



ENERGY & WATER
OMBUDSMAN SA

GPO Box 2947
Adelaide SA 5001

T 1800 665 565
F 1800 665 165

ABN 11 089 791 604

ewosa.com.au

Attorney-General's Department
Privacy Act Review

[Via email: PrivacyActReview@ag.gov.au](mailto:PrivacyActReview@ag.gov.au)

22 December 2021

Dear Attorney General,

Privacy Act Review Discussion Paper

The Energy and Water Ombudsman (SA) Limited ("Energy & Water Ombudsman SA") welcomes the opportunity to comment on the Privacy Act Review Discussion Paper.

The Energy & Water Ombudsman SA is the independent energy and water ombudsman scheme in South Australia. It receives, investigates and facilitates the resolution of complaints from customers of energy and water providers about (*inter alia*) the connection, supply or sale of electricity, gas or water. In 2012, we also became an external dispute resolution scheme (EDR) to handle privacy related complaints. Customers can contact us about a range of issues including complaints about acts or practices of Members that may interfere with the privacy of an individual under the Privacy Act 1988

We write to endorse the submission made by the Energy & Water Ombudsman NSW ("EWON"). The comments made by EWON align with our experience of the privacy issues customers raise with the Energy & Water Ombudsman SA.

Thank you for consideration of this submission. Should you require further information or have any enquiries in relation to this submission, please contact me on 08 8216 1866

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sandy Canale'.

Sandy Canale
Energy and Water Ombudsman SA

