

The Ombudsman, Fiona McLeod, and the Chairperson of the EWOV Board, the Hon. Tony Staley AO, are pleased to present EWOV's 2007 Annual Report.



The EWOV scheme is now in its 12th year. It has handled over 115,000 cases, 18,280 of those in 2006/07.

CORPORATE GOVERNANCE

EWOV Limited is a company limited by guarantee. The principal activity of the company is to receive, investigate and facilitate the resolution of complaints by consumers regarding electricity, gas and water services.

The company is legally separate from, and independent of, the energy and water providers and government.

This independence is reflected in the EWOV Board — which has an independent Chairperson, four Community/Consumer Directors nominated by the Essential Services Commission (ESC) and four Industry Directors elected by scheme participants.

The Board, established in accordance with the *Constitution and Charter*, is responsible for the business affairs and property of EWOV Limited. This includes corporate governance, the setting of budgets, risk management, strategic planning and ensuring the Ombudsman's independence.

The Ombudsman has the responsibility for the day-to-day operation of the EWOV external dispute resolution (EDR) scheme.

The roles of the Board and the Ombudsman are complementary, with the Ombudsman attending Board meetings.

Although the past year presented a number of challenges, the EWOV team continued to deliver improvements. Indeed, the staff produced their best organisational performance ever against the key performance indicators set by the Board.

This included meeting targets for the closure of enquiries and each type of complaint — and improving those from the previous year, taking into account the complexity of wrongful disconnection payment (WDP) and interval meter complaints. At the same time, costs were managed to enable the scheme to come in under budget.

These were impressive results, made more so by the fact that EWOV, like many Australian organisations, found itself dealing with significant staff turnover.

During the year, our scheme lost a number of experienced people — several of whom were promoted into positions in other organisations. While this is a wonderful testament to the quality of EWOV staff, it presented significant challenges for the scheme's day-to-day operations.

The Ombudsman kept the Board fully informed as an ongoing, intensive programme of recruitment, training and induction was undertaken to fill the vacancies. This has ensured that new staff have not only brought the requisite skills and experience, they have quickly come to understand the way EWOV operates and our scheme's goals and values. Welcome to those of you who joined the EWOV team over the past year.

I also take this opportunity, on behalf of the Board, to thank the Ombudsman, Fiona McLeod, and all EWOV staff for the professionalism and commitment you bring to your roles every day. EWOV is very highly regarded among all of its stakeholders and this reflects your excellent work.

The Board itself also experienced some change during the year. In September 2006, we farewelled Sandro Canale of AGL, after a term of three years. In October 2006, we welcomed Karen Lowe of TRUenergy as a Director, after her election by EWOV's electricity industry scheme participants.

Appointed as Chairperson on 30 November 1998, Tony Staley is a former Commonwealth Government Minister, educated in law and political science. Made an Officer of the Order of Australia in January 2007, he is also Chairman of the National Museum of Australia.

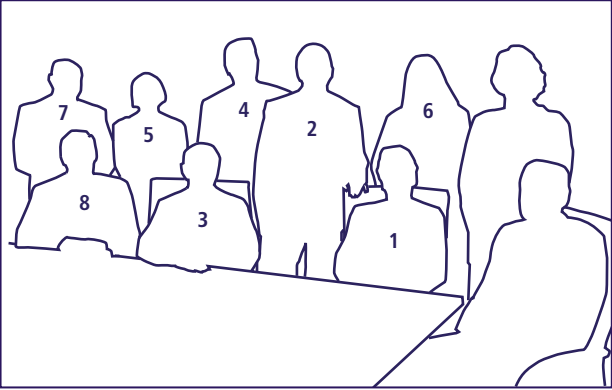
We congratulated Consumer Director, Chris Field, on his appointment as Western Australian Ombudsman and accepted his resignation from the Board in March 2007, after a term of six years. On the recommendation of the ESC, the Board ratified the appointment of Carolyn Bond as a Consumer Director in June 2007. Carolyn is the co-CEO of the Consumer Action Law Centre in Victoria. In addition, Consumer Directors, John Mumford and Mark O'Brien were each reappointed on the ESC's recommendations for a further three year term.

EWOV works with industries which have faced enormous change over the past decade. Looking forward, this will continue to be the case. At the same time, EWOV's capacity to make significant contributions for the benefit of all stakeholders has grown. We look forward to meeting the challenges that 2007/08 brings our way.



Hon. Tony Staley AO
EWOV Chairperson

4 EWOV DIRECTORS



1. CAROLYN BOND**Community/Consumer Director**

appointed 27 June 2007

Carolyn Bond has worked in the consumer advocacy field for over 20 years. She is currently the co-CEO of the Consumer Action Law Centre. Carolyn represents the consumer interest on a range of bodies, and was recently Chair of the Consumers' Federation of Australia.

2. NEIL BRENNAN**Industry Director**

appointed 22 August 2002

A Past President of the Institute of Water Administration, Neil Brennan has been employed in the Victorian water industry since 1986. He is Chief Executive Officer of Central Highlands Water.

3. RICHARD GROSS**Industry Director**

appointed 14 December 2001

Richard Gross is General Manager Regulation for CitiPower Pty and Powercor Australia Ltd. A member of the original Electricity Industry Ombudsman (Victoria) Council, he has extensive experience in network revenue/pricing, financial planning and analysis.

4. DAVID HEADBERRY**Community/Consumer Director**

appointed 20 June 2002

A qualified engineer, David Headberry is Managing Director of Headberry Partners P/L, which specialises in assisting energy customers secure low-cost, reliable energy supplies in all Australian states. He has been an active advocate for customers on energy matters for over a decade.

5. KAREN LOWE**Industry Director**

appointed 26 October 2006

Karen Lowe is Director Retail with TRUenergy. Employed in the energy industry for almost 10 years, she has held senior management positions in Retail, Customer Services, Finance and Human Resources.

6. KAREN MOSES**Industry Director**

appointed 20 October 2005

Chief Operating Officer, Australia for Origin Energy Limited, Karen Moses has over 20 years experience in the energy industry in Australia and overseas. She is also a Director of the Victorian Energy Networks Corporation (VENCorp), the Centre for Engineering Leadership and Management, and Contact Energy Limited in New Zealand.

7. JOHN MUMFORD**Community/Consumer Director**

appointed 30 June 2004

A financial counsellor at Bass Coast Regional Health in Wonthaggi, John Mumford has a strong background in grassroots consumer advocacy specialising in rural issues. He is also a Director of the Consumer Utilities Advocacy Centre, Victoria.

8. MARK O'BRIEN**Community/Consumer Director**

appointed 30 June 2004

Mark O'Brien is CEO of the Tenants Union of Victoria. He has worked in tenancy advice and advocacy in both a paid and unpaid capacity since 1987. Prior to this, he worked in government and the construction industry as a civil and structural draftsman.

STEVE MORRIS**Company Secretary**

appointed 9 October 2000

Steve Morris is EWOV's Business Manager.