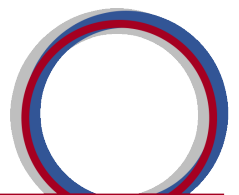


Strategic Plan 2024-2026



Energy and Water Ombudsman
Western Australia



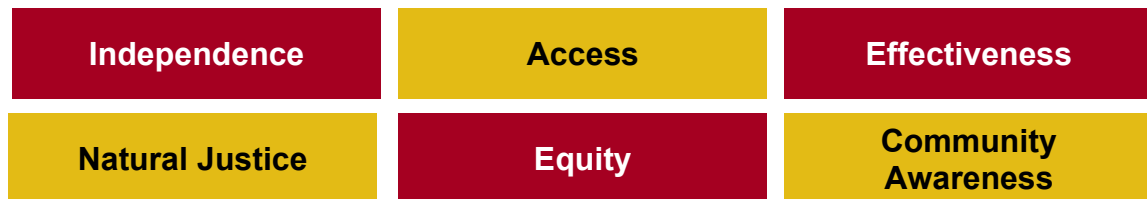
Energy and Water Ombudsman Strategic Plan 2024-2026

Mission

To receive, investigate and resolve complaints about electricity, gas and water providers in Western Australia.

Values

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



Key stakeholders

The key stakeholders of the Energy and Water Ombudsman are:

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

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.

Energy and Water Ombudsman Strategic Plan 2024-2026

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.
- Engage with Energy Policy WA and Regulators on emerging industries and changes to the Energy and Water Ombudsman's jurisdiction, including the Alternative Electricity Services.

Key Result Areas

The Scheme needs to achieve the best possible outcomes in the following Key Result Areas. Key Performance Indicators, independent reviews of the Scheme and the Board's oversight will be used to measure performance.

- The Scheme meets best practice benchmarks for energy and water 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 way 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 and Water Ombudsman Strategic Plan 2024-2026

Energy and Water Ombudsman Western Australia



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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

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