



RIS Ref DEWS286-0316

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20 September 2017

Ms Michelle Marrinon  
Principal Policy Officer  
Department of Energy and Water Supply  
PO Box 15456  
CITY EAST QLD 4000

Dear Ms Marrinon

**Decision Post Implementation Review- Extension of Energy Ombudsman functions to water disputes in SEQ**

Thank you for your enquiry of 3 August 2017 seeking advice on the adequacy of the 'Extension of Energy Ombudsman functions to water disputes in south east Queensland (SEQ)' Decision Post Implementation Review (PIR).

The Energy and Water Ombudsman Queensland (EWOQ) was initially established as the Energy Ombudsman in 2006 to provide small electricity and gas customers in Queensland with access to a service specialising in investigating and resolving disputes with energy sector entities. These functions were expanded in 2011, by amendment to the *Energy Ombudsman Act 2006*, to include investigating and resolving disputes that small water customers in SEQ may have with their water distributor-retailers.

As an exemption from preparing a Regulatory Impact Statement (RIS) was granted at the time the amendments were made, the Department was required to commence the preparation of a PIR within two years of the amendment taking effect. The purpose of conducting a PIR is to assess the impact, effectiveness and continued relevance of the amendments after their implementation.

The Department of Energy and Water Supply (the Department) released a Consultation PIR for stakeholder comment in August 2016. The Department proposed the retention of the current arrangements. Three submissions were received in response.

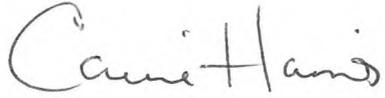
Following consultation, the Department maintains its position from the Consultation PIR, that EWOQ continue to investigate and resolve disputes for small water customers in SEQ. To address some concerns raised by stakeholders in submissions, the PIR also recommends that options for reducing participation fees for the small SEQ service providers be investigated further.

The Queensland Productivity Commission (the Commission) has assessed the Department's Decision PIR, and considers it adequate to support the decision maker's considerations.

Consistent with the Queensland Government Guide to Better Regulation, the Decision PIR and this letter of adequacy will be published on the Commission's website once the PIR is approved for release.

Please contact Sean Mackay, Principal Analyst, on (07) 3015 5149 should you require any additional information or guidance in relation to the above comments or the Guidelines in general.

Yours sincerely

A handwritten signature in black ink that reads "Carrie Haines". The signature is written in a cursive style with a large initial 'C' and a distinct 'H'.

**Carrie Haines**  
Team Leader