

## 2024 Independent Review Report EWON Board Response February 2025

The EWON Board and Ombudsman welcome the comprehensive report of the Five-year Independent Review of the Energy and Water Ombudsman NSW conducted by Dr Gavin McBurnie and Professor Chris Gill (the review team) in 2024.

### About the review

In undertaking the 2024 review, the review team considered:

- EWON's complaint handling service, including complaint resolutions/remedies and procedures across all of EWON's primary complaint issues and its related operations, including systemic issue identification, complaints reduction and policy influencing work to ensure adherence with the [Australian Government's Benchmarks for Industry Based Customer Dispute Resolution](#)
- Member/stakeholder engagement
- Promotion and awareness of EWON's services
- Complainant satisfaction
- The effectiveness of EWON's Constitution and Charter, and
- EWON's commitment to privacy.

The review team undertook a detailed review of a selection of complaint records (randomly chosen by the reviewers); interviewed a number of staff and Board directors; and consulted with members, stakeholders, regulators and government about EWON's effectiveness and future developments that will impact EWON.

The review report identified:

- Five key recommendations (pages 8-9)
- A number of constructive findings for EWON to consider adopting, and
- Other initiatives that underpin EWON's leading Ombudsman status and should therefore be continued.

### Board Response

The recommendations of the 2024 Independent Review were the subject of detailed consideration at the Board's Strategic Planning day in February 2025, where they were incorporated into a program of work aligned with EWON's immediate and mid-term strategic priorities and EWON's FY26 business plan and budget.

The Board was very pleased with the overall outcome of the review. It was particularly pleased by the positive comments noting EWON's response to the 2019 recommendations (47), despite the disruptions created by COVID-19.

The Board proudly notes that the review team affirmed EWON to be an excellent industry ombudsman scheme, which demonstrates many areas of best ombudsman practice. Also that EWON is a very effective ombudsman which generally provides good value for its funding. The Board was also pleased that the review team was future focused noting the potential changes to EWON's jurisdiction arising from both the development of renewable energy and its transmission and also to the significant development of Consumer Energy Resources.

The Board agrees with the review team that the changes are likely to have significant implications, not only for EWON's casework, but also to its Constitution, Charter, service model and funding model; and that EWON is already focused on this future work and well positioned to take it forward.

**Louise Sylvan**  
**Chair**  
**Energy & Water Ombudsman NSW**