



**Energy and Water
Ombudsman
Western Australia**

**Strategic Plan
2021-2023**

Energy and Water Ombudsman Strategic Plan 2021-2023

Mission

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

Values

The Energy and Water Ombudsman is founded on the **PRINCIPLES** of

Independence

Access

Effectiveness

Natural Justice

Equity

**Community
Awareness**

Key stakeholders

The key stakeholders of the Energy and Water Ombudsman are:

- The consumers of electricity, gas and water, as well as those who are affected by a licensee's actions on their land or neighbouring land.
- Electricity, gas and water services licensees who, as such, are Members of the Scheme.
- The Economic Regulation Authority and other Regulators.
- Consumer and community advocacy and support organisations.

Energy and Water Ombudsman Strategic Plan 2021-2023

Objectives

The primary objectives of the Energy and Water Ombudsman 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
 - Working collaboratively with Members to achieve satisfactory internal resolutions
- Ensure the appropriate level of consumer awareness of, and access to, the Energy and Water Ombudsman.
- Develop and actively foster effective stakeholder relations.

Strategies

The successful implementation of the following strategies will ensure the Energy and Water Ombudsman meets its objectives and achieves its Mission in accordance with its 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 report on these issues to the Economic Regulation Authority and other relevant stakeholders.
- Develop and undertake outreach, education, liaison and other programs with a focus on under-represented Western Australians.

Key Result Areas

The Scheme needs to achieve the best possible outcomes in the following Key Result Areas where relevant Key Performance Indicators will be used to measure performance.

- The Scheme meets best practice benchmarks for energy, gas and water services Ombudsman schemes in Australia.
- The quality and timeliness of complaint handling.
- The level of satisfaction that consumers and Members have in the independence of the Ombudsman and the manner in which complaints are managed.
- The effectiveness of outreach, education and liaison programs.
- The effectiveness of communication and collaboration with Members in achieving satisfactory resolution of complaints.

Energy & Water Ombudsman Western Australia



Free, independent and fair dispute resolution

Level 2, 469 Wellington Street Perth WA 6000
PO Box Z5386 St Georges Terrace Perth WA 6831

Telephone: 08 9220 7588

Freecall (toll free from landlines) 1800 754 004

Interpreter Service: 131 450
(for people who need an interpreter)

National Relay Service:
(for people with a voice or hearing impairment)

- TTY or modem users phone 133 677 and quote 08 9220 7555
- Voice-only (speak and listen) users
phone 1300 555 727 and quote 08 9220 7555
- SMS Relay text 0423 677 767 and quote 08 9220 7555

Fax 08 9220 7599

Email energyandwater@ombudsman.wa.gov.au

Website www.ombudsman.wa.gov.au/energyandwater