

Chairperson's Overview

It is with pleasure that I present the twelfth Annual Report of the Energy and Water Ombudsman (Western Australia) Limited (**the Company**).



The Board

The Board comprises seven directors: an independent chairperson, three customer representative directors, a gas industry representative director, an electricity industry representative director and a water services industry representative director.

In October 2015, Ms Catherine Ferrari was appointed the Water Services Industry Representative Director following the resignation of Mr Riley Nelson in September 2015 and, in September 2015, Ms Sally McMahon resigned as the Gas Industry Representative Alternate Director, with the position being filled by Mr Simon Byrne in February 2016.

The Board held four Board Meetings, two General Meetings and a Budget Committee Meeting during the year, as well as receiving complaint statistics and financial reports on a monthly basis.

The Company

During the year, we welcomed two new electricity Members and one new water services Member. A total of 15 small local government water services providers ceased to be Members of the Company, as they were granted a class exemption by the Minister for Water from section 5(1) of the *Water Services Act 2012*. As at 30 June 2016 there were 29 Members of the Company and a list of these Members is included in the Company Particulars section of the report.

Customer Complaints

The Board has a service agreement with the Western Australian Ombudsman who undertakes the role of the Energy and Water Ombudsman. The Board oversees the Energy and Water Ombudsman Scheme, but is not involved in the resolution of individual complaints. The Energy and Water Ombudsman provides a report to each meeting of the Board regarding the work of the Energy and Water Ombudsman.

Appreciation

I would like to record my thanks to my fellow Directors for their commitment to the successful operation of the Board during 2015-16. I would also like to thank the Energy and Water Ombudsman and his staff for their efforts in resolving complaints so efficiently in this twelfth year of operation of the Scheme.

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The Energy and Water Ombudsman's Report, the Company Particulars, the Independent Audit Opinion and the audited Financial Statements for the Company for 2015-16 follow.



Menno Henneveld
CHAIRPERSON