

29 November 2007

## Energy and Water Ombudsman releases Annual Report

In releasing the 2007 Annual Report of the Energy and Water Ombudsman (Victoria) (EWOV) today, the Ombudsman, Fiona McLeod reported that 18,280 cases were received by the scheme during 2006/07.

“While this is up 3% on 2005/06, it supports the overall trend towards more stable year-on-year case receipt which I cautiously welcomed last year — and do so again this year,” Ms McLeod said.

For the second year, EWOV’s Annual Report includes data and maps on cases the scheme received from residential customers in each Shire and Council area across Victoria.

Taking residential populations into account, the parts of Victoria with the highest rates of residential cases to EWOV were the City of Melbourne, Loddon Shire, Pyrenees Shire, Moorabool Shire and the Rural City of Swan Hill. City of Melbourne and Loddon Shire were in the top five in 2005/06 also.

By comparison, the parts of Victoria with the highest raw numbers of EWOV residential cases were the City of Greater Geelong, Mornington Peninsula Shire, City of Brimbank, City of Darebin and City of Melbourne.

“As well as being interesting in itself, this kind of geographic spread information — about where cases are and aren’t coming from — is something we consider when we’re planning EWOV’s community outreach activities for the coming year,” Ms McLeod said.

4,109 of the 18,280 cases were enquiries, and 14,171 were complaints — 5,184 of which were received for full investigation.

EWOV finalised 5,316 fully investigated complaints during the year — 4,866 of these (92%) were conciliated.

Redress to customers included 173 written apologies, 1,016 payment plans and \$1,740,406 in billing adjustments, fee waivers, debt reductions and other payments.

MEDIA RELEASE

# Energy and Water Ombudsman (Victoria)

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## **Also included in EWOV's 2007 Annual Report:**

- Cases, issues and case studies by industries and industry sectors
- Initiatives to help providers improve their internal dispute resolution (IDR) processes
- Systemic issues identified during the year
- Public submissions made on energy and water issues
- Community liaison activities

EWOV's 2007 Annual Report (in full and in sections) is available in PDF format on the EWOV website: [www.ewov.com.au](http://www.ewov.com.au) (under Publications).

## **For more information:**

Fiona McLeod, Energy and Water Ombudsman (Victoria) (03) 9649 7599

## **To arrange an interview with the Ombudsman:**

Stephen Gatford, Manager Public Affairs and Policy, EWOV (03) 9649 7599

## **Attached:**

How many EWOV cases were received from residential customers in each Shire/Council area across Victoria?

**The Energy and Water Ombudsman (Victoria (EWOV) is an industry-based customer dispute resolution scheme. It has dealt with electricity cases since 1996, natural gas cases since 1999, water cases since 2001 and LPG cases since July 2005. The Ombudsman has the power to investigate and resolve disputes between customers and their energy and water providers — fairly and independently. At 31 October 2007, EWOV had handled over 120,000 Victorian electricity, gas and water cases, mostly residential.**

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# Energy and Water Ombudsman (Victoria)

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## How many EWOV cases were received from residential customers in each Shire/Council area across Victoria?

Shire/Council area	# on map	Population*	Total residential cases 2006/07 <sup>^</sup>	Residential cases per 1,000 population	Shire/Council area	# on map	Population*	Total residential cases 2006/07 <sup>^</sup>	Residential cases per 1,000 population
City of Melbourne**	1	67,061	496	7.39	City of Stonnington	4	92,426	291	3.15
Loddon Shire **	53	8,444	46	5.47	South Gippsland Shire	48	27,243	84	3.09
Pyrenees Shire	51	6,442	33	5.17	Southern Grampians Shire	72	16,677	52	3.09
Moorabool Shire **	33	27,024	127	4.71	Borough of Queenscliffe	31	3,261	10	3.07
Rural City of Swan Hill	78	21,523	101	4.69	Rural City of Mildura	77	52,507	158	3.01
West Wimmera Shire	73	4,631	21	4.53	Rural City of Horsham	74	19,124	58	3.01
City of Maribyrnong **	7	63,595	288	4.52	City of Ballarat	41	88,968	267	3.00
Baw Baw Shire **	47	38,416	163	4.23	Moira Shire	66	27,880	84	2.99
City of Port Phillip **	5	85,674	363	4.23	City of Brimbank	17	174,174	521	2.99
Yarriambiack Shire	76	7,832	33	4.15	Rural City of Benalla and Mansfield Shire	46	21,539	64	2.97
City of Greater Shepparton	55	62,026	256	4.13	Mitchell Shire	35	32,473	93	2.85
Gannawarra Shire	65	11,610	47	4.05	City of Maroondah	18	103,165	293	2.84
City of Yarra **	2	71,287	284	3.98	City of Hobsons Bay	6	84,927	240	2.83
City of Darebin **	10	129,579	514	3.96	City of Boroondara	3	159,470	447	2.80
City of Warrnambool **	60	31,593	125	3.96	Rural City of Wangaratta	56	27,008	74	2.72
Mount Alexander Shire	43	17,576	69	3.94	City of Kingston	21	139,418	378	2.71
Central Goldfields Shire	52	13,153	51	3.89	City of Banyule	11	118,780	322	2.71
Rural City of Ararat	62	11,634	45	3.85	Yarra Ranges Shire	27	143,949	389	2.70
Bass Coast Shire **	38	29,408	113	3.85	City of Wyndham	22	118,230	318	2.69
Hepburn Shire **	42	14,892	57	3.81	Golden Plains Shire	40	16,453	43	2.62
Colac-Otway Shire	49	21,511	82	3.80	Melton Shire	23	77,481	197	2.54
Mornington Peninsula Shire	30	142,424	539	3.78	City of Manningham	12	115,756	287	2.48
Moyne Shire	61	15,734	60	3.78	City of Bayside	16	90,626	224	2.47
Glenelg Shire	71	20,137	76	3.77	City of Hume	24	150,624	369	2.45
Northern Grampians Shire	63	12,925	48	3.70	Strathbogie Shire	45	9,798	23	2.35
City of Greater Bendigo	44	96,997	355	3.66	City of Greater Dandenong	20	125,966	290	2.30
Macedon Ranges Shire	34	41,022	148	3.60	City of Monash	14	164,052	378	2.30
Campaspe Shire	54	37,901	136	3.58	Indigo Shire	67	15,325	34	2.22
City of Greater Geelong	32	208,012	742	3.56	City of Whitehorse	13	147,636	318	2.15
City of Frankston	29	119,149	421	3.53	Alpine Shire	57	13,518	29	2.15
Surf Coast Shire	39	23,522	83	3.53	Cardinia Shire	37	61,820	130	2.10
Buloke Shire	64	6,913	24	3.47	City of Casey	28	216,418	450	2.08
East Gippsland Shire	70	41,046	142	3.46	City of Knox	19	152,508	312	2.04
City of Moonee Valley	8	110,168	373	3.38	Towong Shire	69	6,202	12	1.93
City of Glen Eira	15	126,092	420	3.33	City of Wodonga	68	35,898	63	1.75
Corangamite Shire	50	17,139	57	3.32	Nillumbik Shire	26	60,941	105	1.72
City of Latrobe	59	70,454	233	3.31	City of Whittlesea	25	130,254	212	1.63
Wellington Shire	58	41,361	137	3.30	Murrindindi Shire	36	14,175	22	1.52
City of Moreland	9	138,180	443	3.21					
Hindmarsh Shire	75	6,319	20	3.17	Overall		5,077,076	15,401	3.03

NOTES:  
\* Populations based on www.liveinvictoria.vic.gov.au  
\*\* These Shire and Council areas were in the top 20 for residential cases per 1,000 population in both 2005/06 and 2006/07.  
<sup>^</sup> Cases allocated to Shires/Councils based on the suburb/postcode. Where a suburb/postcode bridges more than one Shire/Council, cases have been divided across those Shires/Councils. The sum of cases for each Shire/Council has then been rounded to the nearest whole number. It excludes 1,427 residential cases where the customer did not disclose a Victorian suburb/postcode or was from interstate or overseas.

Figure 6 on page 22 of EWOV's 2007 Annual Report