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CCAAC Secretariat
c/- The Manager, Consumer Policy Framework Unit
Competition and Consumer Policy Division
Treasury
By email: CCAAC@treasury.gov.au

Review of the Benchmarks for Industry-Based Customer Dispute Resolution Schemes

I am writing in support of the submission by the Australian and New Zealand Ombudsman Association (ANZOA) regarding the Benchmarks.

The Benchmarks are a key measure for EWON, and we regularly report against them to our Board and for our own operational accountability.

As stated by ANZOA, the Benchmarks have stood the test of time very well, but need some updating given the passage of time since their establishment.

In particular we support the ANZOA position that EDR schemes should be not-for-profit organisations, and that there should not be competition among EDR services. We presume that these situations were not contemplated at the time the benchmarks were established in 1997, but we consider that it is important to enshrine these principles in the updated Benchmarks.

We strongly support the key accessibility principle that there should be no charge to complainants for the service of an EDR scheme.

We commend the ANZOA submission to CCAAC.

Yours sincerely

Clare Petre
Energy & Water Ombudsman NSW