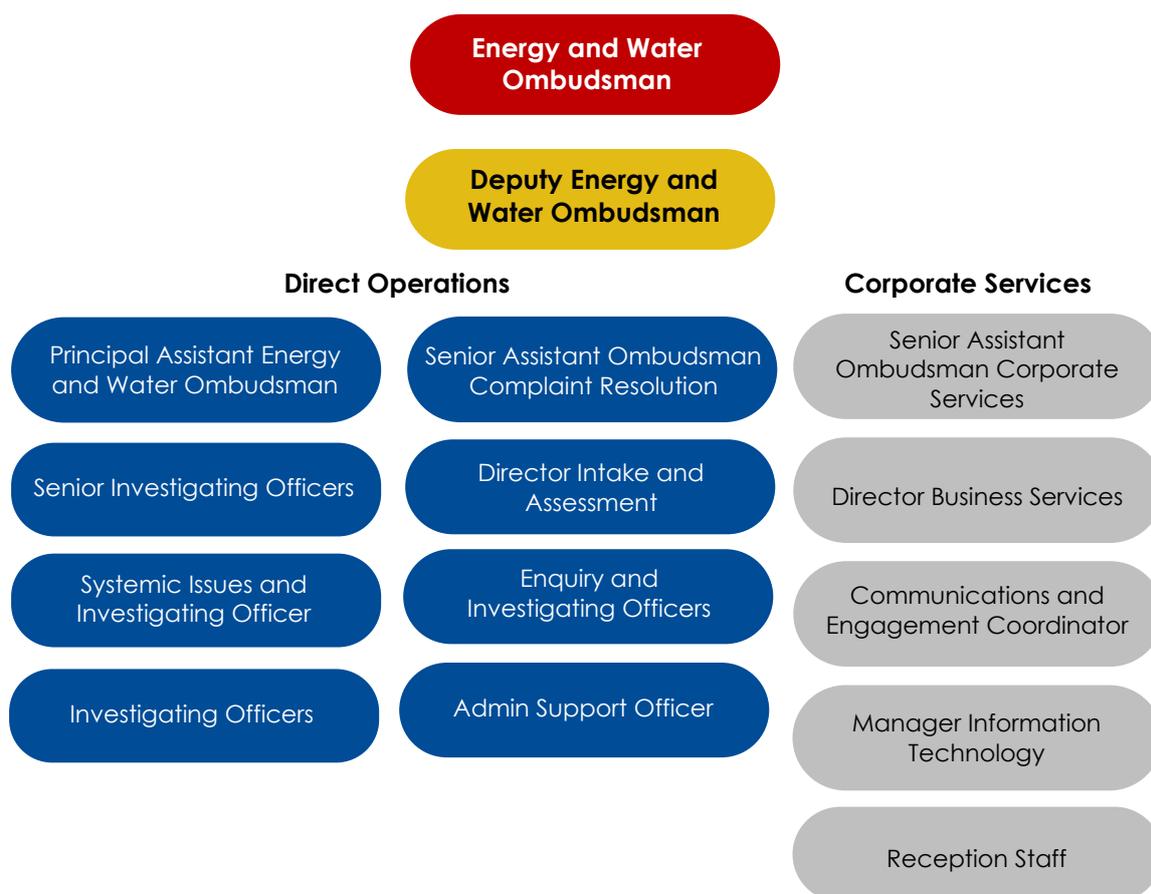
The Energy and Water Ombudsman

The Western Australian Ombudsman performs the functions of the Energy and Water Ombudsman under a service agreement with the Board. The Ombudsman is not affiliated with any electricity, gas or water providers or consumer organisations and therefore acts impartially in the investigation and resolution of complaints.

Operational Structure

EWO is located within the office of the Western Australian Ombudsman and utilises its governance structures, including an Audit and Risk Management Committee. This provides the opportunity to achieve significant benefits through scale and scope economies that would not be available to a small stand-alone scheme. It also creates the opportunity for improved quality service delivery through the highly developed, specialised expertise existing in the office of the Western Australian Ombudsman.

At 30 June 2025, EWO was comprised of 12.25 full time equivalent employees. Our structure is shown below.



About Us

Direct operational dispute resolution services are provided by a team of staff reporting to the Western Australian Ombudsman in the role of Energy and Water Ombudsman. Complex investigations, as well as the review of complaints, can be provided through senior investigating staff of the office of the Western Australian Ombudsman. Other services, including communications and information technology, are provided through the Corporate Services Division of the Western Australian Ombudsman.

Our Services

We receive, investigate and resolve complaints and disputes from residential and small business customers about their electricity, gas or water provider. The following table describes matters that we can and cannot investigate.

Matters the Energy and Water Ombudsman CAN Investigate	Matters the Energy and Water Ombudsman CANNOT Investigate
<ul style="list-style-type: none">• Provision or supply of services as required by a licence or agreement under legislation;• Billing, the administration of credit and payment services and the recovery of debts;• Disconnection and restriction of supply, and refundable advances;• Payments for breaches of prescribed electricity and water service standards;• Marketing of gas, electricity or water for sale;• A Member's exercise of its powers in relation to land, neighbouring land or property;• Complaints and disputes relating to a Member or an agent referred by a Member or an agent; and• Complaints by a person affected by the provision of a water service.	<ul style="list-style-type: none">• The setting of prices or tariffs or determining price structures;• Commercial activities outside the scope of the electricity, gas or water service licence;• The content of Government policies; and• Complaints under consideration by, or previously considered by, any court or tribunal, or the Ombudsman considers should be dealt with by a court or tribunal.

We also liaise closely with providers in order to achieve effective dispute resolution, and with the community to provide effective access to our services.

Our Objectives

The primary objectives of EWO are to:

- Resolve disputes between Members and their customers in a timely, independent, cost effective and efficient manner;
- Reduce the number of investigations by the Ombudsman through:
 - Ensuring Members are fully informed about costs of investigations; and
 - Working collaboratively with Members to achieve satisfactory internal resolutions;
- Ensure the appropriate level of consumer awareness of, and access to, our services; and
- Develop and actively foster effective stakeholder relations.

Strategies to Achieve Our Objectives

During 2024-25, we focused on the following key strategies to achieve our objectives and our Mission in accordance with our Values:

- Ensuring the Scheme is valued by consumers and Members by deploying independent, efficient and effective complaint management practices and applying industry best practice alternative dispute resolution;
- Based on information gathered during the complaints management process, identify systemic and emerging issues and reporting on these issues to the ERA and other relevant stakeholders; and
- Develop and undertake outreach, education, liaison and other programs with a focus on under-represented Western Australians.

Our Complaint Resolution Process

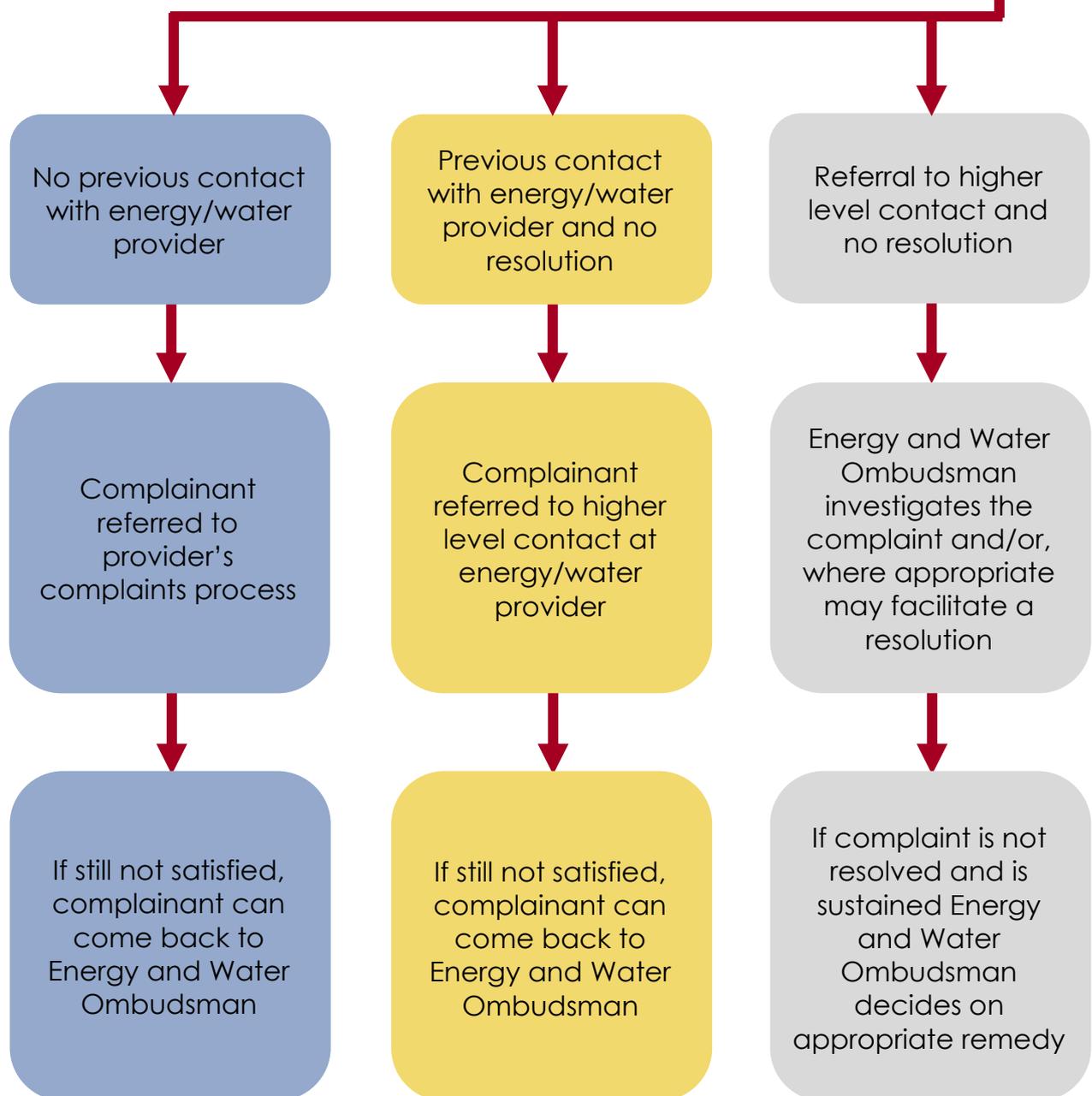
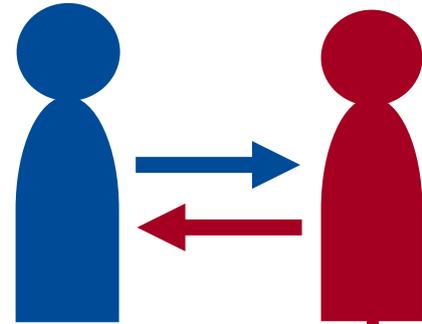
Consistent with other industry ombudsman schemes, our focus is on the resolution of complaints by the electricity, gas or water provider and asks people making a complaint to try to resolve the matter with the provider first. We investigate complaints that remain unresolved after referral to a higher level contact with the electricity, gas or water provider.

When resolving complaints, we pursue them in a fair, reasonable, just, informal and expeditious manner, having regard to the law and licences, industry codes, deemed contracts and good industry practice applicable to the relevant Member.

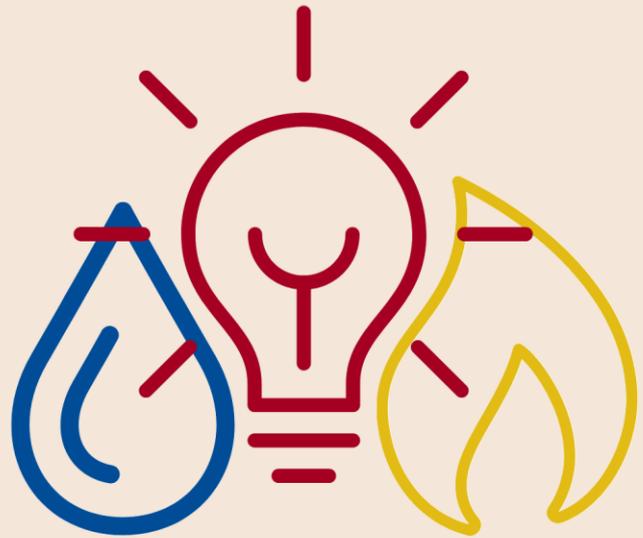
About Us

Complaint Handling Process

Complainant phones, writes to or visits the Energy and Water Ombudsman



Our Work in 2024-25

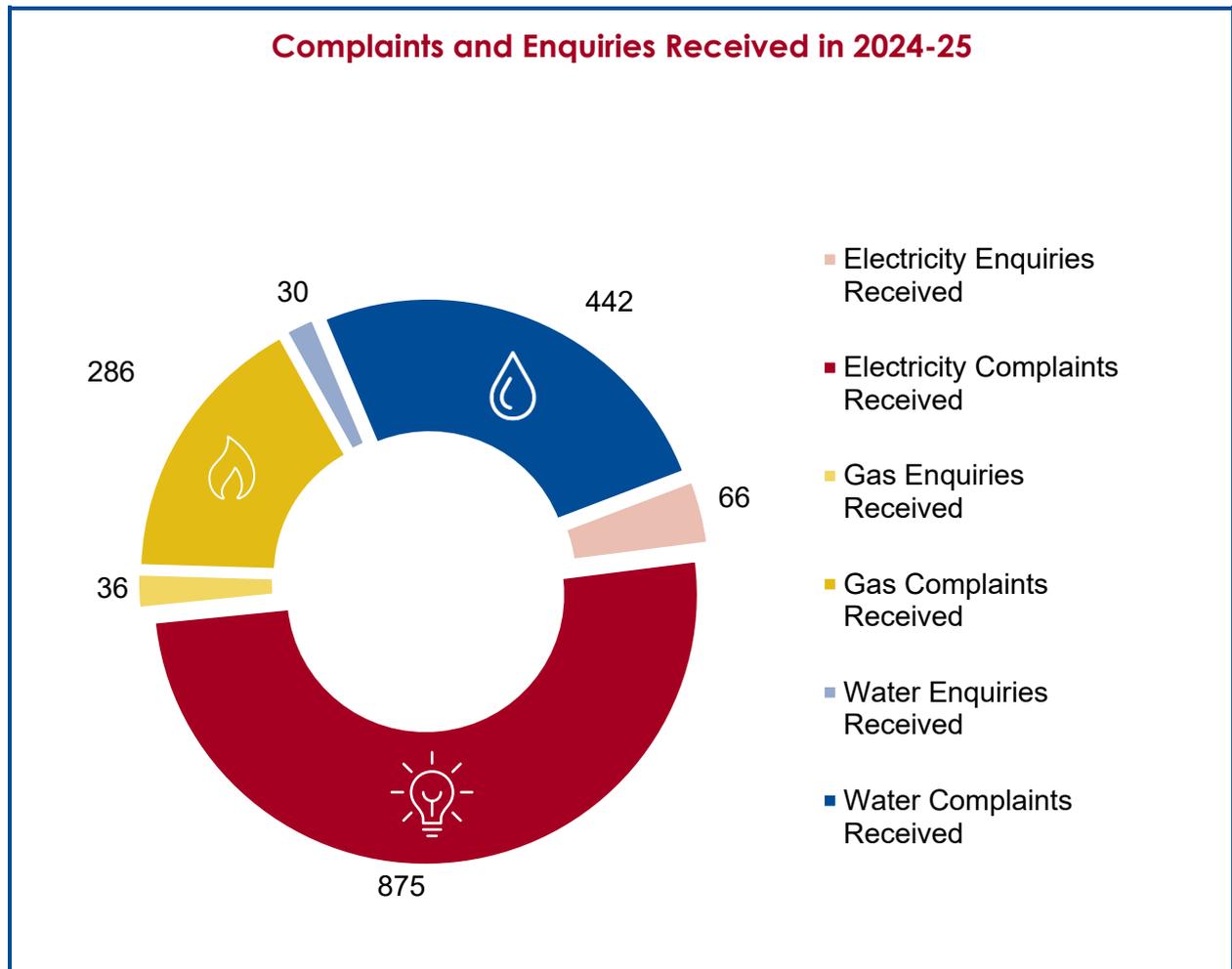


- **Complaints and Enquiries Received**
- **Complaints Finalised**
- **Issues Raised in Complaints**
- **Disconnections**
- **Investigated Complaints**

Our Work in 2024-25

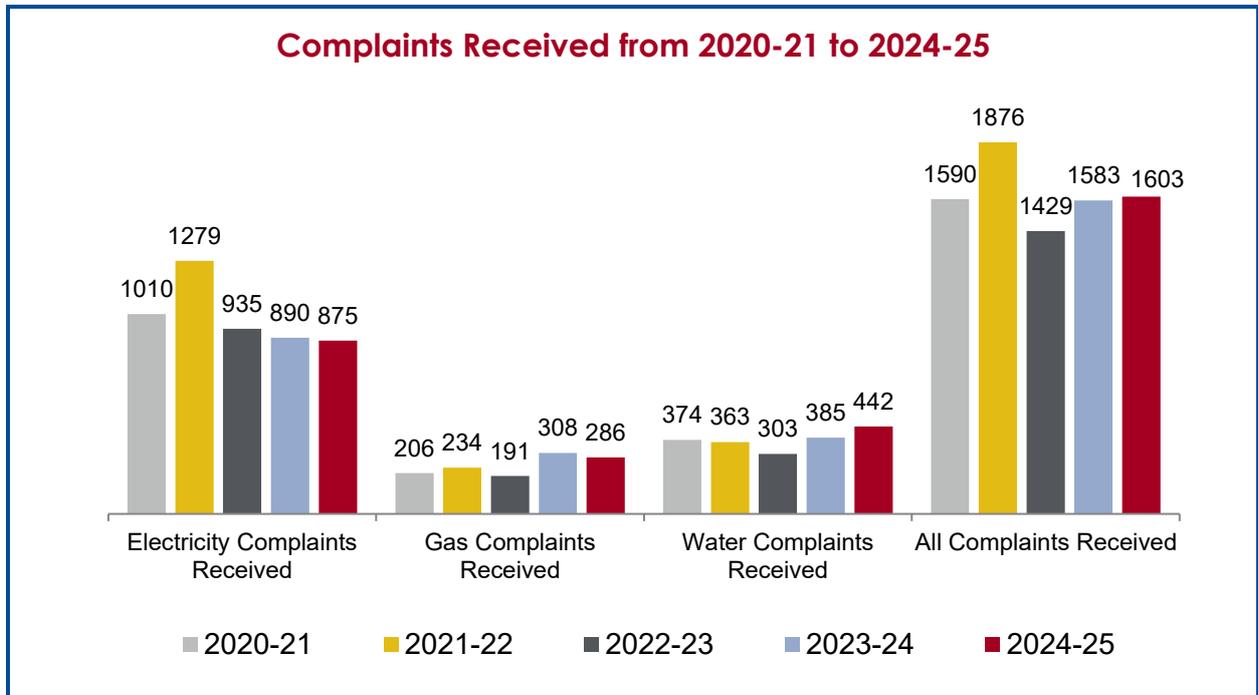
Complaints and Enquiries Received

Over the 12 month period from 1 July 2024 to 30 June 2025, we received 1,603 complaints and finalised 1,617 complaints. In addition, 132 enquiries were received. The following chart shows the breakdown of complaints and enquiries received for gas, electricity and water in 2024-25.

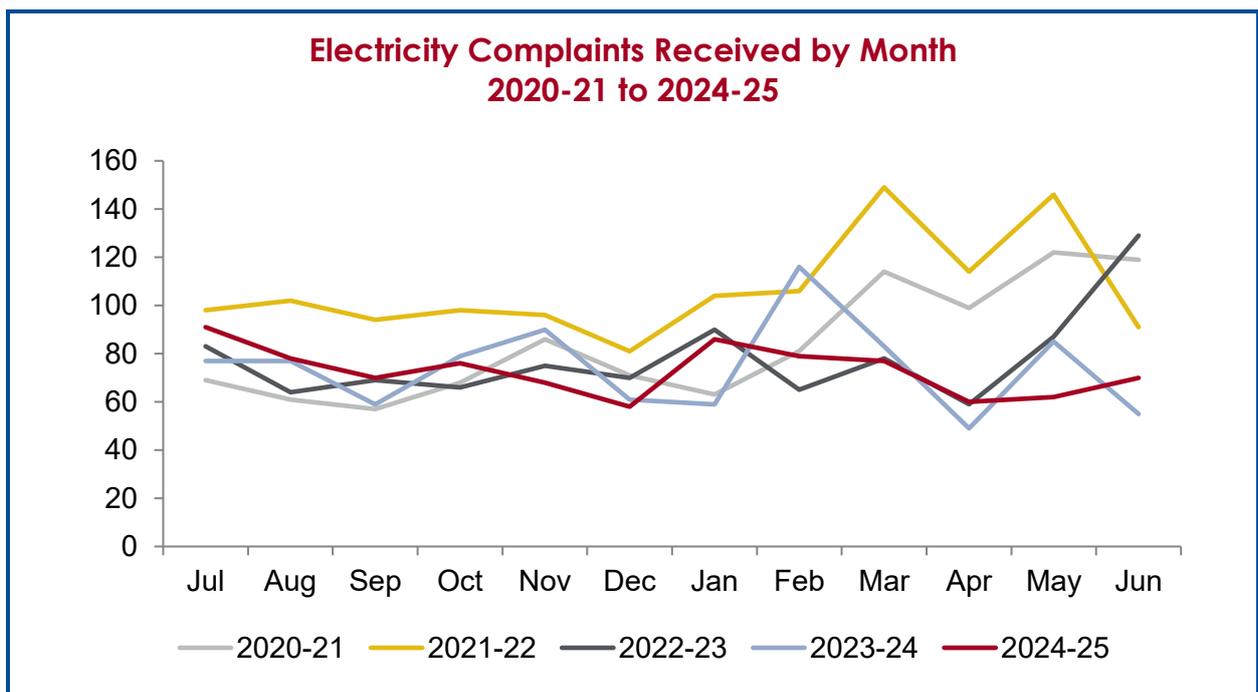


Trends in Complaint Numbers

The following chart shows the trend in complaint numbers over the last five years for electricity, gas and water complaints.



Further details of the trends in electricity complaints over the last five years are shown in the following chart.



Our Work in 2024-25

Complaints Finalised

Complaints are finalised through resolution by the electricity, gas or water provider where possible and, if the matter cannot be resolved at that level, the complaint is investigated. The complaint stages and action taken by EWO at each stage are shown below.

Stage 1 Complaints The person has not yet contacted the electricity, gas or water provider. The person is referred to the relevant provider.

Stage 2 Complaints The person has had at least one contact with their electricity, gas or water provider (such as contact to the call centre) but the complaint has not been resolved. We refer the complaint to a 'higher level' officer for resolution within 10 business days.

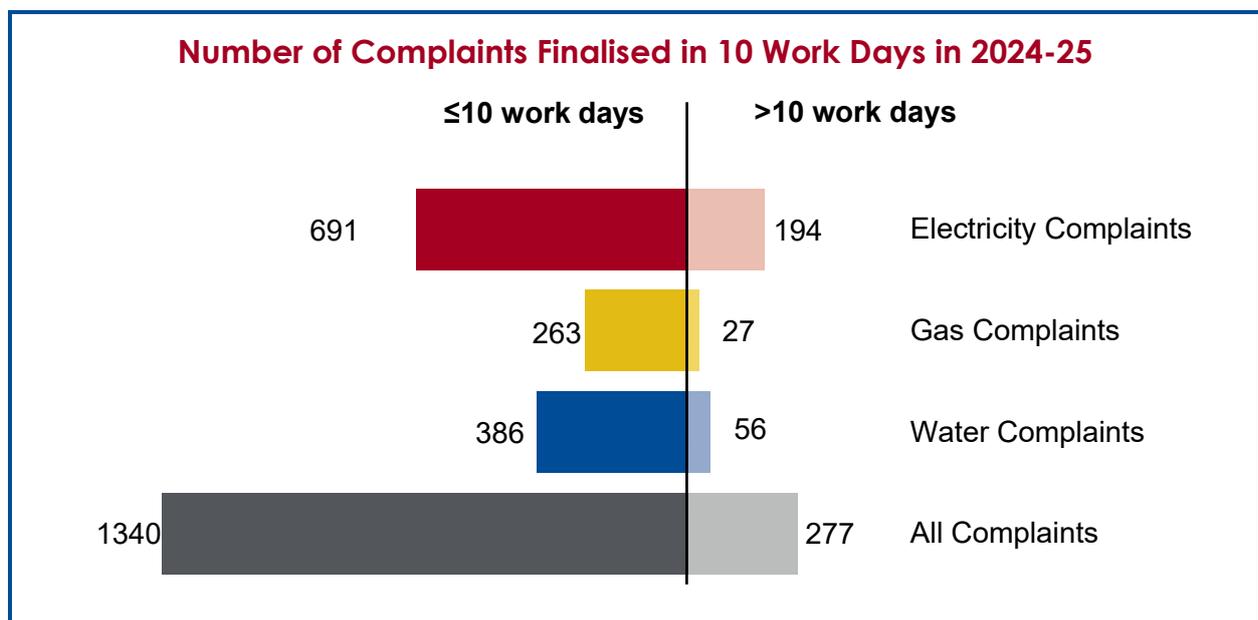
Investigated Complaints If a complaint remains unresolved after it has been referred to a 'higher level' officer at the relevant provider, the person can bring their complaint back to us for investigation. Where appropriate, we attempt to facilitate a resolution.

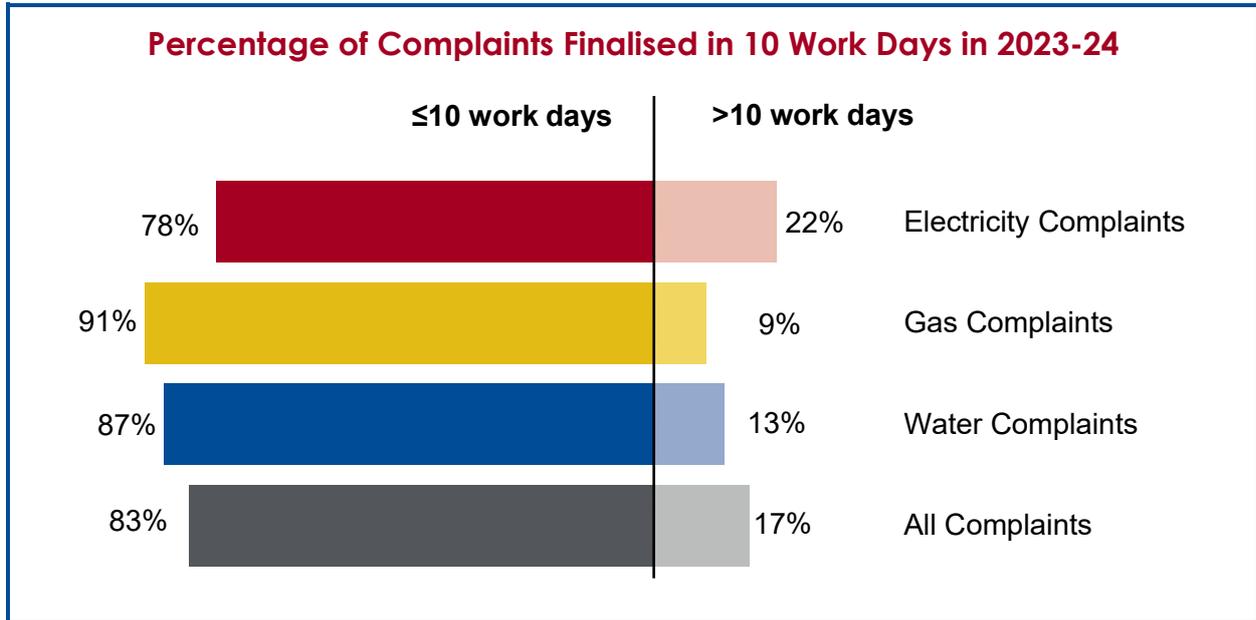
In 2024-25, there were 1,617 complaints finalised, comprising 885 electricity complaints, 290 gas complaints and 442 water complaints.

Timeliness of Complaint Handling

We have maintained high levels of timeliness in 2024-25 with 78% of electricity complaints, 91% of gas complaints, 87% of water complaints and 83% of all complaints being finalised within 10 business days.

The following charts show the timeframes for resolving electricity, gas and water complaints in 2024-25.





Issues Raised in Complaints

Issues raised in electricity, gas and water complaints fall into the following categories:

Billing	Complaints about bills including alleged errors and disputes over meter readings and fees and charges.
Credit	Complaints about payment arrangements, debt collection issues and payment difficulties.
Customer Service	Complaints about alleged poor customer service.
Supply	Complaints about the quality and reliability of supply of electricity, gas or water.
Provision	Complaints about connection issues.
Land	Complaints about the way a provider has exercised its powers in relation to land.
Service Standard Payments	Complaints about regulated payments for poor service.
Transfer	Complaints about transfers from one provider to another.
Marketing	Complaints about the marketing activities of providers.
Drainage, Irrigation or Sewerage	Complaints about the supply of drainage, irrigation or sewerage.
General	Complaints not covered by other categories, including complaints by a person affected by a water service.

Our Work in 2024-25

Most Common Issues Raised

As for previous years, during 2024-25, billing remained the most common issue raised for electricity, gas and water complaints. Billing issues were raised in 45% of complaints received (43% of electricity complaints, 47% of gas complaints and 48% of water complaints).

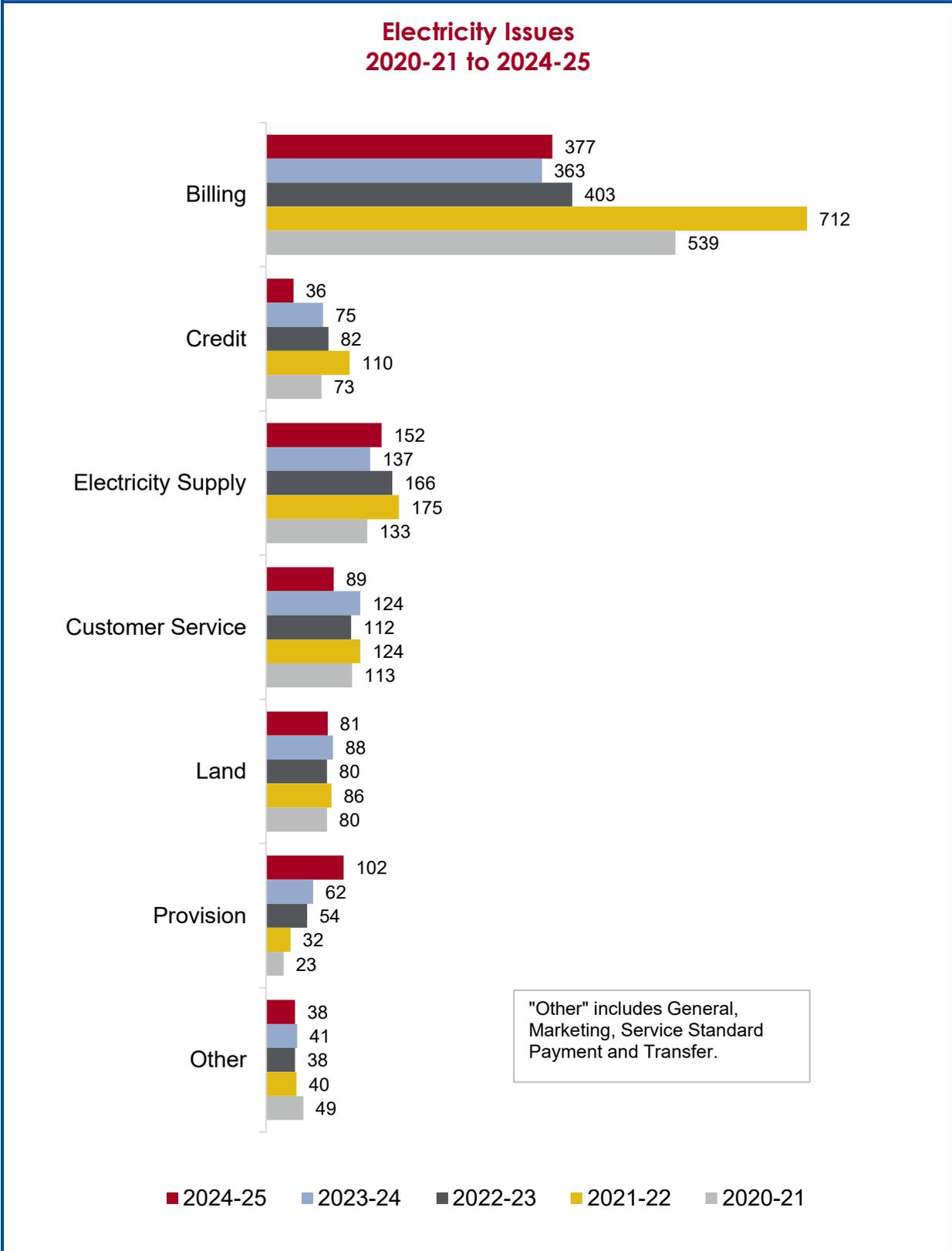
- The decrease in electricity billing complaints over the past few years coincided with several financial measures by the State Government and Commonwealth Government, to credit the electricity accounts held by residential and business customers. Consequently, there has also been a corresponding decrease in credit related complaints;
- There has been a 20% decline in gas billing complaints from the previous year, however they remain elevated when compared to historical averages. This sustained increase over the past two years is largely because of alleged bill errors such as incorrect customer details and addresses and issues surrounding the closure and payment of accounts; and
- There has been an increase in billing complaints for water over the past two years, largely due to an increase in high bills.

Customer service for electricity, gas and water services were also common issues for complaints, with customer service raised in 14% of complaints received (10% of electricity complaints, 22% of gas complaints and 16% of water complaints).

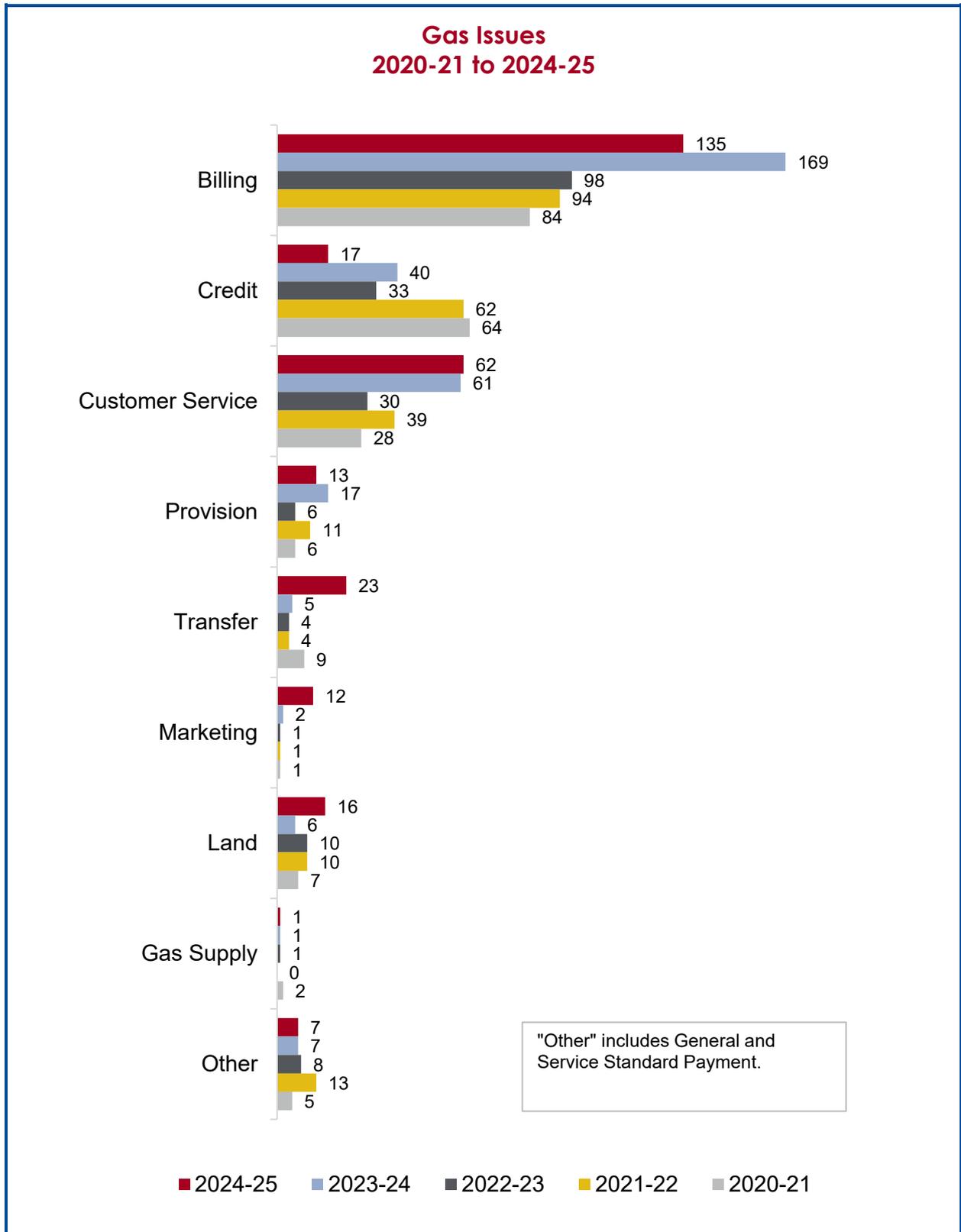
Complaints regarding electricity supply and provision, remain elevated, being collectively 29% of electricity complaints received.

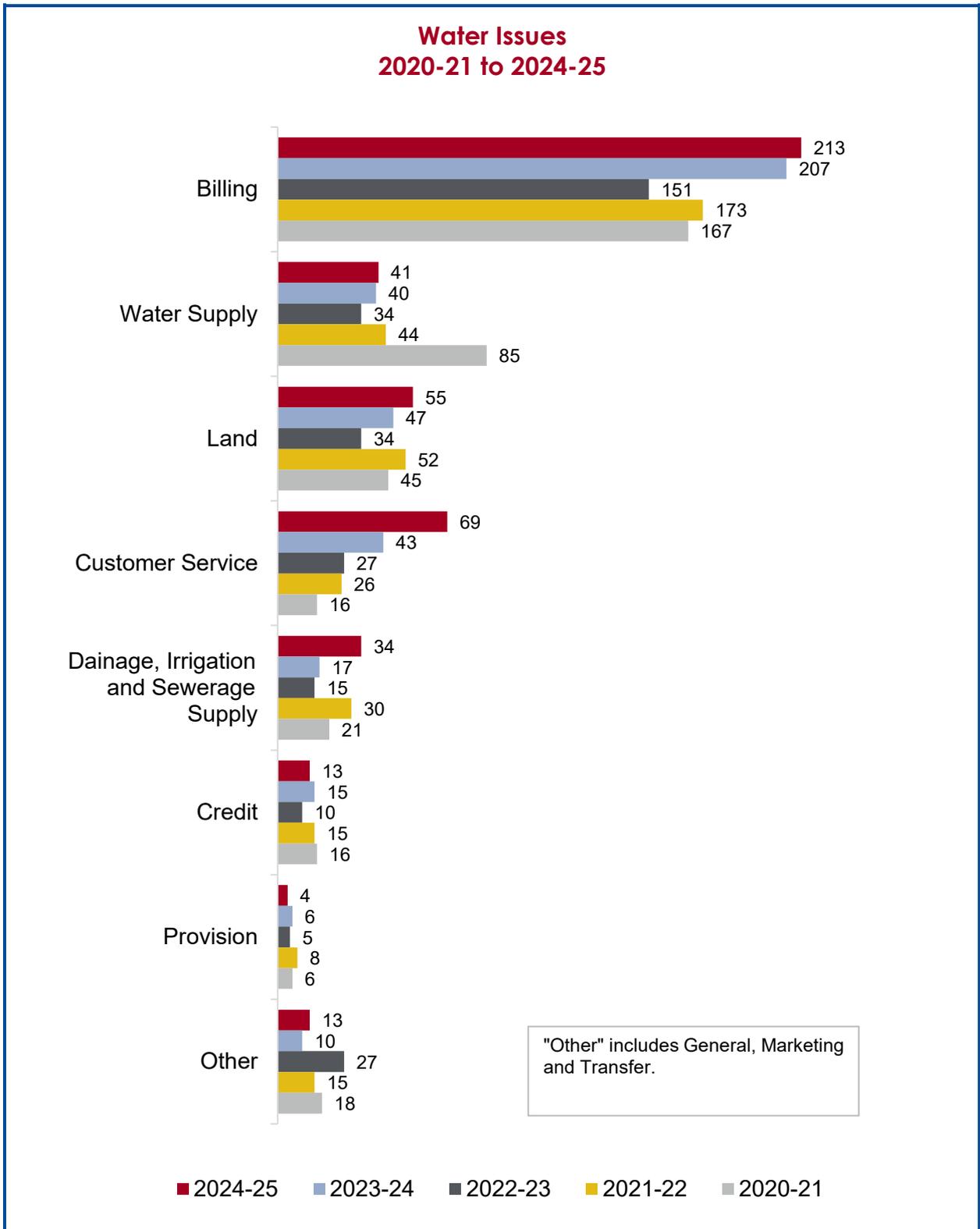
- Supply complaints typically involve planned and unplanned outages impacting the distribution network and were raised in 17% of electricity complaints received; and
- Provision complaints encompass cost and time to connect to the distribution network, and increased 81% when compared to the previous year; largely due to an increase in demand accompanied by resourcing and supply chain constraints.

The following charts show the trends in issues raised in complaints over the last five years for each industry.



Our Work in 2024-25





Note: The 85 complaints about Water Supply in 2020-21 include 37 complaints that relate to a single unplanned water outage incident.

Our Work in 2024-25

Reasons for Billing and Credit Complaints

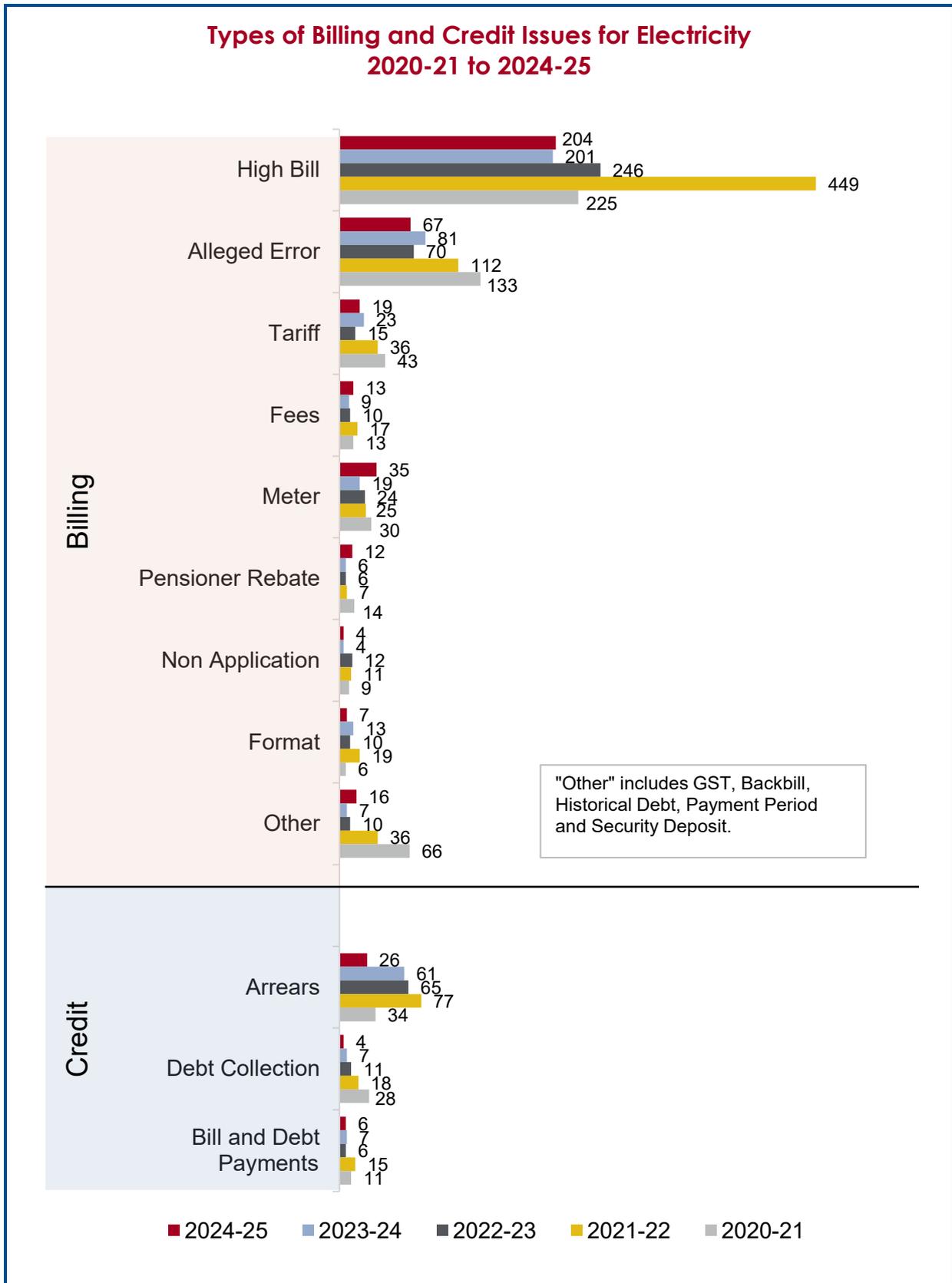
Complaints about billing and credit issues may be made for a range of reasons. The main types of billing and credit issues are:

Types of Billing Issues	
High Bill	Bill higher than expected.
Alleged Error	Alleged billing errors.
Meter	Metering issues.
Non Application	Disconnections due to the customer not applying for an account.
Tariff	Incorrect rates or lack of information about tariffs.
Fees	Fees and charges.
Pensioner Rebate	Rebate has not been applied or has been incorrectly applied.
Format	Format or lack of adequate information on bill.
Other	Includes backbills, GST, historical debt, payment periods and security deposit.
Types of Credit Issues	
Payment of Arrears	Payment of arrears from previous bills, including extensions and payment plans.
Debt Collection	Credit rating or debt collection issues.
Bill and Debt Payments	Customer has received a high bill and has difficulty in payment, has difficulty paying debts or problems with payment arrangements.

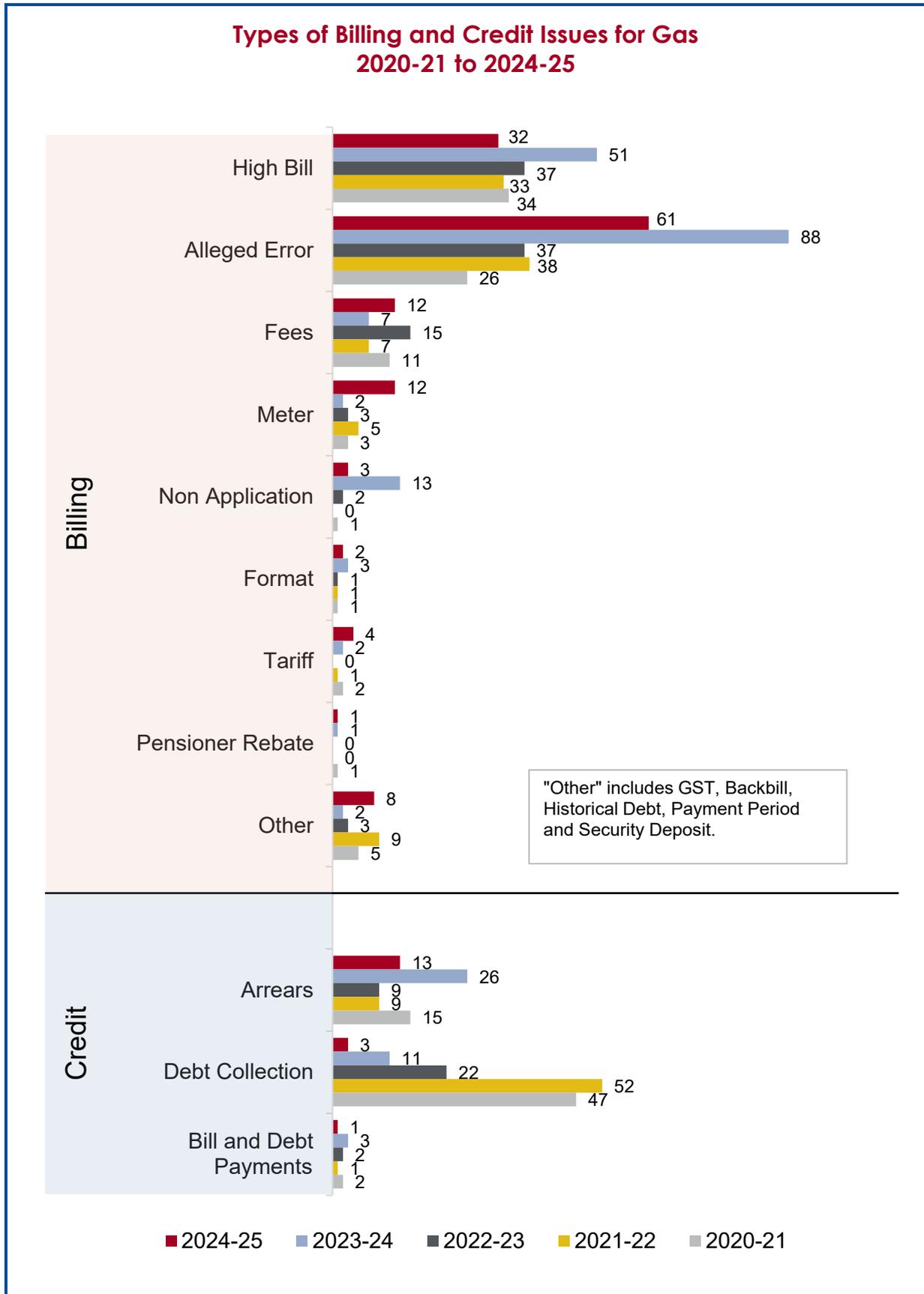
In 2024-25, the main reasons for billing complaints were high bills and alleged errors. The main reason for credit complaints was payment of arrears.

Our Work in 2024-25

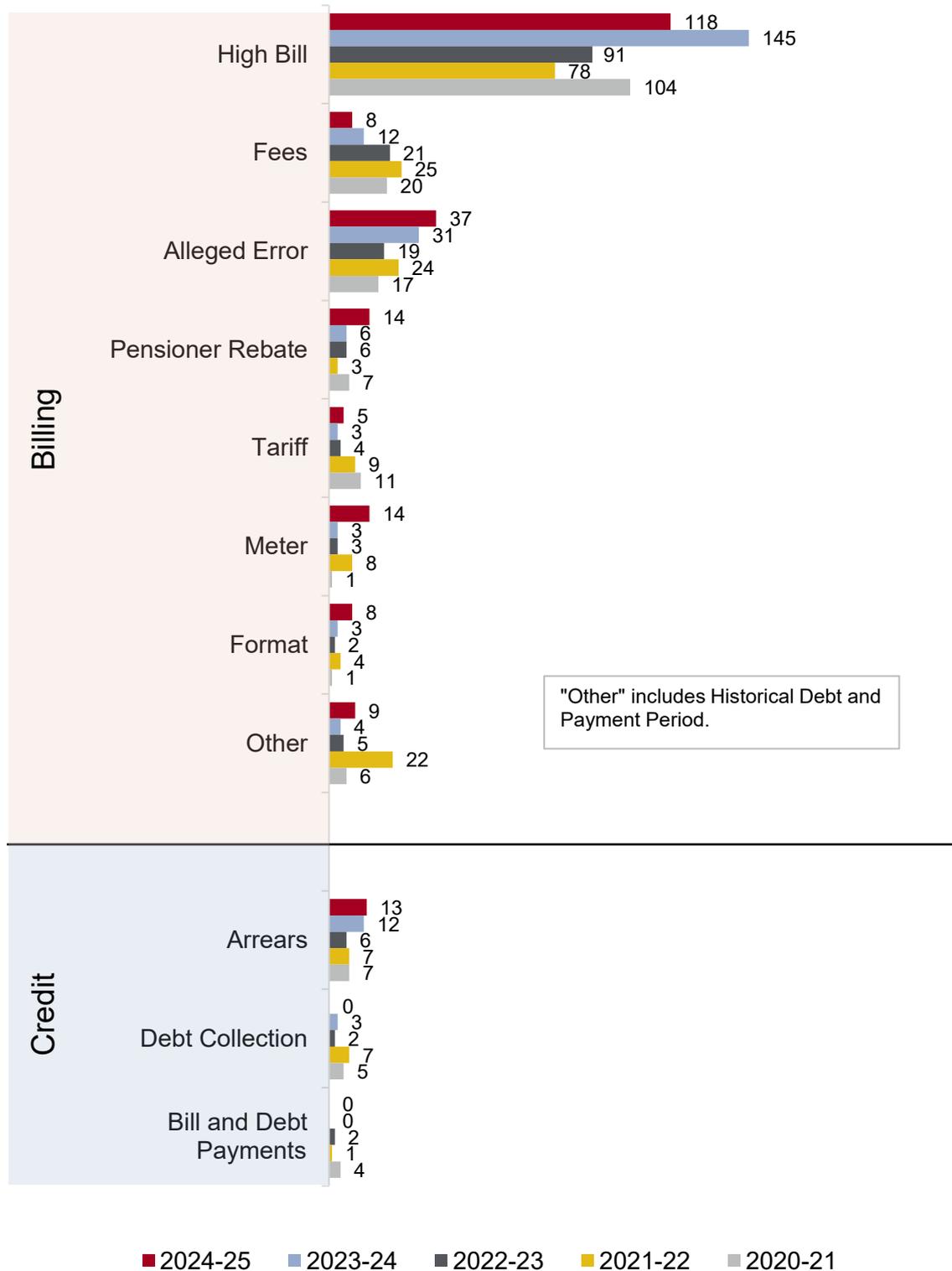
The trends over the last five years in the different types of billing and credit issues are shown in the following charts for each industry.



Our Work in 2024-25



Types of Billing and Credit Issues for Water 2020-21 to 2024-25



Our Work in 2024-25

Disconnections

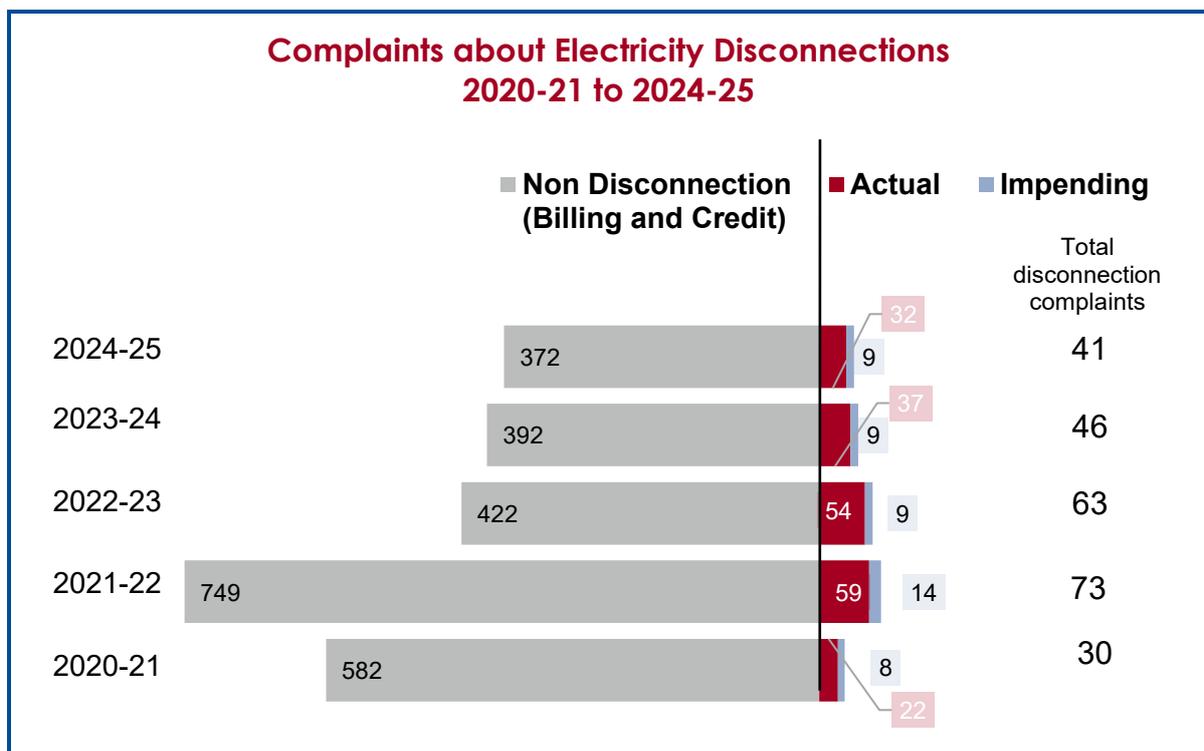
Gas and electricity retailers sometimes disconnect supply when a customer has failed to pay their bill or has not applied for an account when they take up a new residence. Before disconnecting, a reminder notice and then a disconnection warning should be sent. Complaints about reminder notices and disconnection warnings are recorded by EWO as impending disconnections. Complaints about a disconnection that has already occurred are recorded as actual disconnections. Water providers can restrict water supply, rather than disconnect, when a customer has failed to pay their bill.

During 2024-25, there were:

- 413 electricity complaints involving billing and credit issues and, of these, 32 involved actual disconnection and nine involved an impending disconnection;
- 152 gas complaints involving billing and credit issues and, of these, 13 involved actual disconnection and five involved an impending disconnection; and
- 226 water complaints involving billing and credit issues and, of these, three involved actual restriction and one involved an impending water restriction.

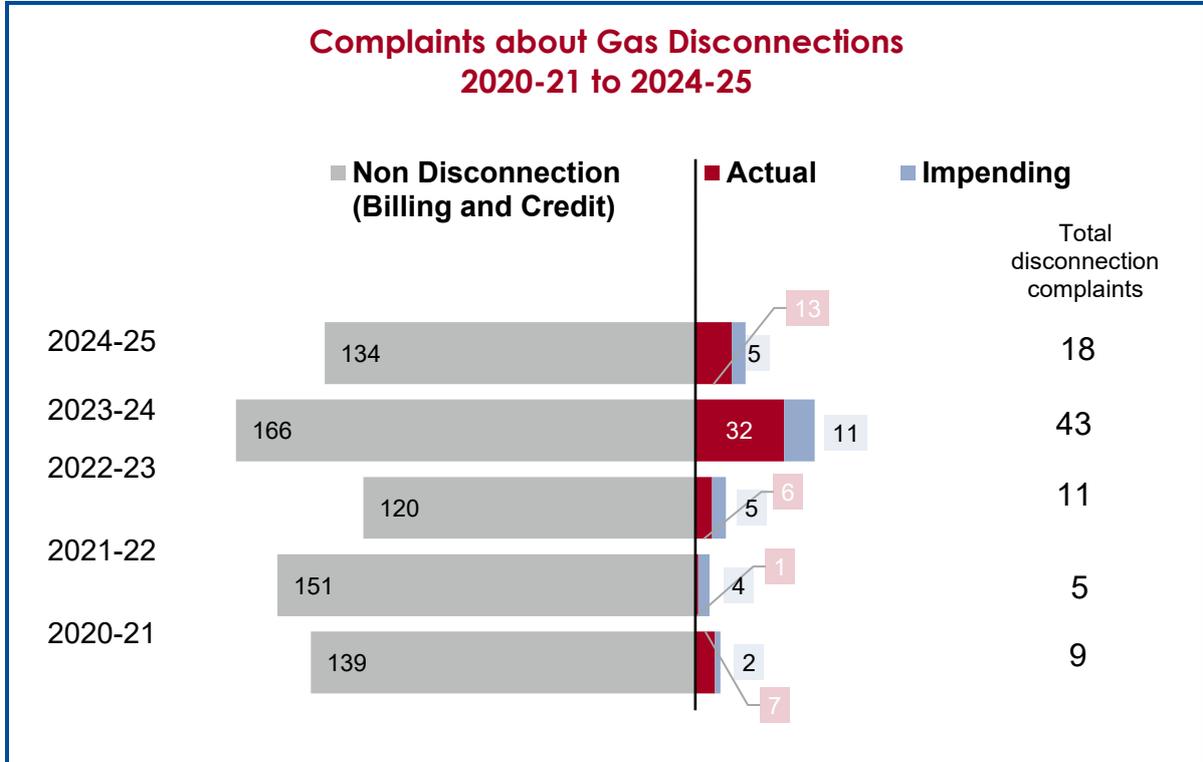
The following charts show trends for electricity and gas complaints relating to billing and credit issues involving, and not involving, disconnections.

For electricity, complaints about actual and impending disconnections from 2020-21, are significantly lower than the years prior, largely attributable to a general moratorium on disconnections during the COVID-19 pandemic as well as an overall subsequent reduction in debt levels due to government credits being applied to electricity accounts.



Our Work in 2024-25

For gas, complaints about actual and impending disconnections in 2024-25 were lower than the previous year and consistent with disconnection rates post the COVID-19 pandemic.

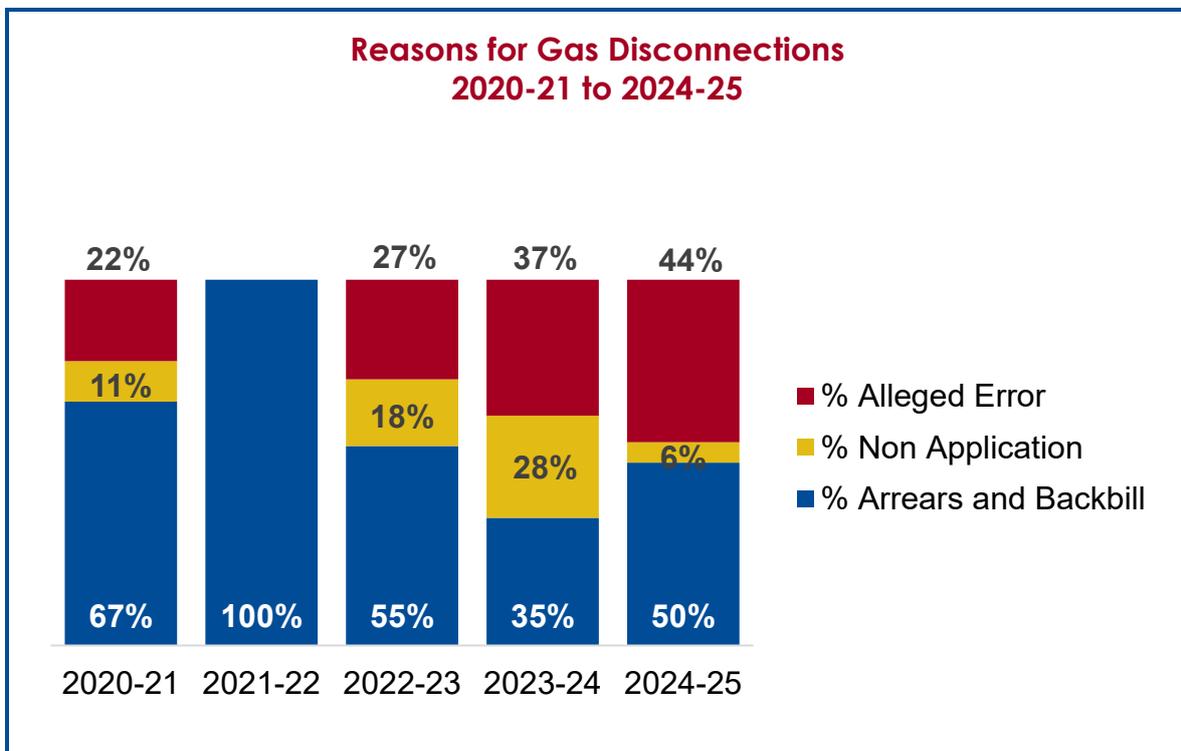
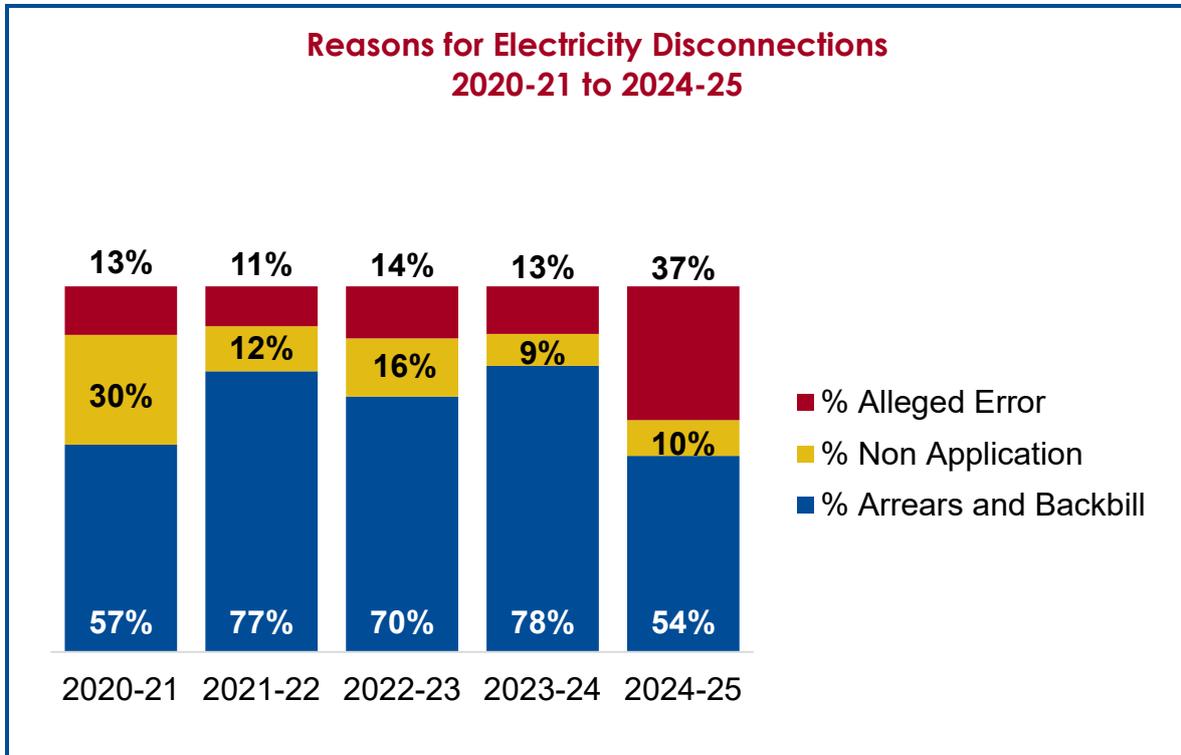


Actual or impending disconnections can occur for the following reasons:

Reasons for Disconnection	
Arrears and Backbills	Customer has not paid their bill or a backbill for a previous period.
Non Application	The customer has moved into or acquired a property and not applied to their retailer for an account to be established.
Alleged Error	Customer claims that they have been, or are about to be, disconnected due to an alleged error by the retailer.

Our Work in 2024-25

For both electricity and gas, most complaints received about disconnections relate to arrears in bill payments. The following charts show trends in the reasons for all disconnections (actual and impending) over the last five years.



Note: percentages may not add to 100% due to rounding.

Investigated Complaints

We refer complaints to the electricity, gas or water provider to resolve the matter in the first instance and most complaints are resolved directly between the customer and the provider. If the customer does not consider the matter is resolved, they can bring their complaint back to us for investigation.

Facilitated Resolution Prior to Investigation

Prior to investigation, where appropriate, we attempt to facilitate a resolution between the customer and the provider before commencing an investigation.

The facilitated resolution process involves EWO contacting the provider to allow them a further two business days to try to resolve the complaint, and working with both the customer and the provider to facilitate a resolution. We monitor the process to ensure the matter is resolved. If the provider does not wish to attempt a further resolution or there is not a resolution in a reasonable timeframe, the complaint is investigated.

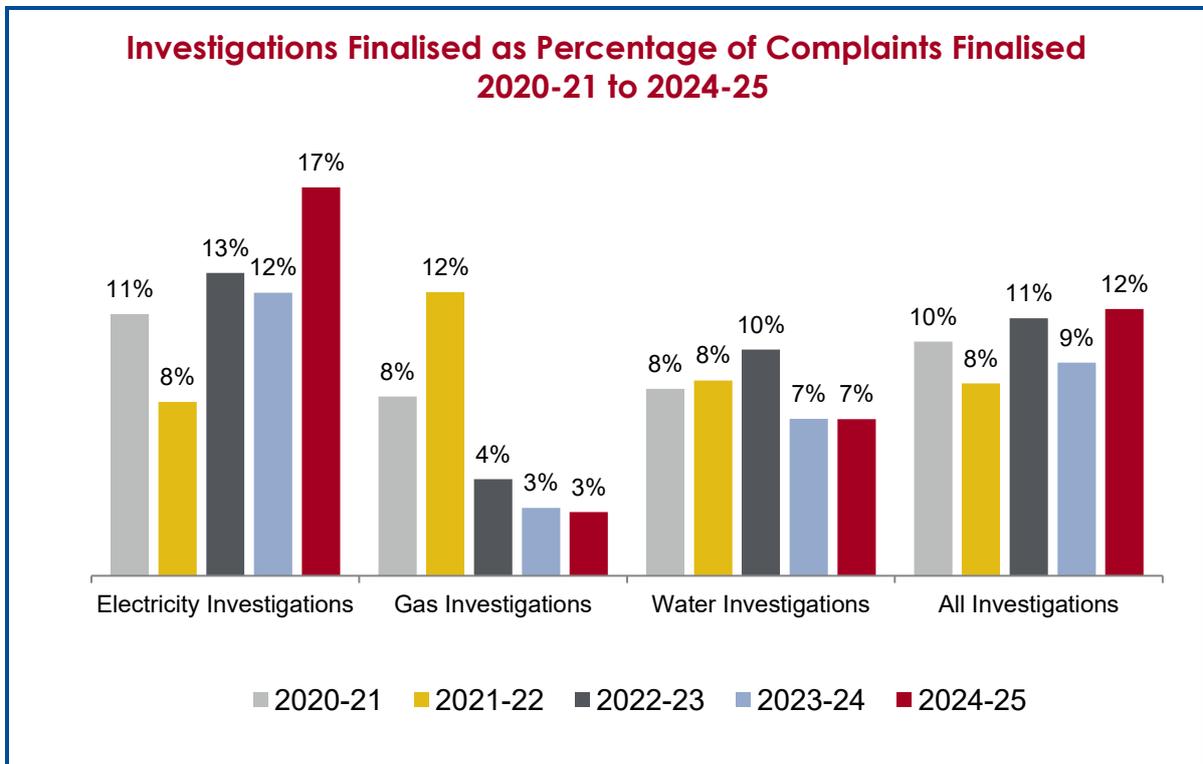
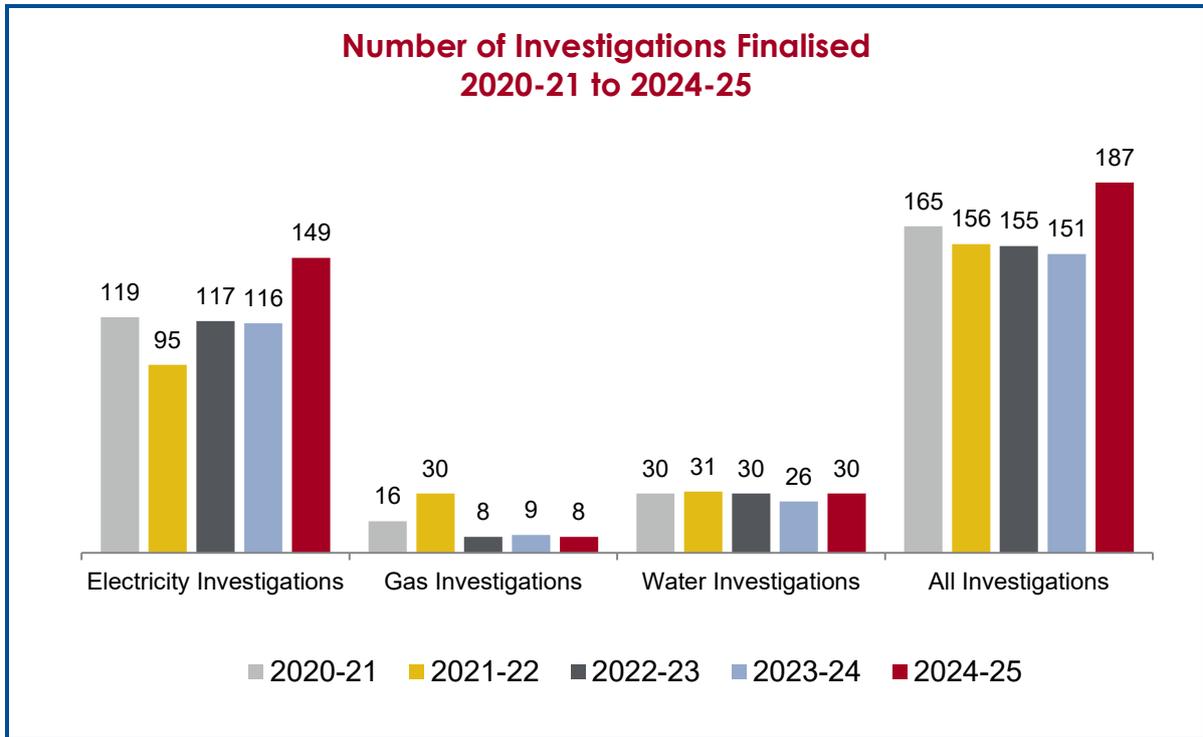
In 2024-25, there were 263 complaints finalised after being referred back by the customer for investigation, of which 45 (17%) were finalised through a facilitated resolution prior to investigation: 19 for electricity, 15 for gas and 11 for water. A further 31 complaints were finalised prior to investigation as they were out of jurisdiction, there was no further contact or further investigation was not warranted.

Investigations Finalised

In addition to the 76 complaints finalised prior to investigation, there were 187 complaints finalised in 2024-25 following an investigation by EWO: 149 for electricity, eight for gas and 30 for water.

Trends in the numbers and proportion of investigated complaints over the last five years are shown in the following charts.

Our Work in 2024-25



Outcomes of Complaints Referred Back for Investigation

Complaints that are referred back by a customer to EWO for investigation may be finalised for the following reasons:

- We facilitate a resolution prior to the commencement of an investigation;
- We facilitate a resolution during the investigation;
- Investigation of the matter shows that it is out of jurisdiction;
- The investigation shows the complaint is not sustained;
- The investigation shows the matter is sustained and we make a binding determination, including an appropriate remedy; or
- Further investigation is not warranted for a range of reasons.

The most common outcomes for the 263 complaints finalised in 2024-25 after being referred back for investigation were as follows:

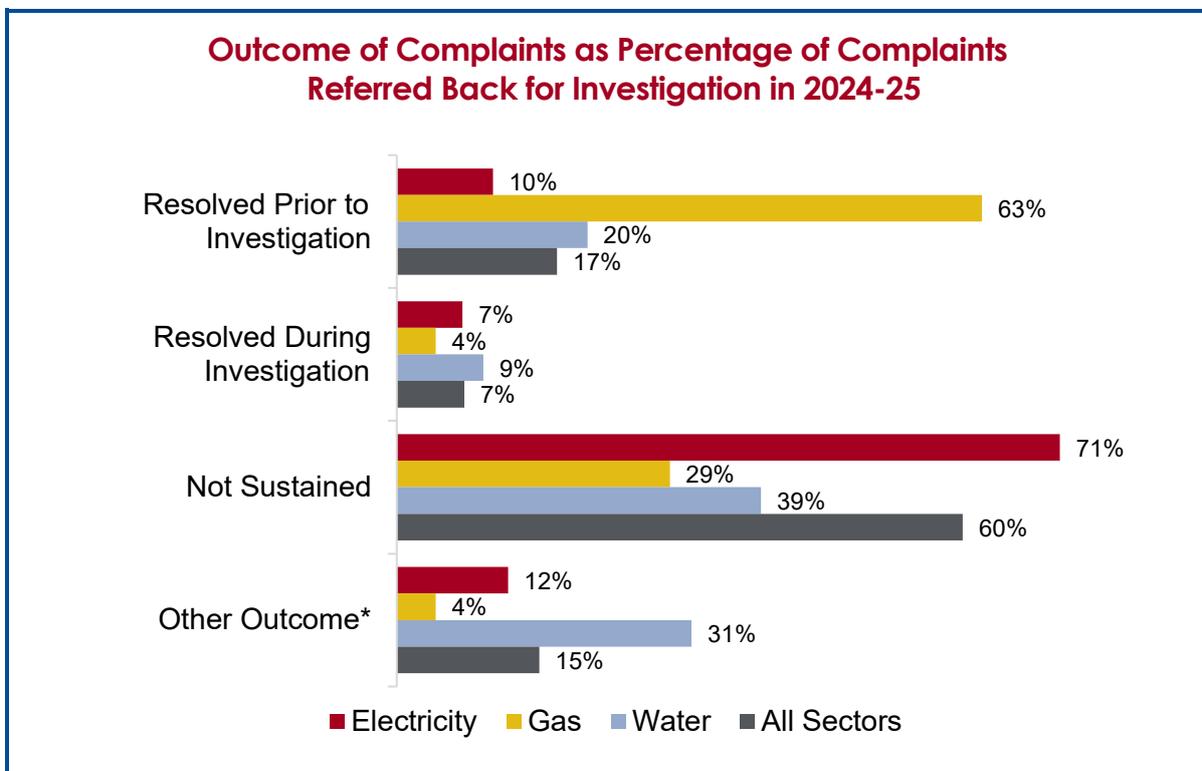
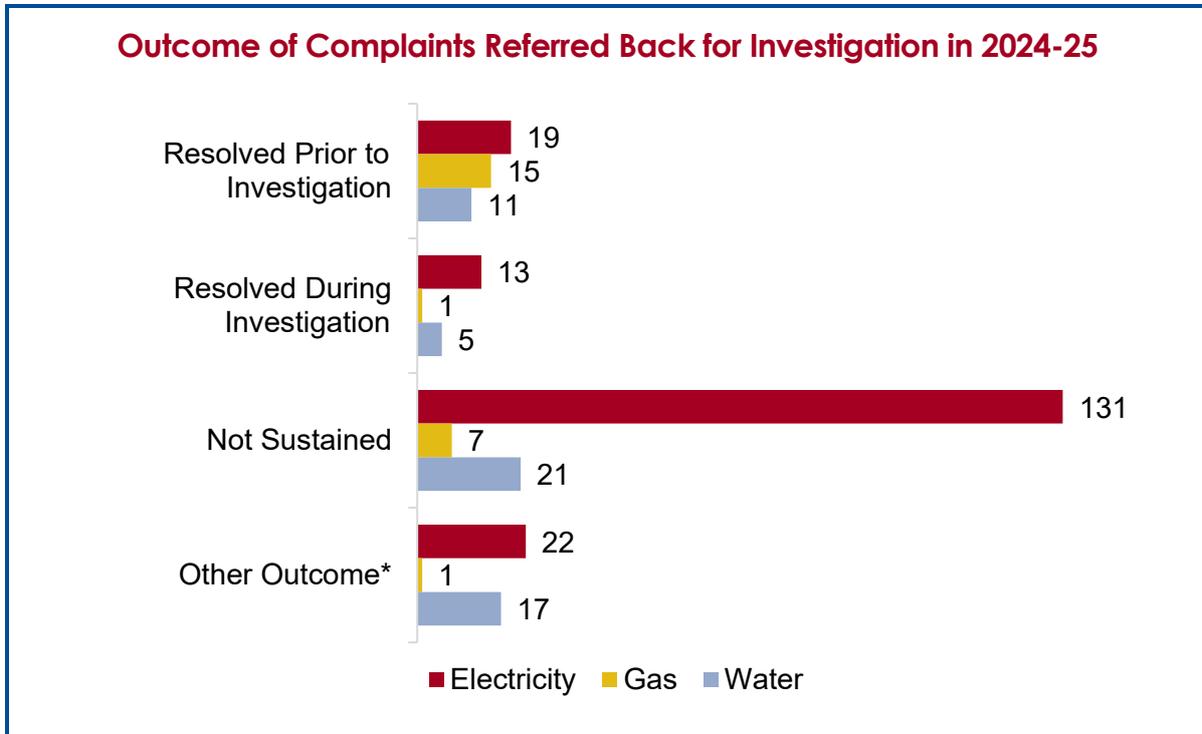
- In 45 (17%) of the 263 complaints, a resolution between the customer and the provider was facilitated prior to commencing an investigation;
- In 19 (7%) of the 263 complaints, a resolution between the customer and the provider was facilitated during the investigation; and
- In 159 (60%) of the 263 complaints, the investigation showed the complaint was not sustained.

Smaller proportions of complaints were finalised prior to or following an investigation because they were found to be out of jurisdiction (10 in 2024-25), further investigation was not warranted (29 in 2024-25), and there was no further contact (one in 2024-25).

There were no binding determinations by EWO in the 2024-25 reporting period.

Our Work in 2024-25

The following chart shows the outcomes, in 2024-25, of the complaints referred back for investigation, broken down by electricity, gas and water.



* Other Outcome includes out of jurisdiction, further investigation not warranted, no further contact or withdrawn.

Resolutions for Complaints

Electricity, gas and water providers may offer a range of actions to resolve a complaint including reducing bills, correcting or removing credit listings, providing the complainant with more time to pay, or providing compensation, an explanation or an apology. Bills may be reduced for a variety of reasons including correction of errors (for example, payment of rebate entitlements). Compensation may be paid where a customer has suffered a loss or damage due to the actions of their electricity, gas or water provider.

Case Study



Meter error leads to goodwill payment

A residential customer received unusually low electricity bills after the distributor installed a new meter. The customer raised concerns with the retailer about the accuracy of the bills, but was assured they were correct. After receiving a third bill for minimal consumption, the retailer investigated and then issued a large catch-up bill for previous unbilled consumption. The customer complained to us.

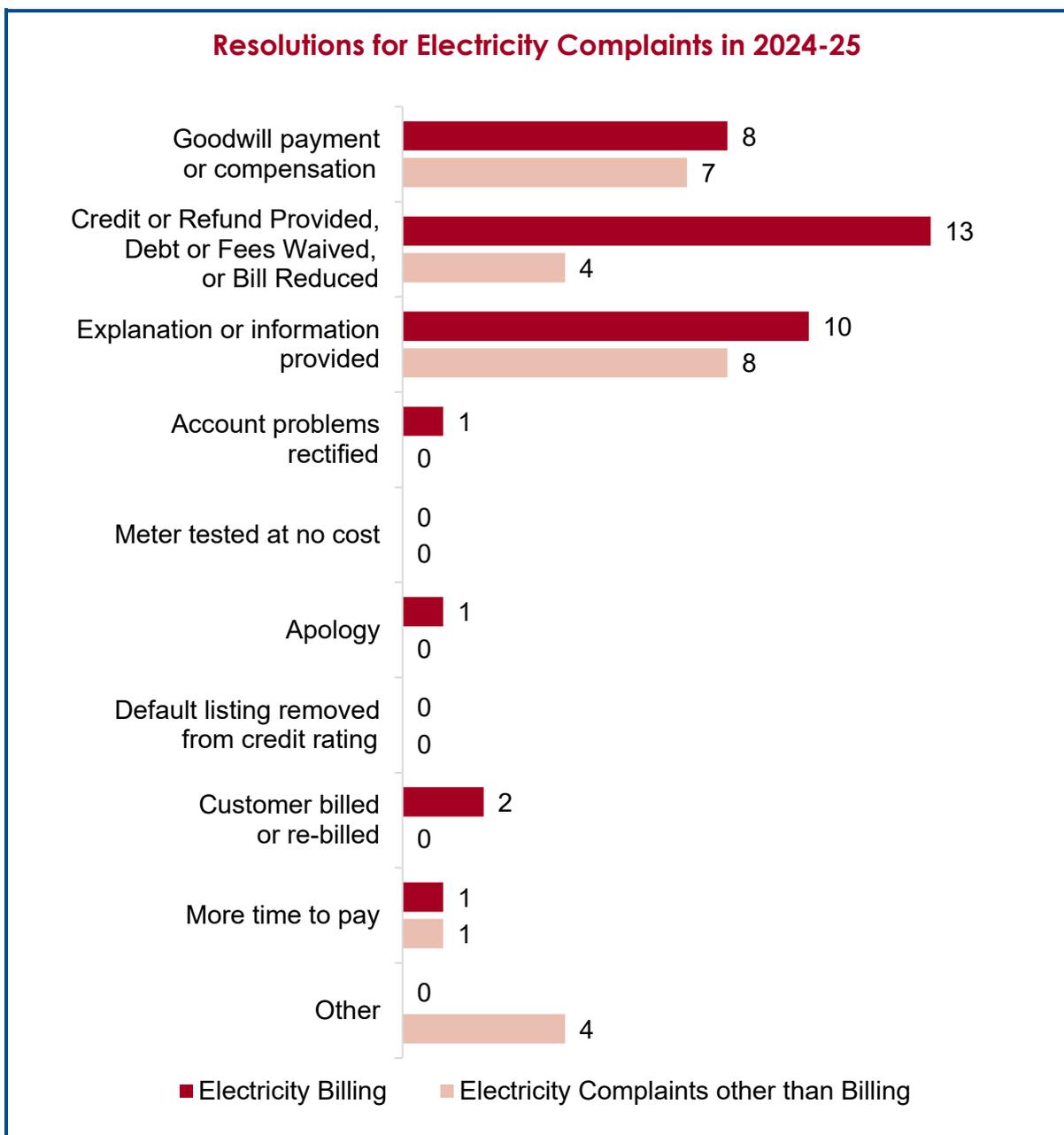
Our investigation confirmed that the new meter had been incorrectly configured, transmitting only a portion of actual consumption data. Once the meter was reconfigured, the retailer rebilled the customer for the correct usage, resulting in a large adjustment. The Customer Code allows a retailer to recover undercharged amounts from the previous 12 months. However, the investigation found that both the retailer and the distributor contributed to the error, they had not addressed the initial customers concerns and had caused the customer to experience financial stress. As a result of our involvement, both the retailer and the distributor provided goodwill credits to the customer to resolve their concerns.

Our Work in 2024-25

Resolutions for Electricity Complaints

In 2024-25, there were 60 actions offered by electricity providers for the 32 electricity complaints that were resolved after being referred back by the customer to EWO for investigation. The number of actions undertaken is higher than the number of complaints resolved as there is often more than one action taken by the provider to resolve the complaint. For example, the retailer may reduce the bill and offer an apology.

The following chart provides the breakdown of the actions offered in 2024-25 to resolve electricity complaints, for billing complaints and complaints about other issues.



Resolutions for Gas Complaints

In 2024-25, there were 30 actions offered by gas providers for the 16 gas complaints that were resolved after they were referred back for investigation, including:

- Explanation or information provided (10);
- Credit or refund provided, debt or fees waived or bill reduced (8);
- Goodwill payment or compensation (4);
- Apology (4);
- Account problems rectified (1);
- More time to pay (1); and
- Other remedies (2).

Resolutions for Water Complaints

In 2024-25, there were 21 actions offered by water providers for the 16 water complaints that were resolved after they were referred back for investigation, including:

- Explanation or information provided (6);
- Credit or refund provided, debt or fees waived or bill reduced (3);
- Goodwill payment or compensation (9); and
- Other remedies (3).

The following case studies illustrate the outcomes of complaints and, where appropriate, the resolutions offered by providers.

Case Study



Disconnection delay leads to goodwill credit and support

A customer's electricity account was closed and the retailer listed the property for disconnection. However, the property remained connected until over a year later. During this time, the occupant continued to receive electricity without being billed but was later issued a large catch-up bill.

The customer's representative raised concerns with the retailer, highlighting the customer's vulnerabilities, including health issues affecting their cognitive ability, limited literacy, and financial hardship. The retailer initially offered to waive a portion from the bill, but the representative remained dissatisfied due to the extended period of unbilled consumption and the customer's inability to manage the debt. The representative contacted us.

Our investigation revealed that the delay in disconnection was mainly due to a systems fault between the retailer and the distributor. Following extensive correspondence and data review, the distributor agreed to provide a substantial credit reducing the account balance. The retailer also committed to placing the customer on a plan to assist with ongoing consumption and financial management.

The complaint was resolved with both the retailer and distributor contributing to a goodwill credit and support arrangement, acknowledging the impact of the delayed disconnection had on the customer's personal circumstances.



Did you know?...

We understand that there are certain circumstances in which a person may not be able to make a complaint themselves. In these instances, another person may complain on their behalf.

To act on a person's behalf, we need authorisation from the complainant. This can be provided over the phone or providing a written **authority to act** signed by the complainant.

Case Study



Ombudsman investigation confirms homeowner not liable for damage by contractor

A homeowner engaged a third-party contractor to conduct excavation works on their property. During the works, the underground gas supply was damaged. Although the contractor contacted the distributor on the same day to report the incident and accepted responsibility, the distributor later issued an invoice to the homeowner for the repair costs. The homeowner complained to us.

We investigated the complaint and found that the distributor's decision to invoice the homeowner was inconsistent with good industry practice and its own recent approach in similar cases. When the responsible contractor is known, they should be pursued directly for cost recovery, and the distributor had previously done so in comparable situations. As a result of the investigation, the distributor agreed to withdraw the invoice and confirmed that it would seek cost recovery directly from the contractor, which resolved the complaint.



Did you know?...

[Before You Dig Australia \(BYDA\) website](#) provides a single point of contact to request free information about any underground or overhead infrastructure at a planned work site without needing to contact the utilities provider (gas, electricity, water, and telecommunications) and local governments individually.

Case Study



Solar credit errors resolved with credit and fee waivers

Two separate customers complained to their retailer after discovering they had not received solar feed-in credits for several years.

Customer 1

The retailer acknowledged the error and initially offered compensation, but the customer disagreed with the retailer's calculation. The customer calculated what they believed to be a fairer amount. When they were dissatisfied with the retailer's response, they complained to us.

We investigated and reviewed the customer's billing history, supporting documentation, and the retailer's methodology for calculating the credit. The investigation found that while the retailer had acknowledged the error, the initial compensation did not fully reflect the customer's actual solar generation.

Following further review and updated information from both parties, the retailer agreed to increase the compensation.

Customer 2

At the time of their solar installation, the customer was operating a small business from the property but later transitioned the account to a residential tariff. Months afterwards, the customer noticed that solar credits were not appearing on their bill. After contacting both the retailer and the distributor, the customer was referred back and forth without resolution. Eventually, the retailer acknowledged that the meter had not been reconfigured for solar at the time of installation due to an internal error.

The complaint came to us to investigate. During the investigation, the retailer confirmed that the error came from an incorrectly processed service notification. The retailer then arranged for the meter to be reconfigured and acknowledged that the customer had missed solar credits due to the oversight.

In both cases, the retailer issued a goodwill credit to the customer's account, based on estimated solar generation. The retailer also waived the meter reconfiguration and solar application fees.



Did you know?...

Customers with solar PV systems should carefully review the back of their bills which has details of credits applied to their accounts from any excess electricity contributed back to the network. Neither the retailer or distributor can monitor a customer's solar system, which always remains their responsibility to inspect and maintain using the services of a licensed electrician.

Case Study



Storm-related outage leads to full compensation for damage

A customer's property was damaged when a tree touched power lines during a storm. The customer submitted a compensation claim to the distributor, but the claim was initially declined. The distributor said that the tree involved was the responsibility of the local government authority to maintain; however, the customer disputed this. The customer complained to us.

We investigated and established that the tree, being naturally occurring, was the responsibility of the distributor to maintain. We reviewed the distributor's vegetation management practices and found that the trees in question had been identified as growing within the clearance zone in a high fire-risk area, but no priority had been placed on trimming it. Our investigation also noted that the distributor's own guidelines required vegetation to be consistently maintained outside of minimum clearance distances, which had not occurred in this case.

The distributor paid the customer's claim to resolve the complaint.



Did you know?...

Building and Energy, as the State's energy industry technical and safety regulator, has developed guidelines for the management of vegetation near power lines.

It is the responsibility of the owner/occupier of a property next to a street verge with power lines to ensure that any vegetation in their property is kept well clear of power lines.

Case Study



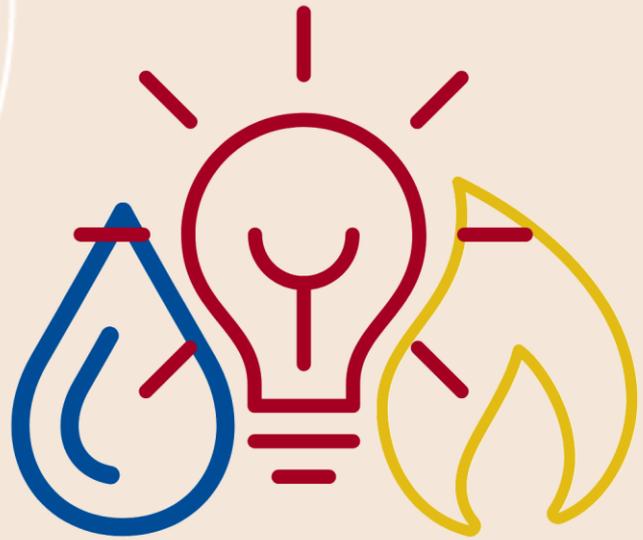
Debt waiver granted following Ombudsman involvement

The customer had been participating in the water service provider's financial assistance program for two years and was advised that, upon successful completion of the program, the remaining debt would be waived. As the customer approached the end of the program, they sold their property and entered settlement. However, the retailer informed the customer that the full debt would need to be paid before settlement could proceed. The customer felt this was unfair, given their consistent participation in the program and the understanding that the debt would be waived. They complained to us.

Our investigation considered the customer's payment history, the terms of the financial assistance program, and the timing of the settlement. We also reviewed communications between the customer and the retailer, including a previous offer to waive part of the debt, which the customer had declined.

Following further discussions, the retailer agreed to waive the outstanding balance. The customer was informed and expressed relief and satisfaction with the outcome.

Stakeholder Liaison and Access to Services



- **Stakeholder Liaison**
- **Awareness and Accessibility**

Stakeholder Liaison and Access to Services

Effective engagement with key stakeholder groups is essential to the achievement of effective complaint resolution, increased awareness of the services provided by EWO and identification and addressing of systemic issues. We do this through:

- Continuous liaison and communication with key stakeholders including Members (electricity, gas or water providers), regulators and industry-based ombudsmen; and
- Ensuring ongoing access to its services for residential and small use customers, and community groups who represent them.

In November 2021, the Board approved a revised *Communications Strategy 2022-2026*. This strategy identifies activities designed to enhance the promotion of, and access to, EWO by key stakeholders. Further details about these activities are detailed in this section.

Stakeholder Liaison

We regularly liaise with a number of key stakeholders. This continuous communication and feedback process allows us to better understand relevant industry issues and to encourage best practice and leadership in dispute resolution.

Members

In order to achieve effective dispute resolution, we liaise closely with Members. We were involved in regular meetings and updates with Members as outlined below:

- In July 2024 and September 2024, the Principal Assistant Energy and Water Ombudsman met with representatives of Synergy, to discuss ongoing liaison and complaints;
- In September 2024, the Principal Assistant Energy and Water Ombudsman met with Managing Director of Energy-Tec, which provides services for Embedded Networks, including billing and metering;
- In November 2024, each Member was emailed a copy of the Annual Report 2023-24 along with a tailored Member Report. The Member Report provided Members which had complaints in the previous financial year with more details about complaints to their organisation and comparisons with the sector as a whole;
- In January 2025, the Principal Assistant Energy and Water Ombudsman met with Kleenheat to discuss ongoing liaison and complaints;
- In March 2025, the Principal Assistant Energy and Water Ombudsman liaised with senior representatives from the eight Members with the greatest number of complaints, to discuss complaint trends and projections as part of EWO's budget planning for 2025-26; and
- In June 2025, the Principal Assistant Energy and Water Ombudsman met with representatives of Western Power to discuss ongoing liaison and complaints.

Stakeholder Liaison and Access to Services

The Economic Regulation Authority and Other Regulators

During 2024-25, we continued regular interaction with the industry regulator, the ERA. We were involved with meetings and liaison with the ERA and other regulators as outlined below:

- In July to November 2024, and January 2025 to June 2025, we met with Energy Policy WA and the ERA, to discuss the Alternative Electricity Services (**AES**) framework, being introduced by the Western Australian State Government to ensure adequate protections are available for consumers of alternative electricity business models and services, including embedded networks. Subject to the passage of legislation, this will significantly expand the jurisdiction of EWO in early 2027;
- In September 2024, the Manager Community Engagement and Business Intelligence attended an Office of the Australian Information Commissioner liaison meeting for senior officers via videoconference;
- In September and December 2024, and February and June 2025, the Principal Assistant Energy and Water Ombudsman attended liaison meetings with senior staff of the ERA;
- In October 2024 the Principal Assistant Energy and Water Ombudsman attended a meeting with the ERA's Consumer Consultative Committee;
- In November 2024 and March 2025, the Principal Assistant Energy and Water Ombudsman attended meetings with senior representatives from the Small Business Development Corporation (**SBDC**) to discuss the mediation and conciliation services of the SBDC in respect to embedded networks; and
- In February 2025, the Principal Assistant Energy and Water Ombudsman and Senior Investigating Officers attended a liaison meeting with the Commissioner for Consumer Protection and Senior Staff at the Department of Energy, Mines, Industry Regulation and Safety.

Industry Ombudsmen

Liaison and collaboration with other industry-based ombudsmen provides an opportunity for EWO to benchmark its performance and stakeholder communication activities against other similar agencies, and to identify areas for improvement through the experience of others. A summary of the liaison with these industry bodies is outlined below:

- In July and October 2024, and January and April 2025, the Principal Assistant Energy and Water Ombudsman attended a Senior Dispute Resolution Leadership Meeting with the Energy and Water Ombudsman New South Wales (**EWON**), Energy and Water Ombudsman Victoria (**EWOV**), Energy and Water Ombudsman Queensland (**EWQQ**) and Energy and Water Ombudsman South Australia (**EWOSA**) to discuss developments in dispute resolution;

Stakeholder Liaison and Access to Services

- In July and November 2024, and March 2025 the Deputy Energy and Water Ombudsman attended an Australian and New Zealand Energy and Water Ombudsman Network (**ANZEWON**) meeting;

ANZEWON provides a forum for utility industry ombudsmen in Australia and New Zealand to enhance effectiveness, efficiency and appropriate consistency of complaint handling across the jurisdictions. Members are able to share appropriate information and jointly consider emerging consumer issues.

- In September and November 2024, March and June 2025, the A/Director Business Services and the Communications and Engagement Coordinator attended an Australian and New Zealand Ombudsman Association (**ANZOA**) Public Relations and Communications Special Interest Group meeting via videoconference;

ANZOA is a peak group for parliamentary and industry-based ombudsmen in Australia and New Zealand. It acts as a network for consultation and discussion for ombudsmen on matters of interest, concern or common experience.

- In September 2024, the Principal Assistant Energy and Water Ombudsman attended a briefing on the EWON's new case handling model via videoconference;
- In October 2024 and March 2025, the A/Director Business Services and the Communications and Engagement Coordinator attended a Digital Communications meeting of ANZOA representatives via videoconference;
- In November 2024, Deputy Ombudsman attended the Annual General Meeting of the ANZOA meeting via videoconference;
- In February 2025, the Principal Assistant Energy and Water Ombudsman attended, via teleconference, an ANZOA event hosted by EWON on current mental health trends in Australia by Beyond Blue;
- In May 2025, the A/Director Business Services met with four other energy and water ombudsman offices, via videoconference, to discuss funding models; and
- In June 2025, the Principal Assistant Energy and Water Ombudsman attended, via videoconference, an ANZEWON liaison meeting to discuss jurisdictional and membership issues.

Stakeholder Liaison and Access to Services

Awareness and Accessibility

Reaching out to the regions

We continued the Regional Awareness and Accessibility Program (**the Program**) during 2024-25. We visited:

- Kalgoorlie and Kambalda in the Goldfields Region in August 2024;
- Albany and Denmark in the Great Southern Region in December 2024;
- Katanning and Wagin in the Great Southern and southern Wheatbelt in March 2025;
- Busselton in the South West Region in May 2025; and
- Newman and Jigalong in the East Pilbara Region in June 2025.

The visits included activities such as:

- Drop-in sessions and expos, which provided an opportunity for members of the local community to raise their concerns face-to-face with our staff;
- Information sessions for the Aboriginal community, Elders and service providers, which provided an opportunity for Aboriginal communities to discuss energy and water service delivery with us and where we may be able to assist;
- Networking evenings for small business and local advocates; and
- Liaison with community, advocacy and consumer organisations to provide further information about our role.

The Program is an important way for us to raise awareness of, access to, our services for regional and Aboriginal Western Australians. The visits were coordinated with the office of the Western Australian Ombudsman. This year, the Program included the Equal Opportunity Commission,



The evening networking event in Katanning was a success.



Engaging with rural families and farmers at the Wagin Woolorama Agricultural Show.



We hosted a Lunch & Learn in Newman.



Aboriginal community information session at the Noongar Centre in Albany.

Stakeholder Liaison and Access to Services

Health and Disability Services Complaints Office, Telecommunications Industry Ombudsman, the (then) Department of Energy, Mines, Industry Regulation and Safety (Consumer Protection), Aboriginal Legal Service of WA, Australian Financial Complaints Authority and Australian Financial Security Authority. This collaborative approach provides additional benefits to people in the regions as it helps provide a 'one-stop-shop' model for complaints.

Aboriginal Engagement

The Principal Consultant Aboriginal Engagement and Collaboration provides cultural advice across the Ombudsman's office including EWO. This includes being consulted and involved in complaints.

She also plays a key role in our community engagement, attending most visits to regional areas and facilitating engagement with local Aboriginal communities and organisations.

In May 2025 we sponsored the National Reconciliation Week banner program which showcased artwork by the talented Western Australian Aboriginal Noongar artist Darryl Dempster. We sponsored four banners displayed in Perth along Forrest place, and in Midland, Geraldton and Albany.

We used our commissioned artwork by Barbara Bynder, a Whadjuk Ballardong Noongar artist, in new ways this year, including fridge magnets, polo shirts for staff and a table cover. These improved recognition of staff at events and helped made them more approachable.



We co-hosted an evening networking event with the Albany Chamber of Commerce and Industry in December 2024.



Reconciliation Week street banners.

Stakeholder Liaison and Access to Services

Presentations and Information

We continued to engage with the community and community sector organisations at a range of events and forums, including:

- City of Armadale NAIDOC Day event in July 2024;
- In July 2024, we sent an eNewsletter to over 550 community and consumer organisations;
- In July 2024, the Deputy Ombudsman and Principal Assistant Energy and Water Ombudsman met with the Chief Executive Officer of Energy Consumers Australia;
- Disability Connections Expo in August 2024;
- In August and November 2024 as well as March 2025, the Principal Assistant Energy and Water Ombudsman, attended as an observer, the Western Australian Advocacy for Consumers of Energy which brings together energy consumer advocates to share consumer views and contribute to Western Australia's energy debate. The meeting in August 2024 also included a presentation on the Energy and Water Ombudsman Western Australia;
- Financial Counsellor's Association of WA Conference in October 2024;
- Senior's Recreation Council of WA's "Have A Go Day" in November 2024;
- Pridefest Fairday in November 2024;
- Australian Professional Skills Institute Networking Forum in February 2025;
- In February 2025, the Principal Assistant Energy and Water Ombudsman attended a teleconference hosted by the Consumer Action Law Centre with regard to unsolicited sales;
- City of Belmont's Harmony Day event in March 2025;
- City of Armadale's Let's Connect Armadale event in April 2025; and
- In April 2025, the Communications and Engagement Coordinator presented at the Lorikeet Centre (Mental Illness Fellowship of WA).



With the Australian Financial Complaints Authority at the Perth Disability Connections Expo in August 2024.



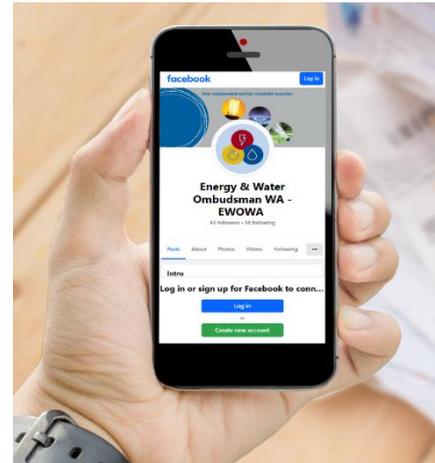
At the Seniors Recreation Council of WA's 'Have A Go Day' in October 2024.

Stakeholder Liaison and Access to Services

Online engagement

We continued to build our Energy and Water Ombudsman Facebook profile during the year and began a project to expand our social media engagement in 2025-26.

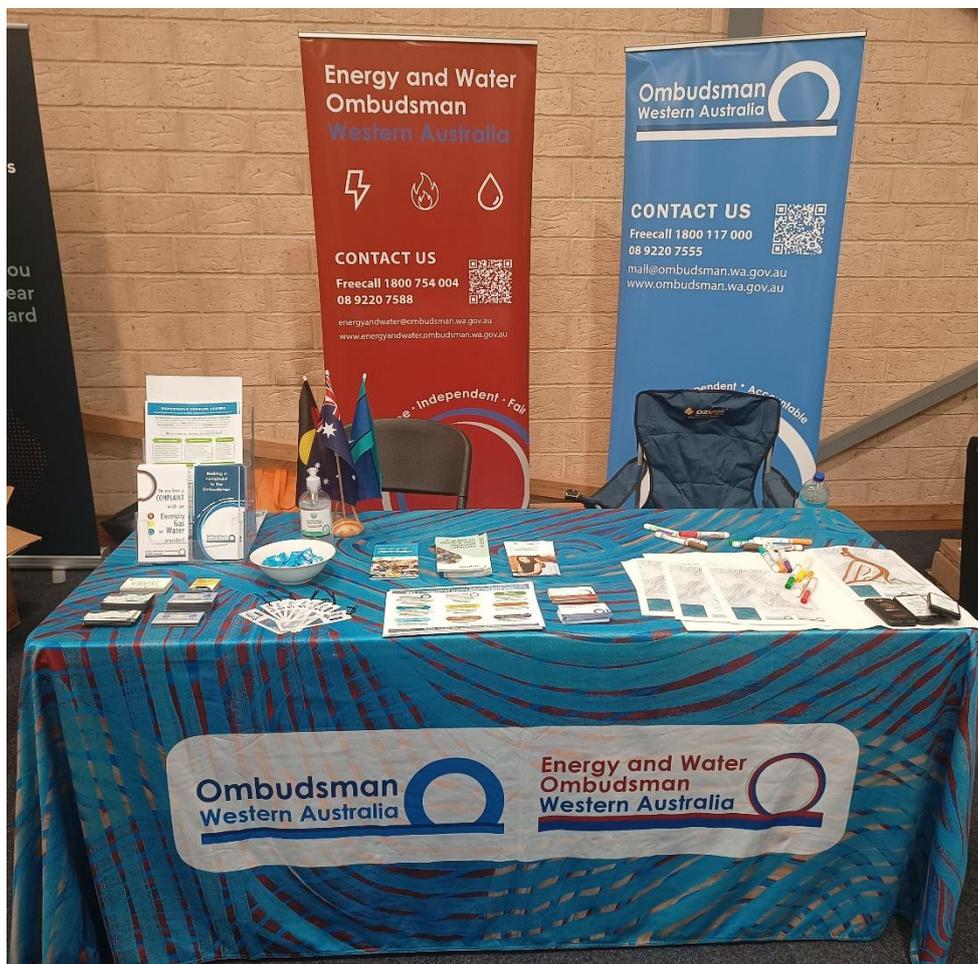
We also began a project to develop a new website which will meet contemporary standards for technologies and accessibility. This will work together with social media to communicate with more people online.



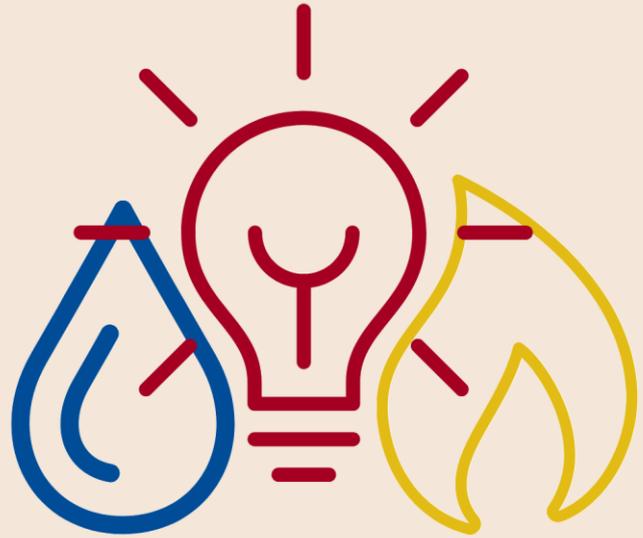
Publications

We provide publications to assist complainants to understand the role of EWO and our complaint process.

Our information sheets are translated into 19 community languages to ensure accessibility for people from culturally and linguistically diverse backgrounds. The translated forms and information feature on the website and are available in hard copy on request.



Company Particulars and Financial Statements



- **Company Particulars as at 30 June 2025**
- **Independent Audit Opinion**
- **Statement of Profit or Loss and Other Comprehensive Income**
- **Statement of Financial Position**
- **Statement of Changes in Equity**
- **Statement of Cash Flows**

Company Particulars and Financial Statements

Company Particulars as at 30 June 2025

Energy and Water Ombudsman (Western Australia) Limited ACN 109 054 426																																										
Registered address	c/- Kennerlys 37 Ord Street West Perth WA 6005																																									
Postal address	c/- Kennerlys PO Box 1125 West Perth WA 6872																																									
Board	<p>Chairperson: Michael Schaper</p> <p>Directors</p> <p>Customer Representative: Sonia McKeiver (Resigned 22/11/2024)</p> <p>Customer Representative: Marguerite Anklesaria (Resigned 22/11/2024)</p> <p>Customer Representative: Kathryn Lawrence</p> <p>Customer Representative: Phillip Kemp (Appointed 22/11/2024)</p> <p>Customer Representative: Grant Cucel (Appointed 22/11/2024)</p> <p>Gas Industry Representative: Brent Graham (Resigned 22/11/2024)</p> <p>Kylie Wilkie (Appointed 22/11/2024)</p> <p>Electricity Industry Representative: Lesley Walker</p> <p>Water Industry Representative: Karen Willis</p> <p>Alternative Directors</p> <p>Gas Industry Representative: Kylie Wilkie (Resigned 22/11/2024)</p> <p>Electricity Industry Representative: Samantha Torrens</p> <p>Water Industry Representative: Jason Ducie</p> <table border="0" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th></th> <th style="text-align: center;">Directors' Meeting</th> <th style="text-align: center;">Budget Committee</th> </tr> </thead> <tbody> <tr> <td>Number of meetings held:</td> <td style="text-align: center;">4</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Number of meetings attended:</td> <td></td> <td></td> </tr> <tr> <td>Michael Schaper</td> <td style="text-align: center;">4/4</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Sonia McKeiver</td> <td style="text-align: center;">2/2</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Marguerite Anklesaria</td> <td style="text-align: center;">2/2</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Kathryn Lawrence</td> <td style="text-align: center;">4/4</td> <td style="text-align: center;">1/1</td> </tr> <tr> <td>Phillip Kemp</td> <td style="text-align: center;">2/2</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Grant Cucel</td> <td style="text-align: center;">2/2</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Lesley Walker</td> <td style="text-align: center;">4/4</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Karen Willis</td> <td style="text-align: center;">4/4</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Kylie Wilkie</td> <td style="text-align: center;">2/4</td> <td style="text-align: center;">1/1</td> </tr> <tr> <td>Brent Graham</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table>				Directors' Meeting	Budget Committee	Number of meetings held:	4	1	Number of meetings attended:			Michael Schaper	4/4	N/A	Sonia McKeiver	2/2	N/A	Marguerite Anklesaria	2/2	N/A	Kathryn Lawrence	4/4	1/1	Phillip Kemp	2/2	N/A	Grant Cucel	2/2	N/A	Lesley Walker	4/4	N/A	Karen Willis	4/4	N/A	Kylie Wilkie	2/4	1/1	Brent Graham	N/A	N/A
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Company Secretary	Leendert Johan Ouwendyk																																									
Accountants	Kennerlys, PO Box 1125, West Perth WA 6872																																									

Company Particulars and Financial Statements

Energy and Water Ombudsman (Western Australia) Limited ACN 109 054 426

Auditor	Nexia Perth GPO Box 2570 Perth WA 6000
Members	<p>Gas Industry AGL Sales Pty Ltd Alinta Sales Pty Ltd Amanda Energy Pty Ltd ATCO Gas Australia Pty Ltd Electricity Generation and Retail Corporation (trading as Synergy) IPower Pty Ltd and IPower2 Pty Ltd (trading as ENGIE, formerly Simply Energy) Origin Energy Retail Limited Perth Energy Pty Ltd Supagas Pty Ltd Wesfarmers Kleenheat Gas Pty Ltd</p> <p>Electricity Industry Alinta Sales Pty Ltd Amanda Energy Pty Ltd Change Energy Pty Ltd CleanTech Energy Pty Ltd (trading as Delorean Energy Retail) Eglington Village Energy Pty Ltd Electricity Generation and Retail Corporation (trading as Synergy) Electricity Networks Corporation (trading as Western Power) Ocean Reef Renewable Energy Pty Ltd Peel Renewable Energy Pty Ltd Perdaman Energy Retail Pty Ltd Perth Energy Pty Ltd Regional Power Corporation (trading as Horizon Power) Rottnest Island Authority Wesfarmers Kleenheat Gas Pty Ltd</p> <p>Water Industry Aqua Ferre (Muchea) Pty Ltd (trading as Muchea Water) Aquasol Pty Ltd BHP Iron Ore Pty Ltd BHP Nickel West Pty Ltd BWater Pty Ltd (trading as ABCO Water Systems) Bunbury Water Corporation (trading as Aqwest) Busselton Water Corporation City of Kalgoorlie-Boulder Country Heights Water Pty Ltd Gascoyne Water Co-operative Hamersley Iron Pty Ltd Lancelin South Pty Ltd Ord Irrigation Cooperative Robe River Mining Co Pty Ltd Rottnest Island Authority South West Irrigation Management Co-operative Limited (trading as Harvey Water) TMC Witchcliffe Pty Ltd Water Corporation Water West North Dandalup Pty Ltd</p>

Company Particulars and Financial Statements

Independent Audit Opinion



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To the Board of Directors of Energy and Water Ombudsman (Western Australia) Ltd

Auditor's Independence Declaration under section 307C of the *Corporations Act 2001*

As lead auditor for the audit of the financial statements of Energy and Water Ombudsman (Western Australia) Ltd for the financial year ended 30 June 2025, I declare that to the best of my knowledge and belief, there have been no contraventions of:

- (a) the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- (b) any applicable code of professional conduct in relation to the audit.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. Mulhair'.

Nexia Perth Audit Services Pty Ltd

A handwritten signature in black ink, appearing to read 'J. Mulhair'.

Justin Mulhair
Director

22 September 2025
Perth Western Australia

Advisory. Tax. Audit.

ACN 145 447 105

Nexia Perth Audit Services Pty Ltd (ABN 27 145 447 105) is a firm of Chartered Accountants. It is affiliated with, but independent from Nexia Australia Pty Ltd. Nexia Australia Pty Ltd is a member of Nexia International, a leading, global network of independent accounting and consulting firms. For more information please see www.nexia.com.au/legal. Neither Nexia International nor Nexia Australia Pty Ltd provide services to clients.

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Company Particulars and Financial Statements



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Independent Auditor's Report to the Members of Energy and Water Ombudsman (Western Australia) Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Energy and Water Ombudsman (Western Australia) Ltd (the "Company"), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, the consolidated entity disclosure statement and the Directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the *Corporations Act 2001*, including:

- i) giving a true and fair view of the Company's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the 'auditor's responsibility for the audit of the financial report' section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Management Committee's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the "Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the Board of Directors of the Company, would be in the same terms if given to the Board of Directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The Board of Directors are responsible for the other information. The other information comprises the information in the Company's annual report for the year ended 30 June 2025, but does not include the financial report and the auditor's report thereon.

Advisory. Tax. Audit.

ACN 145 447 105

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Company Particulars and Financial Statements



Our opinion on the financial report does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

Directors' responsibility for the financial report

The Board of Directors of the Company are responsible for the preparation of:

- a) the financial report (other than the consolidated entity disclosure statement) that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001*; and
- b) the consolidated entity disclosure statement that is true and correct in accordance with the *Corporations Act 2001*, and

for such internal control as the Board of Directors determine is necessary to enable the preparation of:

- i) the financial report (other than the consolidated entity disclosure statement) that gives a true and fair view and is free from material misstatement, whether due to fraud or error; and
- ii) the consolidated entity disclosure statement that is true and correct and is free of misstatement, whether due to fraud or error.

In preparing the financial report, the Board of Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Australian Auditing and Assurance Standards Board website at:
http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

NPAS

Nexia Perth Audit Services Pty Ltd

A handwritten signature in black ink, appearing to read "Justin Mulhair".

Justin Mulhair
Director

22 September 2025
Perth, Western Australia

Company Particulars and Financial Statements

Statement of Profit or Loss and Other Comprehensive Income

Energy and Water Ombudsman (WA) Ltd
For the year ended 30 June 2025

	2025 \$	2024 \$
Revenue		
Complaint/Dispute Revenue	3,082,528	2,905,495
Total Revenue	3,082,528	2,905,495
Other Income		
Interest Income	7,943	9,979
Total Other Income	7,943	9,979
Total Income	3,090,471	2,915,474
Expenses		
Accounting Expense	34,842	34,000
Amortisation	9,685	9,685
Bank Fees	120	120
Directors Fees	85,039	81,679
Dispute Costs	2,801,942	2,626,155
Filing Fee	744	290
Insurance	4,991	4,758
Professional Fees	34,295	35,243
Statutory Review Fees	8,920	17,840
Superannuation	9,779	8,985
Recruitment Costs	12,390	-
Training/Conference Expenses	5,177	-
Travel & Accommodation	8,186	1,161
Total Expenses	3,016,110	2,819,916
Profit/(Loss) before Taxation	74,361	95,558
Income Tax Expense		
Income Tax Expense	18,590	23,890
Total Income Tax Expense	18,590	23,890
Net Profit After Tax	55,771	71,668
Total Comprehensive Income for the year	55,771	71,668

Company Particulars and Financial Statements

Statement of Financial Position

Energy and Water Ombudsman (WA) Ltd
As at 30 June 2025

	30 JUN 2025 \$	30 JUN 2024 \$
Assets		
Current Assets		
Cash at Bank	1,197,243	1,238,496
Prepayments	101,262	1,205
Current Tax Receivables	5,321	-
Total Current Assets	1,303,826	1,239,701
Non-Current Assets		
Intangibles	-	9,685
Total Non-Current Assets	-	9,685
Total Assets	1,303,826	1,249,386
Liabilities		
Current Liabilities		
Current Tax Liabilities	-	4,548
Trade Creditors	14,072	8,433
Total Current Liabilities	14,072	12,981
Non - Current Liabilities		
Deferred tax liability	-	2,421
Total Non-Current Liabilities	-	2,421
Total Liabilities	14,072	15,402
Net Assets	1,289,754	1,233,983
Equity		
Retained Earnings	1,289,754	1,233,983
Total Equity	1,289,754	1,233,983

Company Particulars and Financial Statements

Statement of Changes in Equity

Energy and Water Ombudsman (WA) Ltd
For the year ended 30 June 2025

	\$	\$
	RETAINED EARNINGS	TOTAL
Equity		
Balance at 1 July 2023	1,162,315	1,162,315
Profit after income tax expense for the year	71,668	71,668
Other comprehensive income	-	-
Total comprehensive income for the year	71,668	71,668
Balance at 30 June 2024	1,233,983	1,233,983
Profit after income tax expense for the year	55,771	55,771
Other comprehensive income	-	-
Total comprehensive income for the year	55,771	55,771
Balance at 30 June 2025	1,289,754	1,289,754

Company Particulars and Financial Statements

Statement of Cash Flows

Energy and Water Ombudsman (WA) Ltd
For the year ended 30 June 2025

	2025	2024
Operating activities		
Cash receipts from operating activities		
Interest Received	7,943	9,978
Complaint/Dispute Revenue	3,087,150	2,886,536
Joining Levy	6,600	9,717
Annual Levies	303,417	303,513
Total Cash receipts from operating activities	3,405,110	3,209,744
Cash payments used in operating activities		
Corporate Secretarial	(20,543)	(25,633)
Accounting Expense	(39,073)	(35,595)
Auditing Expense	(10,450)	(9,460)
Dispute Costs	(3,082,136)	(2,888,771)
Filing Fee	(744)	(290)
Insurance	(4,991)	(3,615)
Legal Expenses	-	(3,674)
Travel and Accommodation	(8,895)	(1,161)
Bank Fees	(120)	(120)
Project Costs	(6,732)	-
Recruitment Costs	(13,629)	-
Statutory Review Fees	(8,920)	(19,624)
Directors Fees	(85,039)	(81,679)
Superannuation	(9,779)	(8,985)
GST Payable	(19,538)	(19,728)
ATO Integrated Client Account	(7,023)	(8)
Prepaid Insurance	(57)	(1,205)
Training/Conference Expenses	(5,350)	-
Total Cash payments from operating activities	(3,323,019)	(3,099,549)
Income tax paid		
Income tax paid	(23,344)	(22,462)
Total Income tax paid	(23,344)	(22,462)
Net Cash Flows from Operating Activities	58,748	87,734
Investing activities		
Website development costs paid	(100,000)	-
Net Cash Flows used in Investing Activities	(100,000)	-
Net Increase/(Decrease) in Cash	(41,252)	87,735
Cash and cash Equivalents		
Cash and cash equivalents at beginning of year	1,238,496	1,150,761
Net change in cash for period	(41,253)	87,735
Cash and cash equivalents at end of year	1,197,243	1,238,496

Energy and Water Ombudsman Western Australia

Free, independent and fair dispute resolution