

AUTHORITY FOR MEMBER OF PARLIAMENT AND ELECTORATE OFFICERS
IMPORTANT: Before completing this form, read EWOV's fact sheet # 13 – it contains key information about EWOV for Members of Parliament and Electorate Officers.
See www.ewov.com.au or phone 1800 500 509 for a copy.

This authority allows a Member of Parliament and their Electorate Officer(s) to assist you when dealing with the Energy and Water Ombudsman (Victoria) (EWOV).

By ticking the boxes below, you can choose how much authority you give the Member of Parliament and their Electorate Officer(s).

This authority will remain in force unless revoked by you or the person you have authorised. You, or the person you have authorised, can revoke this authority at any time by advising EWOV by phone.

I/We (write your full name(s)) of (write your address)	
authorise my Member of Parliament and their Electorate Officer(s) (please write the name, address and phone number of the Member of Parliament you are authorising)	
to (tick one or both boxes)	<input type="checkbox"/> provide EWOV with the initial details of my complaint <input type="checkbox"/> act on my behalf (“in my shoes”), with full authority to make decisions for me, in relation to my complaint (please see * below)

in relation to my complaint about _____
(write the name of the energy or water company that your complaint is about, or EWOV)

Signed: _____ (your signature(s))

Name: _____ (please print)

Date: _____

Your phone number(s): _____

If we have not already spoken with you, we will phone you to confirm the details on this form.

**Please fax this form to EWOV via Freefax 1800 500 549
or post this form to EWOV at GPO Box 469, MELBOURNE VIC 3001**

*** If you have authorised someone to act on your behalf in relation to your complaint, we will send our letters to them. Do you want us to also post our letters to your address? YES NO (please circle)**

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Why does EWOV need this Authority?

- The Energy and Water Ombudsman (Victoria) Ltd (EWOV Ltd) is a company limited by guarantee, and is subject to the Commonwealth *Privacy Act* 1988. We need this authority to ensure the privacy requirements of that Act are complied with, and so we can fully assist you and your constituent.

How is EWOV structured?

- Under our Charter and Constitution, EWOV provides reports to the independent economic regulator, the Essential Services Commission of Victoria, not to the Government or Parliament.
- EWOV is a private sector, industry-based Ombudsman scheme. We are approved by the Essential Services Commission of Victoria. Unlike statutory Ombudsmen, we do not receive any funding from Government. Instead, EWOV charges the energy and water companies for the complaints that we handle. This provides an incentive for the energy and water companies to directly settle complaints within their companies.

More useful information

- EWOV's fact sheet # 13 key information about EWOV for Members of Parliament and Electorate Officers – see www.ewov.com.au (under 'publications') or phone 1800 500 509 for a copy.

PLEASE SEE THE PREVIOUS PAGE FOR INFORMATION FOR CONSUMERS