



ENERGY & WATER  
OMBUDSMAN SA

# Annual Report 2025-26



# Annual Report 2025-26

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## About this report

The data in this report covers 1 July 2025 to 30 June 2026. Percentages are rounded to the nearest whole number so may not total exactly 100%. Case study names have been changed to protect customer anonymity. Photos are representative and do not depict the individuals described.



## Mission statement

**Our mission is to facilitate the prompt resolution of complaints between customers of electricity, gas and water services and members of our scheme by providing a free, independent, accessible, fair and informal service to customers.**

# About EWOSA

## Who we are

The Energy & Water Ombudsman SA (EWOSA) is South Australia's independent body for resolving complaints between customers and their energy or water providers.

We investigate complaints involving organisations that are members of our scheme, which are providers of energy or water services as well as third parties, where required by legislation.

EWOSA was established in 1999, following the privatisation of the South Australian electricity sector, which required licensed providers to participate in an independent dispute resolution scheme.

The scheme has since expanded to include gas, water, and sewerage providers, as well as exempt sellers and embedded networks. In 2012, we became authorised to handle privacy complaints under the Privacy Act 1988.

As of 1 January 2026, we are now also authorised to take complaints about activity providers under the South Australian Government's Retailer Energy Productivity Scheme (REPS).

## Our approach

We are committed to providing a fair and impartial dispute resolution service that is free for consumers. We are not an advocacy service for either party in a dispute, nor can we provide legal advice. We are not a part of any government department.

We put emphasis on working with our members and their customers to help them solve problems. We want to find solutions that not only deal with a single problem, but also minimise future com-

plaints and help members build more responsive and robust complaint-handling systems.

## Our scope

We are authorised to handle complaints about the connection, supply, and retailing of energy or water services by a scheme member, including issues relating to:

- billing
- payment arrangements
- debt collection and credit issues
- disconnection or supply restriction
- metering and supply
- poor customer service
- misleading marketing practices
- impacts on land or property
- privacy breaches
- Retailer Energy Productivity Scheme (REPS) activity providers
- any other matters referred by a member, with agreement from the Ombudsman and the persons affected.

We do not handle:

- setting of prices and tariffs
- commercial activities beyond a member's licence or authorisation
- government policies, legislation, licences and codes
- matters before a court or tribunal
- customer contributions toward capital works
- disputes between members.

# Year at a glance

## Highlights from 2025-26



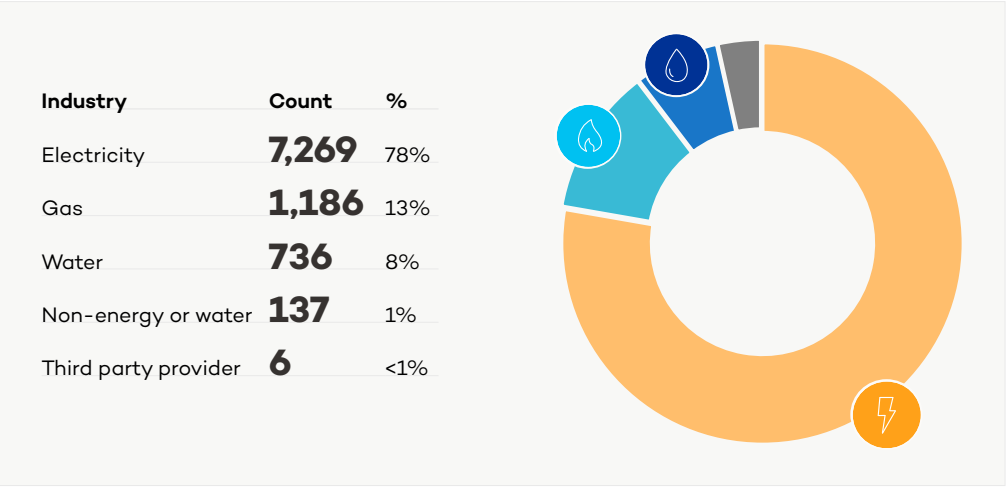
94%

Customer satisfaction

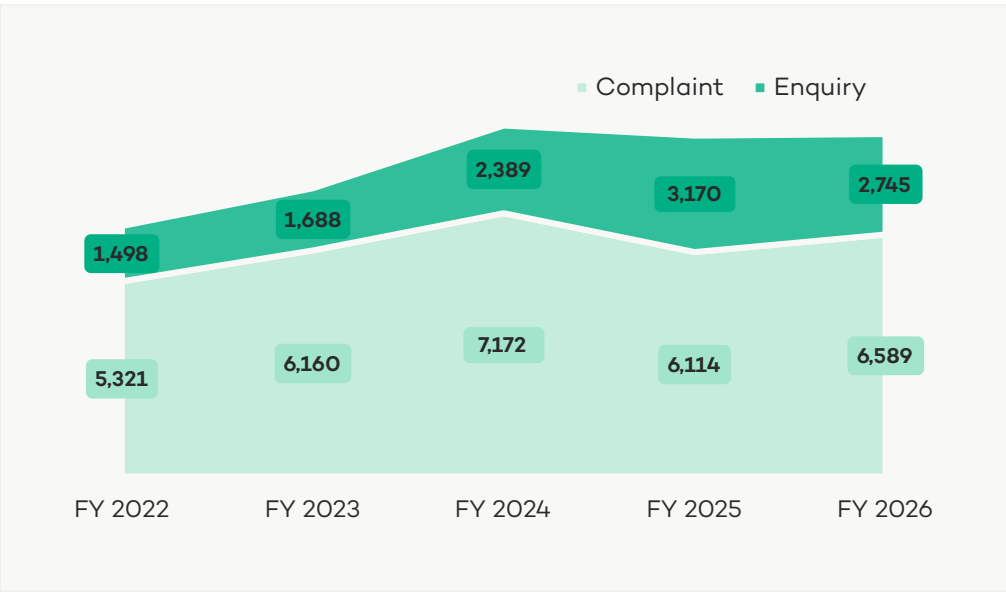
92%

Cases closed within 30 days

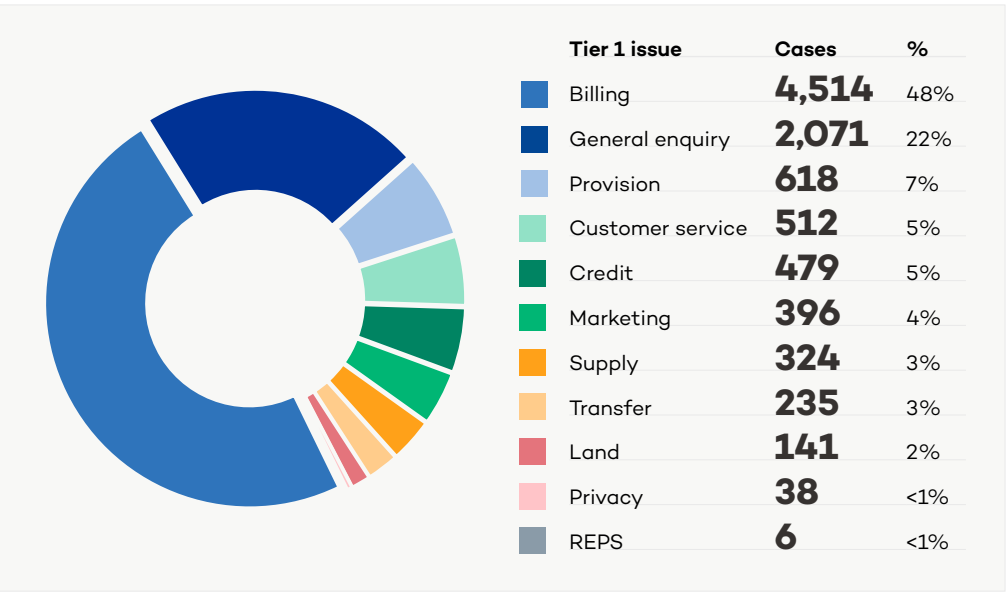
## Cases received by industry



## Complaints vs. enquiries over time



## Cases received by issue



# Chair's message

**It is my pleasure to introduce the 2025-26 Annual Report and share my reflections on the progress made by both the EWOSA team and my colleagues on the Board.**

In a time of rapid change, the role of external dispute resolution in essential services remains critical. EWOSA's commitment to resolving complaints fairly and independently is increasingly important as households and businesses navigate cost of living pressures and the complexities of the energy transition.

Uptake of rooftop solar, home batteries and electric vehicles continues to rise, supported by government incentives and consumers seeking greater control and predictability in a changing market. As adoption of consumer energy resources (CER) grows, so too does the ecosystem of operators and business models emerging to make use of them.

***“EWOSA is preparing to navigate changes to our jurisdiction as part of the energy transition.”***

EWOSA is preparing to navigate changes to our jurisdiction as part of the energy transition. In November 2025, our members approved amend-

ments to our Constitution and Charter enabling third party service providers to become members of the scheme, positioning us to act swiftly as laws or regulations bring a wider range of operators into scope.

I am pleased to welcome our first 10 members under this new category. As of January 2026, Retailer Energy Productivity Scheme (REPS) activity providers were required by the Essential Services Commission of South Australia (ESCOSA) to join the scheme.

Our work will grow and adapt with the sector, and I'm looking forward to the opportunities this will bring.

As technological change accelerates, my Board colleagues and I remain focused on capturing the benefits while prudently managing the risks for EWOSA. In October 2025, we approved updated Cybersecurity and Artificial Intelligence policies to support this work.

We recently welcomed the findings of an independent review into EWOSA's operations. The review affirmed the strength of our scheme, endorsed our strategic direction and offered valuable insights into how we can further enhance our services and governance. I look forward to progressing these recommendations over the coming year to ensure EWOSA remains responsive, transparent and future-ready.

I would like to thank my fellow Board Directors,

the Ombudsman and the entire EWOSA team for their dedication throughout the year.

I also acknowledge the contribution of Anthony Sinclair, who stepped down as Electricity Industry Director at the end of June 2026 after almost ten years of valuable service. I welcome Melanie Randell, who has been appointed to the role, and Jadyne Harvey, who joined the Board as Water Industry Director in August 2025, replacing David Coombe. I also thank David for his contribution during his time on the Board.

Finally, I also extend my thanks to our members and the customers of our service for their commitment and goodwill in resolving complaints.



**Greg May**  
Independent Chair



# Ombudsman's message

**The 2025–26 financial year marked another period of significant change for South Australia's energy and water markets. From our vantage point at EWOSA, we saw the continuing impact of cost of living pressures, increasing market complexity, technological change, and evolving consumer expectations. Against this backdrop, we focused on building the flexibility and resilience needed for the years ahead, while supporting stronger, more equitable consumer protections.**

In 2025–26, we received 9,334 cases, a 1% increase from the previous financial year. While overall case numbers remained broadly steady, this headline figure conceals important shifts in the nature and nuance of our casework.

Cases involving customers who had been disconnected or were at risk of disconnection (known as consultations) increased by 60%. This signals increased household stress, rising energy debt across the system, and a growing need for rapid intervention. High bills, billing errors, and estimated bills were the most common primary issues, and complaints relating to payment difficulties rose by 51%.

We also saw a 40% increase in out-of-jurisdiction enquiries, reflecting the accelerating uptake of consumer energy resources and a growing demand for independent information and support. Battery-related enquiries rose from 21 in 2024–25 to 158 in 2025–26, constituting

a sevenfold increase. These complaints are not currently covered by EWOSA's mandate. With the Australian Government's Cheaper Home Batteries Program supporting even further uptake, there is a clear need to address this gap and ensure that consumers purchasing subsidised products have access to an independent dispute resolution scheme when something goes wrong.

***“We saw a 40% increase in out-of-jurisdiction enquiries, reflecting the accelerating uptake of consumer energy resources...”***

While the future regulatory treatment of consumer energy resources is still emerging, we have positioned EWOSA for the future through changes to our Constitution and Charter that support new membership types and a more flexible scheme.

Cost of living pressures and growing vulnerability continue to shape our caseload, alongside more nuanced challenges as consumers navigate new technologies and the renewable energy transition. Consumer protections are more important than ever, and EWOSA continues to work closely with key stakeholders to ensure vulnerable con-



sumers receive the support they need and that the benefits of the transition are shared equitably.

## **Early impacts of the smart meter rollout**

In the nearer term, the national smart meter rollout, which began in December 2025, has been a growing focus. Since then, consumers have raised concerns to our office about the removal of opt-out provisions and the continued receipt of estimated bills following installation.

While important protections apply during the rollout (including no upfront installation costs and explicit informed consent needed for tariff changes), site remediation remains a significant gap. Where smart meters cannot be installed due to meter board or wiring issues, remediation is not mandatory. As a result, some consumers may miss the rollout's protections if installation occurs later.

EWOSA raised this issue with the Department for

Energy and Mining, advocating for funding support for low income and vulnerable consumers to enable remediation and access to smart meters. We have begun collecting data on site remediation matters, and while case numbers remain fairly low, the issue is likely to grow as the rollout progresses.

## **Shaping reforms that support fair consumer outcomes**

We contributed several submissions this year aimed at strengthening consumer protections and improving outcomes for vulnerable consumers.

This included engagement with the Australian Energy Market Commission (AEMC) on reforms to improve access to better offers and ensure concessions are applied more consistently and fairly. We also engaged with the AEMC and the Essential Services Commission of South Australia (ESCOSA) on proposed improvements to life support arrangements, with a focus on clearer communication and stronger safeguards for cus-

tomers who rely on critical medical equipment. At the state level, we contributed to ESCOSA's review of the regulatory framework for small-scale water and sewerage service providers, including protections for tenants, consumers experiencing affordability pressures, and responses to family and domestic violence.

In parallel, we provided input to the Australian Energy Regulator (AER) as it worked to streamline key retail guidelines relating to billing, hardship support, pricing information, and benefit change notices. Together, these reforms aim to reduce complexity, increase transparency and support consistent consumer outcomes.

Looking ahead, we are monitoring the Better Energy Customer Experiences review, which is considering the introduction of an overarching consumer duty. While still in early development, such a duty would likely adopt a principles-based approach requiring providers to act efficiently, honestly and fairly, alongside existing, more prescriptive consumer protections. The implications for dispute resolution are yet to be determined, and EWOSA will continue to engage as this work progresses.

### Improving our service through innovation and technology

Providing accessible, high quality external dispute resolution remains central to our role. In 2025–26, regular customer surveys showed 94% of customers were satisfied with our service, and

we continued to pursue improvements through initiatives focused on streamlining processes and enhancing the customer experience.

We reduced allowable timeframes across key stages of the complaint process and introduced a digital Authority to Act process, enabling authorised representatives (such as financial counsellors) to submit their own forms without needing EWOSA templates. These changes have delivered practical efficiency gains, particularly for community support workers assisting consumers in urgent circumstances.

We also explored how emerging technologies can support our workforce and improve service quality. This included developing a custom internal Artificial Intelligence (AI) tool to assist staff in navigating procedural material, in line with our responsible AI principles and appropriate human oversight.

We established two new specialist roles in 2025–26: an Enterprise Solutions Specialist and a Technology and Data Analyst. These positions strengthen systems capability and enhance our ability to draw insights from complaints and operational data.

Making it easier to do business with EWOSA remains a priority. During the year, we delivered the first release of our member portal, designed to better manage escalated referrals and consultation cases. This initiative was shaped through direct engagement with members.

We also welcomed the findings of an independent five yearly review of our scheme, which confirmed that we are successfully delivering on our core role in the eyes of consumers, members, and broader stakeholders. The review identified key priorities for future improvement, and I look forward to progressing these recommendations in the year ahead.

I acknowledge my fellow Ombudsmen who form part of the Australia and New Zealand Energy and Water Ombudsman Network. By working together, I am confident we can navigate emerging energy and water issues that impact consumers.

Finally, I thank our dedicated staff and Board for their continued commitment, and our members for working constructively with us to resolve complaints and support fair outcomes for consumers in South Australia.



**Sandy Canale**  
CEO and Ombudsman



# Our Board of Directors

Under the Company's Constitution, the Board comprises nine directors, with the composition designed to balance the interests of members and consumers while supporting the scheme's independence.

The Board includes two directors elected by electricity members, one elected by gas members and one elected by water members (Industry Directors); four directors nominated by the Essential Services Commission of South Australia to represent the interests of electricity, gas and water customers or relevant public interest groups (Consumer Directors); and an Independent Chair.

During the year, Anthony Sinclair concluded his tenure as Electricity Industry Director after almost 10 years of service on the Board. The Board thanks Anthony for his significant contribution to the scheme and welcomes Melanie Randell as his successor. The Board also welcomed Jadyne Harvey as Water Industry Director in August 2025, following the completion of David Coombe's one-year term.

**Greg May**  
Independent Chair  
since March 2024



**Nadia Moffat, OAM**  
Consumer Director  
since October 2023



**Mark Henley**  
Consumer Director  
since February 2021



**Sue Chase**  
Consumer Director  
since October 2020



**Kay Matthias**  
Consumer Director  
since August 2018



**Jadyne Harvey**  
Industry Director  
(Water)  
since August 2025



**Anthony Sinclair**  
Industry Director  
(Electricity)  
since December 2016



**Patrick Makinson**  
Industry Director  
(Electricity)  
since August 2013

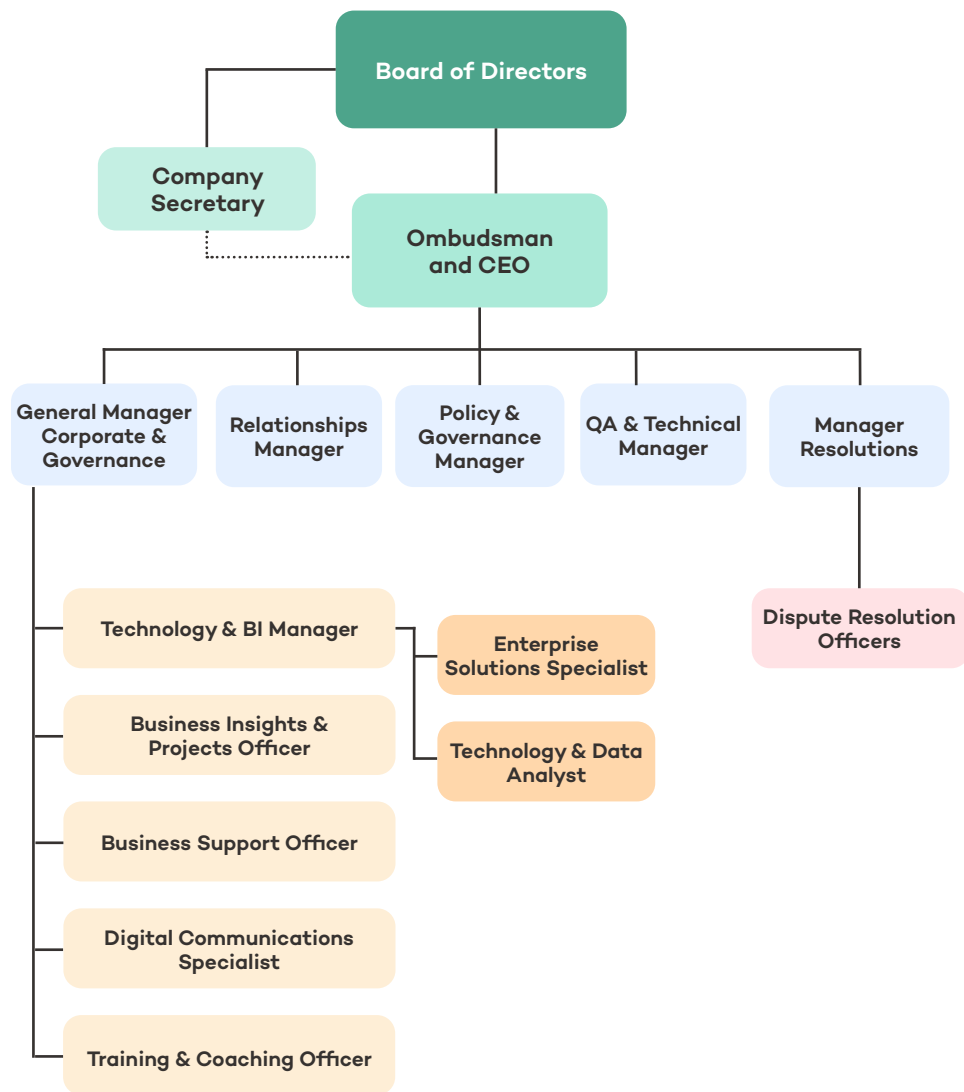


**Roxanne Smith**  
Industry Director  
(Gas)  
since January 2025



# Our organisation

EWOSA's organisational structure as at 30 June 2026.



# Customer stories



## Incorrect advice about the smart meter rollout

**Vicki received a text message from a metering service provider (MSP) in early January 2026 advising that her basic meter would be replaced with a smart meter the following day. She was upset because she had not received any prior notice from her electricity provider.**

Vicki contacted her provider to ask for the replacement to be cancelled. She explained that she did not want a smart meter, due to concerns about tariff changes and privacy. During the call, the provider's representative told her the replacement would be cancelled and that she could opt out of receiving a smart meter.

This advice was incorrect. Under new Australian Energy Market Commission (AEMC) rules, all residential and small business customers will receive a smart meter by the end of 2030, and customers can no longer opt out of the upgrade.

Despite the assurance that the replacement would not proceed, the MSP attended Vicki's property the next day and installed the smart

meter.

Vicki then brought her complaint to EWOSA. Her provider advised that written notice of the replacement had been emailed to her in late December 2025, but Vicki had no record of receiving it and asked us to investigate whether the required notice had been provided.

Under the National Energy Retail Rules (NERR), when a customer's meter is to be replaced with a smart meter, the retailer must provide written notice no earlier than 60 business days and no later than 4 business days before the proposed replacement date.

As part of our investigation, we asked the provider to supply evidence that the notice had been sent. While they provided a copy of the notice and a screenshot from the MSP's system indicating it had been issued, they could not produce a copy of the email allegedly sent to Vicki.

We also reviewed Vicki's phone call with the provider, which confirmed she had been incorrectly advised that she could opt out of the smart meter exchange and that the replacement would be cancelled.

In recognition of the issues identified during our investigation, particularly the incorrect advice, the provider agreed to apply a \$500 credit to Vicki's account.

This case highlights the importance of ensuring customer-facing staff understand the smart meter rollout requirements and that retailers and MSPs work together to provide customers with accurate, consistent information.

**Jackson signed up to a Virtual Power Plant (VPP) plan that remotely controlled his battery so electricity imported from and exported to the grid would happen automatically, helping minimise his electricity costs.**

In early December 2025, he received a bill that didn't look right. After reviewing his energy use and battery data, he believed he had imported electricity from the grid even though his battery was full and household demand was low. He calculated that he had been charged around \$370 more than he should have been if the VPP had been operating as expected.

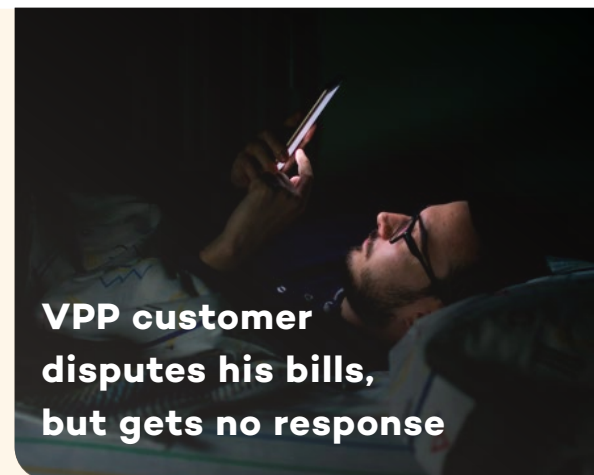
Jackson complained to his provider but was dissatisfied when he did not receive a timely response. He then brought his complaint to EWOSA. We escalated it to senior staff in his provider's complaints team, but when they failed to respond within the required 20 business days, we upgraded the case to an investigation.

By this point, Jackson had switched to a new provider. However, he discovered his previous provider still had control of his battery.

We advised the provider that Jackson was seeking a refund for the \$370 he believed he had been overcharged and wanted control of his battery returned.

The provider investigated and explained that the integration capability between their VPP and Jackson's brand of battery was still in beta stages, and that optimal performance could not be guaranteed.

The provider released control of Jackson's battery, acknowledged the delays in responding to



## VPP customer disputes his bills, but gets no response

his complaint, and agreed to credit his account \$370 as a customer service gesture. They maintained that they were not required to refund him for the VPP service itself.

We considered this outcome fair and reasonable. As Jackson was satisfied, he did not ask us to investigate the matter further.

Complaints about emerging consumer energy resources, like batteries and battery storage management systems, are often out of our jurisdiction. However, billing and customer service complaints remain within our scope. This case highlights the changing nature of billing and customer service disputes as new energy technologies become more common.



## Supporting a customer in financial hardship

**Ursula was struggling to keep up with her electricity bills. She and her son both had medical conditions that worsened in cold weather, meaning they relied heavily on heating. Living in an older community housing property with no insulation, there was little she could do to make her home more energy efficient.**

Despite making regular payments, Ursula's electricity debt had grown to around \$8,000 because her payment plan was not keeping pace with her ongoing energy use. When her quarterly winter bill arrived for almost \$2,000, she began to wonder whether something was wrong. She questioned whether her recently installed smart meter was faulty or whether an appliance in her home was using more electricity than it should.

We investigated the complaint by reviewing more than 12 months of billing records and found no errors. Instead, we found that Ursula's electricity use increased significantly during the cooler months, which was consistent with her circumstances. The provider also arranged an indepen-

dent meter test, which confirmed the meter was operating correctly.

Although we found no billing or metering faults, our investigation helped ensure Ursula received the support available to her. During the investigation, the provider arranged a home energy advice consultation to help identify practical ways to reduce her electricity use without compromising her family's health. It also continued supporting Ursula through its hardship program and, although not obligated to do so, agreed to waive almost \$2,000 of her debt. The provider also committed to reviewing her progress after three months, with the possibility of further debt relief if she remained engaged with the program.

We also spoke with Ursula about government assistance, including the Medical Heating and Cooling Concession, and explained our findings in plain language. This case demonstrates that even where bills are accurate, independent investigation and practical support can help customers better understand their energy use and access the support they need to manage ongoing energy costs.

**For years, Billy struggled with inconsistent water pressure at his rural property. During summer, the pressure could drop so low there was sometimes no running water. At other times, it would surge, damaging pumps and other equipment. Installing pressure control equipment helped manage the surges, but not the low water pressure.**

Billy believed the issue began after a neighbouring agricultural business expanded, increasing demand on the local water network. As the property at the end of the supply line, he felt he was bearing the consequences.

Unable to rely on a consistent water supply during peak demand, Billy sold his livestock. Feeling he was not receiving the service he was paying for, he stopped paying his water bills. By the time he contacted us in September 2025, his debt had grown to almost \$17,000.

Billy asked us to help secure a permanent solution. He wanted the provider to upgrade the network, waive his debt so he could install a water tank, or pay for the water tank directly.

We reviewed the history of the complaint, including a detailed network analysis the provider had completed in 2020. The analysis found that upgrading the water mains would improve supply to Billy's property. However, with an estimated cost of more than \$10 million, the upgrade did not meet ESCOSA's requirement that infrastructure investment be prudent and efficient. Instead, the provider recommended Billy install a water tank to improve supply during periods of high demand. Billy was advised of these findings in 2021 but chose not to install a tank or resume paying his water bills.



## Long running dispute over rural water supply

We also reviewed the provider's customer contract, which explains that some customers may need to install additional on-site infrastructure where network flow rates cannot meet their needs. We confirmed the provider had met its contractual obligations, including advising Billy that his property was subject to low water pressure and flow rates.

After reviewing the evidence, we found the provider had met its contractual and regulatory obligations. We also sought independent advice from the Office of the Technical Regulator, which agreed the provider had acted appropriately and found no evidence of negligence or bad faith.

While this was not the outcome Billy had hoped for, the case highlights the challenges of supplying water to rural communities. It also demonstrates the value of independent technical review and the importance of customers and providers remaining engaged so concerns can be addressed early and debt does not continue to accumulate.

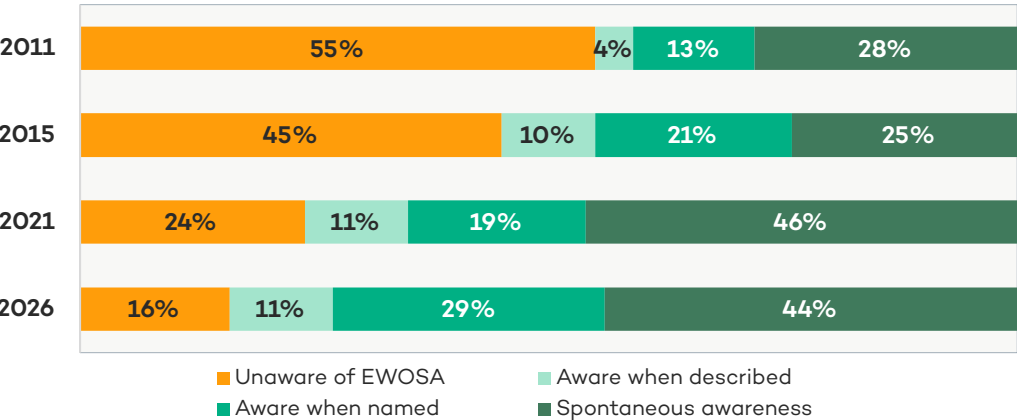
# Scheme review 2025-26

## Background

Every five years, EWOSA commissions an independent review of the scheme to assess its effectiveness against the National Benchmarks for Industry-based Customer Dispute Resolution. These benchmarks are: accessibility, independence, fairness, accountability, efficiency, and effectiveness. The review examines how well the scheme is meeting the needs of customers, members and other stakeholders, and helps identify opportunities for future improvement.

The 2026 review was conducted by Peter Hine Consulting and included surveys of 500 South Australian residents, 250 EWOSA customers and all staff, together with in-depth interviews with 25 internal and external stakeholders.

Overall, the review found that EWOSA continues to operate as an independent, fair and effective dispute resolution scheme that is well positioned to meet the challenges of a changing energy market.



## Public awareness continues to increase

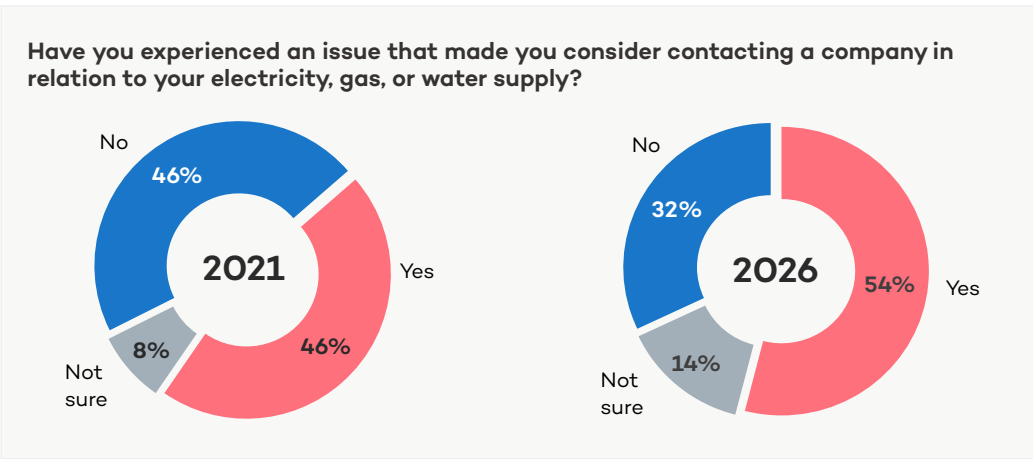
Public awareness of EWOSA reached its highest level since independent reviews began, with 84% of South Australians recognising the scheme. Spontaneous awareness remained high at 44%, indicating that South Australians are recognising EWOSA without prompting.

## What our customers are saying

Even though 28% of customers surveyed did not get the outcome they wanted, 86% reported high satisfaction with their overall dealings with EWOSA.

**85% of customers would recommend EWOSA.**

The majority of customers said they would recommend EWOSA to someone unable to resolve an issue with their provider.



**77% of customers supported expanding EWOSA's jurisdiction.**

More than three-quarters of customers supported expanding EWOSA's jurisdiction to include complaints relating to emerging technologies such as rooftop solar and batteries.

## More South Australians are experiencing energy and water issues

More than half of South Australians (54%) reported experiencing an issue with their electricity, gas or water service that could have prompted them to seek assistance. This represents a continued increase since the previous review.

## What stakeholders told us

Stakeholders were positive about EWOSA's performance over the past five years. Almost all rated the scheme 9 out of 10 for achieving its core purpose of independently investigating, facilitating and resolving disputes between customers and providers.

- Stakeholders described the strengths of the scheme as:
- Delivering on its core role while maintaining high customer satisfaction
  - Operating independently and balancing the interests of customers and members fairly
  - Stable governance, supported by an effective Board and senior staff

- Agility in responding to emerging issues.
- Stakeholders anticipated the main challenges in the next five years would be:
- Adapting to emerging technologies
  - Higher customer expectations
  - Greater demand on resources due to more customers experiencing vulnerability.
- Stakeholders broadly agreed the scheme should continue evolving alongside Australia's changing energy market. They noted the following priorities:
- Expanding EWOSA's jurisdiction to include complaints relating to solar, batteries and electric vehicle charging
  - Maintaining the current position that renewable land access disputes remain outside EWOSA's jurisdiction
  - Introducing fixed terms for all Board members
  - Improving representation across scheme member categories.

# Systemic issues

## What are systemic issues?

One of our scheme's key functions, as identified in our Charter, is to identify and report on systemic issues, thereby helping to prevent potential complaints or disputes in future.

Systemic issues are those that impact, or have the potential to impact, more than one customer or class of customers. They may arise from a provider's policies and procedures, or from how these are applied in practice. A systemic issue may stem from a single underlying cause or a combination of related factors.

Our dispute resolution staff look for patterns and emerging trends across complaints that may point to a common underlying cause. Potential systemic issues are assessed and, where confirmed, we work with the relevant member to address the root cause and prevent further customer impacts. In some cases, matters may also be reported to the Australian Energy Regulator (AER) or the Essential Services Commission of South Australia (ESCOSA).

During 2025–26, we continued to invest in our data analytics capability and the integration of our operational systems. These improvements have enhanced the visibility of complaint trends and emerging issues across our operations and provide a stronger foundation for systemic issue identification and investigation in the years ahead.



## Key themes this year

In 2025–26, the most common confirmed and potential systemic issues related to the key themes outlined below.

### Billing delays and errors

- Direct debit processing errors
- Delays in issuing bills
- Inaccurate billing arising from issues with usage calculations or meter data

### Consumer energy resources

- Incorrect application of solar feed-in tariff arrangements
- Disputes regarding solar credits and refunds
- Issues with automated battery management systems

### Customer service and communication

- Failure to respond or delayed responses to customers, leading to downstream billing issues

- Inaccurate, misleading or unclear information, including about pricing and tariff changes

### Metering issues

- Difficulties obtaining meter tests from metering service providers
- Incorrect or misleading customer communications about meter replacements

### Other issues

- Payment plans and debt recovery practices, especially where customers have changed address
- Customer transfer errors, including transfers without consent

## Case study: Growing pains

One of our smaller members experienced rapid growth in its customer base since last year. This sort of rapid expansion can place pressure on systems, processes and customer service functions if not matched by sufficient resourcing.

This year, we saw an increase in complaints relating to customer service, as well as associated issues such as delayed and disputed bills, overdue notices and disconnection warnings. We also received complaints from customers seeking greater clarity about the value and operation of solar and battery products.

Customer service cases involving this provider almost quadrupled in 2025–26, rising from 22 to 86 and increasing its share of EWOSA's customer service cases from 7% to 18%.

As complaint volumes increased, EWOSA raised concerns with both the provider and the AER regarding the emerging trends and customer impacts being observed.

Complaint trends improved markedly over the second half of the year. Customer service cases relating to this provider peaked in February 2026 before declining steadily, returning by June 2026 to levels close to the provider's monthly average in 2024–25. Billing complaints followed a similar pattern.

The provider engaged constructively with EWOSA throughout this period and implemented a range of measures to address the underlying causes of complaints. We acknowledge its commitment to improving outcomes for customers and the positive results achieved by the end of the reporting period.

# Policy influence

This year, rising cost of living pressures and increasing complexity in energy markets have reinforced the importance of EWOSA's role in contributing to policy and regulatory development that improves outcomes for energy and water consumers.

This work is informed by complaint data, case-work insights and customer survey feedback, alongside ongoing engagement with key stakeholders such as interstate Ombudsman offices, the Australian Competition and Consumer Commission, the Australian Energy Regulator, the Essential Services Commission of South Australia, the Energy Charter, and the South Australian Council of Social Service.

In 2025–26, we made 23 submissions to energy and water market agencies, including 16 joint submissions with interstate Ombudsman offices. Much of this work was shaped by the intersecting challenges of the energy transition and evolving consumer protections.

## Helping customers make better use of smart meter data

Rooftop solar, home batteries and virtual power plants (VPPs) are driving a shift towards a more decentralised, customer driven energy system. Expectations are also changing, with more people looking to use consumer energy resources (CER) and smart meters to better understand and manage electricity use.

EWOSA supported the AEMC's Real-time data for consumers reforms, which will make it easier for customers and their representatives to access real-time data from smart meters. The reforms also clarify obligations on metering service providers to provide relevant data to retailers where it is needed to investigate Ombudsman-managed disputes. From 30 November 2026, these changes are expected to speed up complaint handling in some of our more complex cases, such as investigations requiring billing reconciliations.

## Equity in the energy transition

EWOSA, alongside our interstate counterparts, supported the AEMC's changes to gas connection and abolishment rules, which require customers requesting these services to bear the full costs. This avoids costs being shifted onto the remaining gas customer base through higher bills, including for vulnerable customers who may be unable to electrify their homes.

## A more fit for purpose Default Market Offer

The Default Market Offer (DMO) is set by the AER and continues to play an important role as both a price cap on standing offers and as a comparison price for market offers. EWOSA supported reforms to strengthen the DMO by expressing it not only as a cap on annual bills, but also on tariff rates, including both flat rate and time-of-use tariffs. These changes will make offers easier to



compare and support consumers to choose plans that better reflect their usage patterns.

## A principles-based overarching consumer duty

EWOSA also contributed to national discussions on a possible principles based overarching consumer duty, through the Commonwealth Government's Better Energy Customer Experiences reforms. These reforms are examining whether existing consumer protection frameworks remain fit for purpose as the energy market becomes more complex, including the growth of new energy services.

As part of this process, Energy Ministers have committed to progressing reforms through the AEMC that require retailers to engage with customers in ways that reflect their individual needs. EWOSA will continue to contribute to this work alongside interstate Ombudsman offices as it progresses.

## Making external dispute resolution pathways more visible

Ensuring consumers know where to go for help is an ongoing focus of our policy work. Requirements for energy retailers and SA Water to include EWOSA's contact details on customer bills have progressively raised awareness of our service since their introduction in September 2023 and January 2025, respectively.

In 2024–25, we made a submission to the AER's review of the exemptions framework for embedded networks, advocating for this requirement to extend to embedded network operators on selling electricity to residential customers. This change came into effect on 1 July 2026.

We continue to advocate for our contact details to be included on the customer bills of small scale water and energy service providers in South Australia, including those operating in regional and remote areas.

# Cases received

9,334

cases received

↑ 1%

from last year

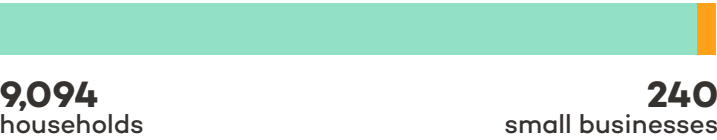
## Contact method

|           |       |     |
|-----------|-------|-----|
| Phone     | 6,378 | 68% |
| Web form  | 2,253 | 24% |
| Email     | 387   | 4%  |
| Live chat | 256   | 3%  |
| SMS       | 32    | <1% |
| Letter    | 19    | <1% |
| In person | 9     | <1% |

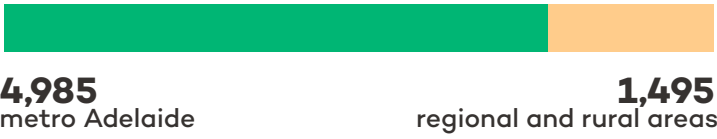
## Top 5 reasons for contact

|                                         |       |     |
|-----------------------------------------|-------|-----|
| Unhappy with provider outcome           | 3,086 | 45% |
| Wanted to seek independent advice       | 825   | 12% |
| Contacted EWOSA in error                | 800   | 12% |
| Unable to reach provider representative | 407   | 6%  |
| Didn't know who else to call            | 337   | 5%  |

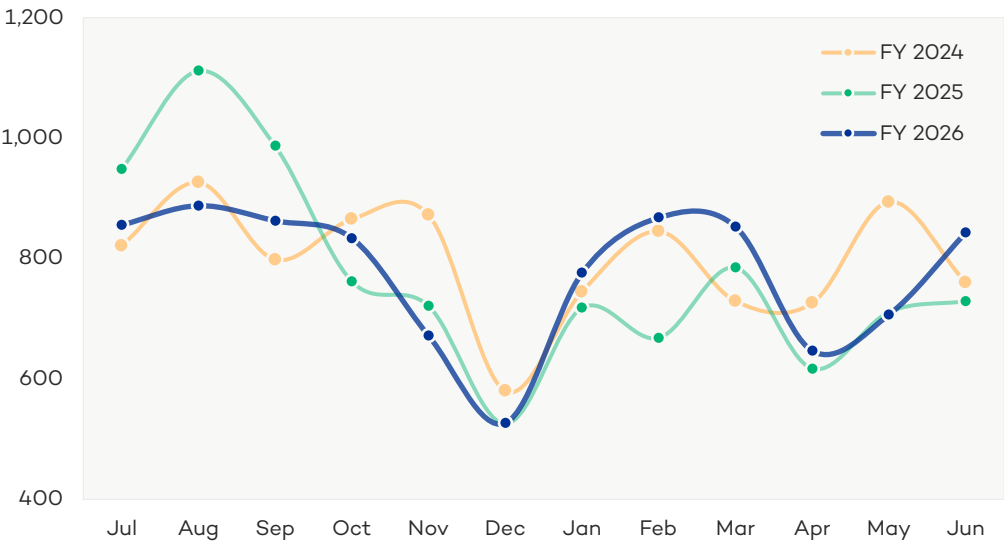
## Customer type



## Customer location



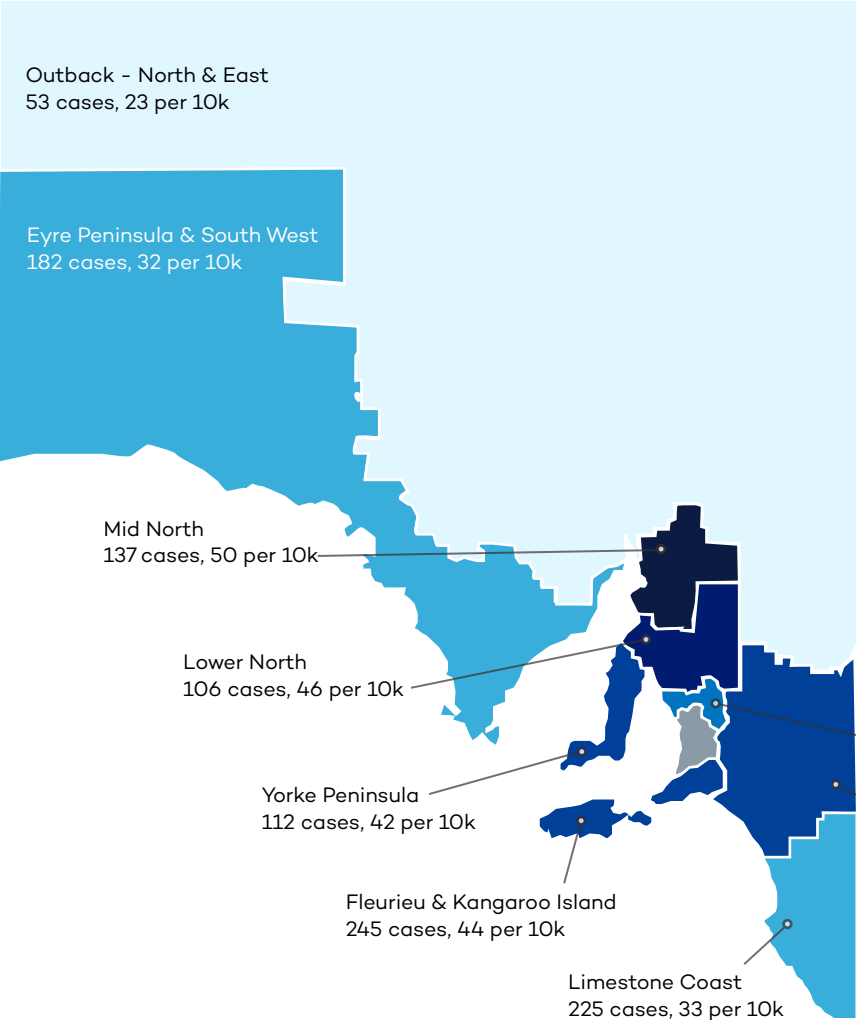
## Monthly case count trends



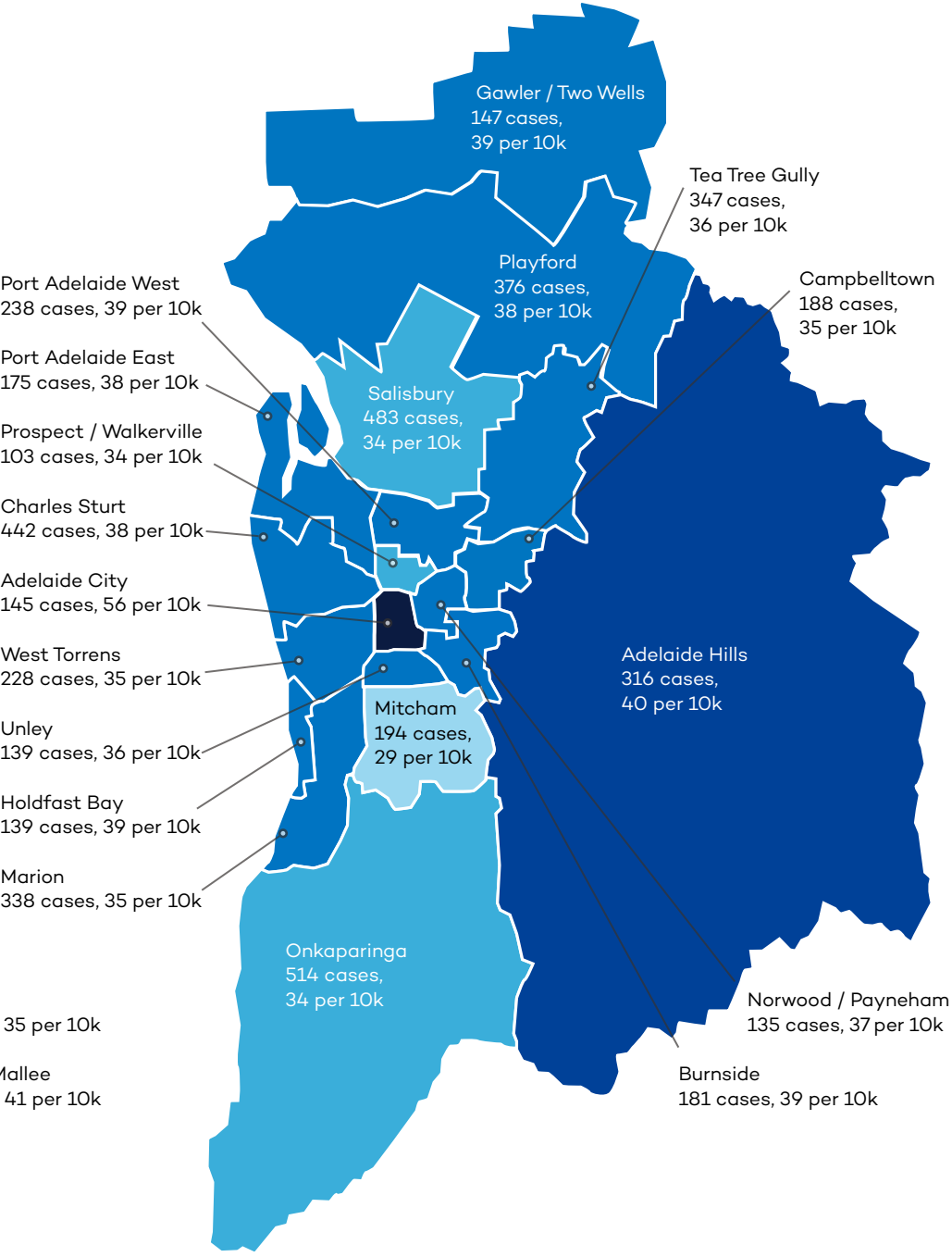
## Cases received by region

Regional boundaries and population size estimates are based on Statistical Areas Level 2 data by the Australian Bureau of Statistics. Shading shows cases per 10,000 residents, with darker shades indicating a higher case rate.

### Rural and regional South Australia



### Greater Metropolitan Adelaide



# Cases resolved

9,232

cases resolved

↓ 2%

from last year

We use eight case levels to describe the different stages of our dispute resolution process. During the lifespan of an open case, it may get upgraded from one case level to the next. In this section, we report on cases according to the case level at which they were closed.

### Enquiries

#### Enquiry

A request for information or advice that does not involve a specific complaint against a scheme member.

#### Out of Jurisdiction

A complaint about an industry issue or entity that falls outside EWOSA's jurisdiction and is referred to a more appropriate body.

### Complaints

#### Referral to Customer Service

A complaint referred back to the member's customer service team because the customer has not yet raised the issue with them directly.

#### Escalated Referral

A complaint escalated to a member's higher level contact after the customer has already attempted to resolve the issue and remains dissatisfied.

#### Consultation

An urgent complaint involving disconnection, imminent disconnection, restriction, or critical supply issues requiring same day attention.

#### Early Resolution

A complaint where EWOSA steps in as an intermediary, working directly with both parties to facilitate an agreed outcome without a formal investigation.

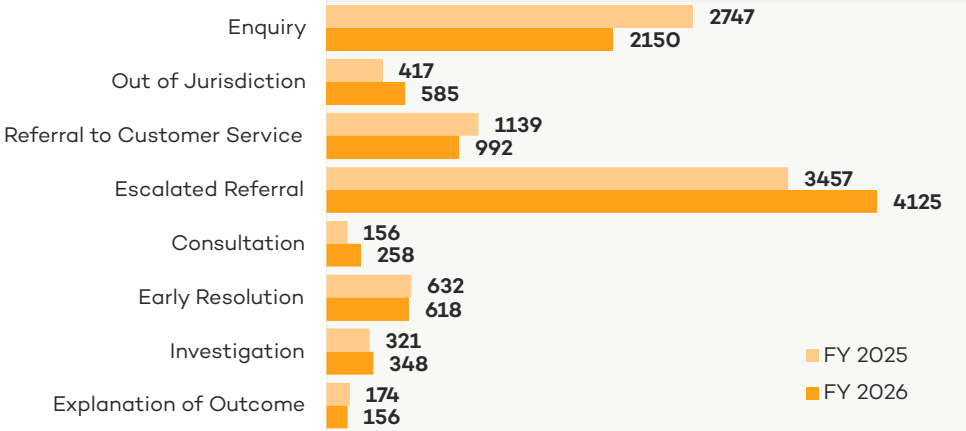
#### Investigation

A formal investigation undertaken by EWOSA to assess unresolved complaints and determine a fair and reasonable outcome.

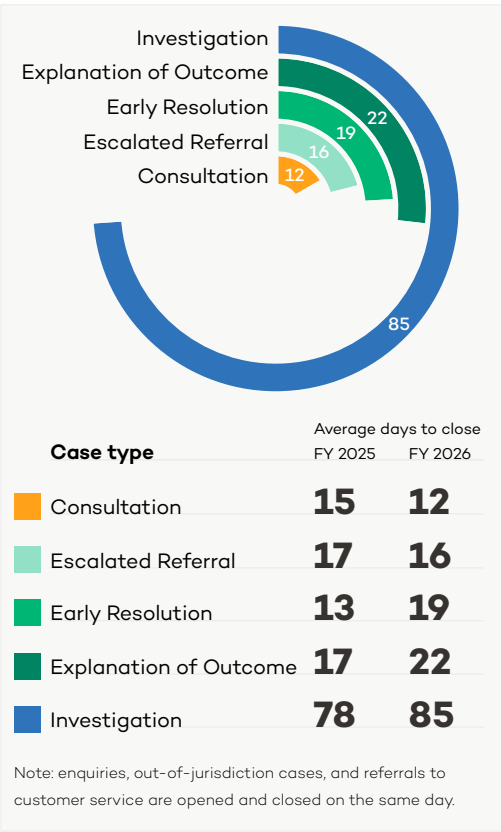
#### Explanation of Outcome

A case where a customer returns seeking further support after a complaint is closed, and EWOSA provides an explanation of the outcome without reopening the matter.

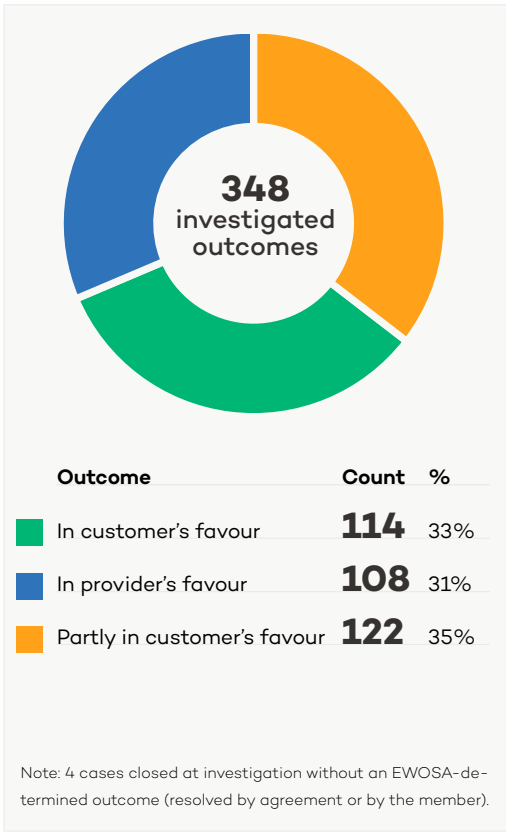
### Year-on-year case closures by case level



### Average case closure timeframes



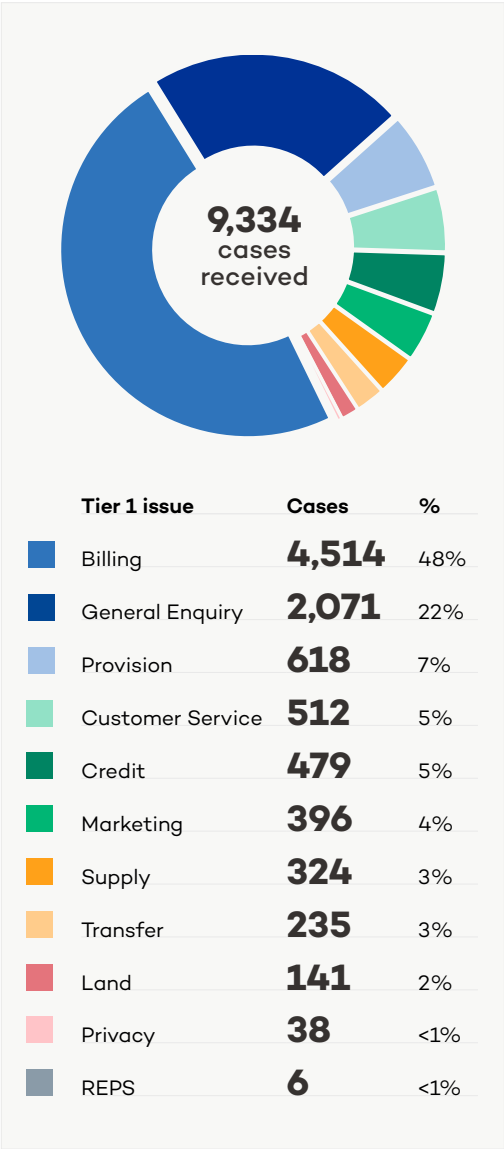
### Investigated outcomes



# Issues and trends

At EWOSA, we classify all complaints into one of ten high-level issue categories. Our public reporting is based on the primary issue related to a case. It doesn't consider secondary or tertiary issues.

- Billing**  
Preparing and issuing bills, as well as managing payment processes
- Credit**  
Unpaid bills and the actions taken by providers to recover outstanding amounts
- Customer service**  
The quality of service customers receive
- Land**  
The impact of provider activities or network infrastructure on a customer's property
- Marketing**  
The actions taken by electricity and gas retailers to attract new customers
- Privacy**  
How a customer's personal information is handled.
- Provision**  
The connection of a property to an energy or water network
- Supply**  
Physical delivery of electricity, gas or water services to a property
- Transfer**  
Switching an electricity or gas account to a different retailer
- REPS**  
The actions of Retailer Energy Productivity Scheme (REPS) providers



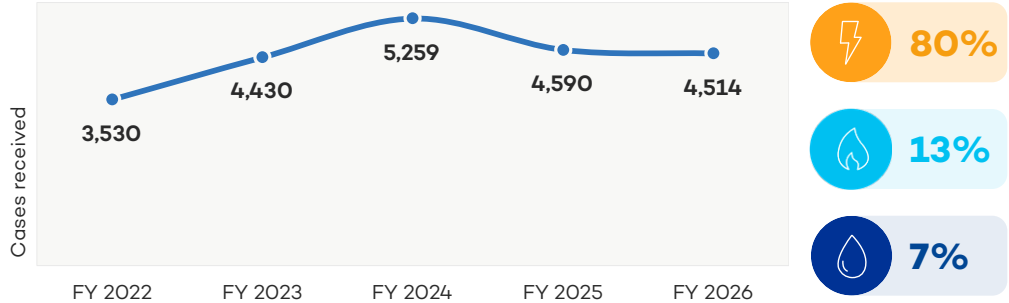
## Billing

4,514

billing cases received

↓ 2% from last year

| Tier 2 issue     | Cases | Trend |
|------------------|-------|-------|
| High             | 1,501 | ↓ 6%  |
| Error            | 970   | ↑ 2%  |
| Estimation       | 646   | ↑ 14% |
| Account          | 458   | ↑ 10% |
| Tariff           | 275   | ↓ 24% |
| Backbill         | 241   | ↑ 23% |
| Fees and charges | 220   | ↑ 2%  |
| Refund/credit    | 203   | ↓ 30% |



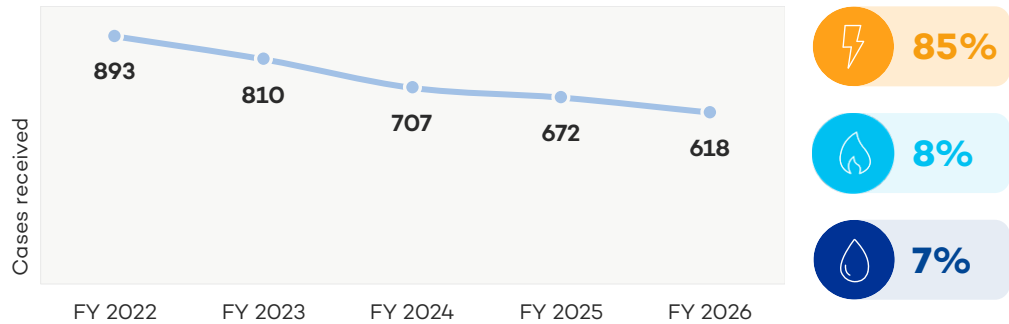
Provision

618

provision cases received

↓ 8%  
from last year

| Tier 2 issue              | Count | Trend |
|---------------------------|-------|-------|
| Existing connection       | 401   | ↓ 16% |
| New connection            | 107   | ↑ 47% |
| Disconnection/restriction | 60    | ↓ 3%  |
| Meter tests and reads     | 46    | ↓ 19% |
| SEG approval              | 4     | ↑ 33% |



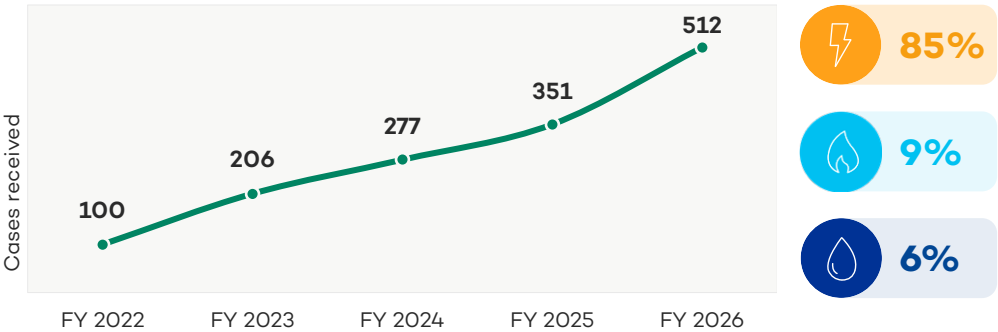
Customer Service

512

customer service cases received

↑ 46%  
from last year

| Tier 2 issue              | Count | Trend  |
|---------------------------|-------|--------|
| Failure to respond/inform | 276   | ↑ 60%  |
| Incorrect information     | 105   | ↑ 110% |
| Poor service              | 97    | ↑ 4%   |
| Online service/apps       | 34    | ↓ 6%   |

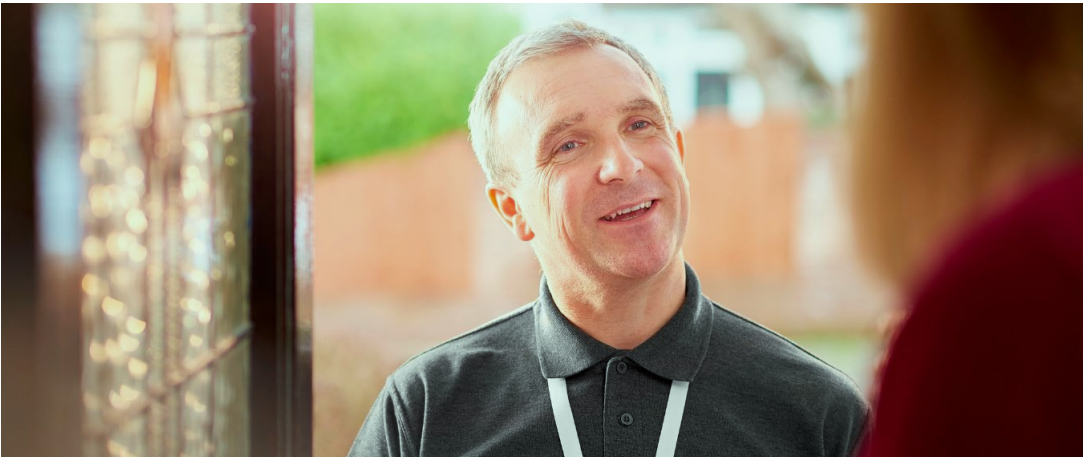
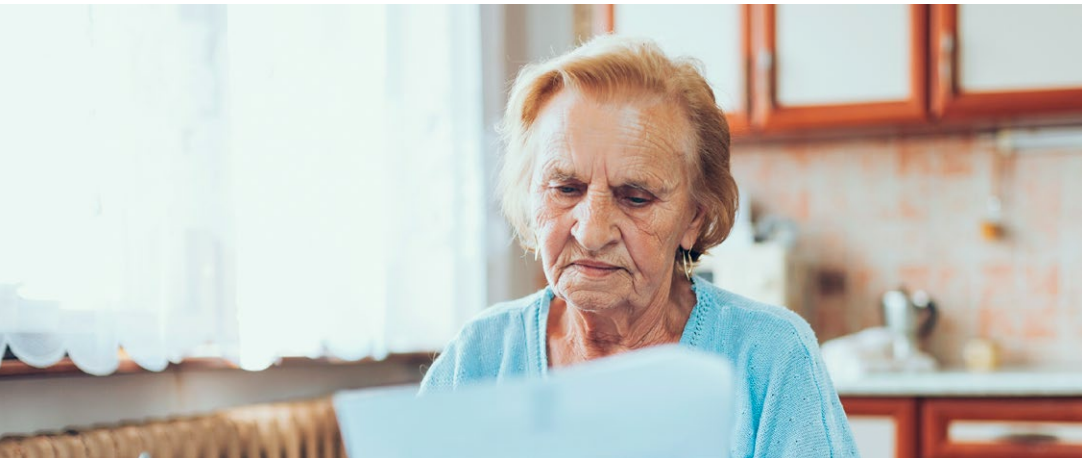
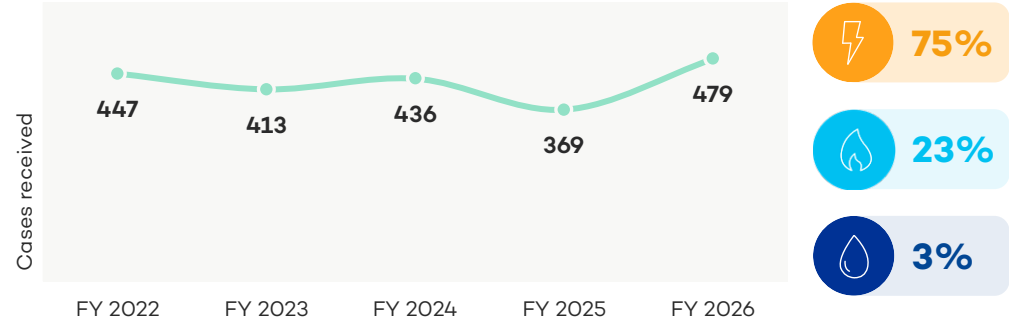


Credit

479

credit cases received  
↑ 30%  
from last year

| Tier 2 issue                | Count | Trend |
|-----------------------------|-------|-------|
| Disconnection / restriction | 183   | ↑ 29% |
| Payment difficulties        | 166   | ↑ 51% |
| Collection                  | 130   | ↑ 11% |

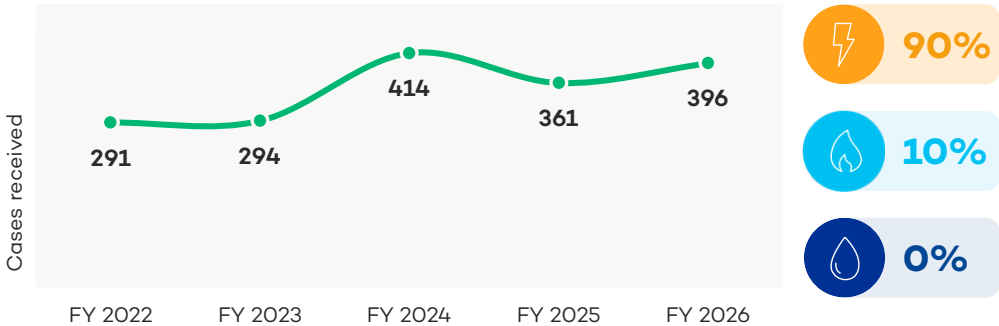


Marketing

396

marketing cases received  
↑ 10%  
from last year

| Tier 2 issue   | Count | Trend |
|----------------|-------|-------|
| Contract       | 339   | ↑ 6%  |
| Market conduct | 57    | ↑ 43% |



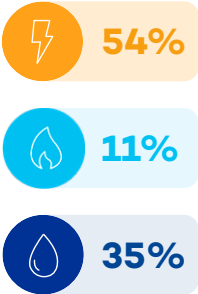
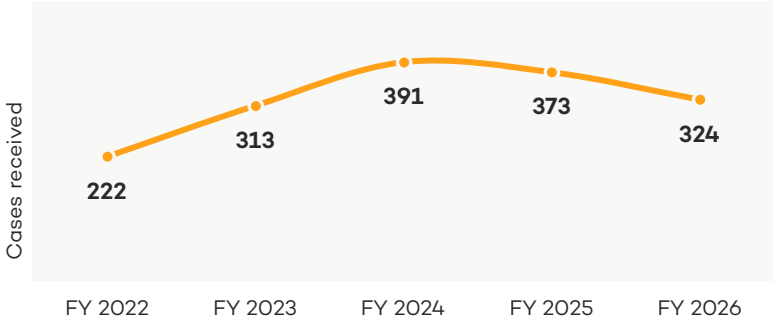
Supply

324

supply cases received

↓ 13%  
from last year

| Tier 2 issue              | Count | Trend  |
|---------------------------|-------|--------|
| Off supply (unplanned)    | 131   | ↓ 17%  |
| Leakages/supply variation | 106   | ↓ 21%  |
| Off supply (planned)      | 43    | ↓ 9%   |
| Water quality             | 28    | ↑ 115% |
| Sewer blockage/overflow   | 15    | ↓ 12%  |
| Water use restriction     | 1     | ↓ 67%  |



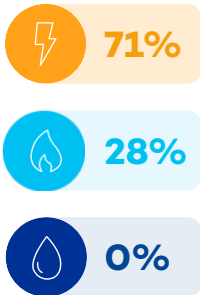
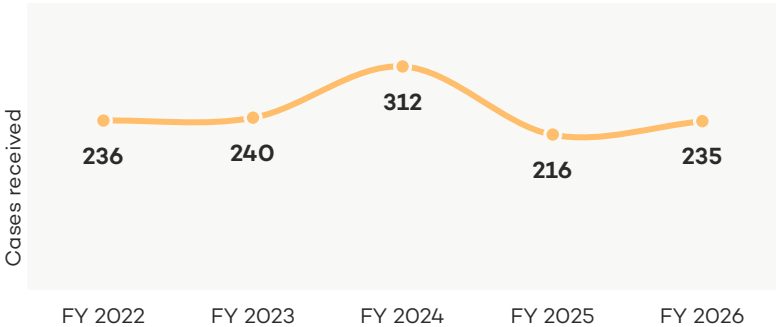
Transfer

235

transfer cases received

↑ 9%  
from last year

| Tier 2 issue       | Count | Trend |
|--------------------|-------|-------|
| Transfer in error  | 135   | ↑ 9%  |
| Delay in transfer  | 61    | ↑ 27% |
| Site ownership     | 29    | ↑ 4%  |
| Cooling off rights | 10    | ↓ 38% |

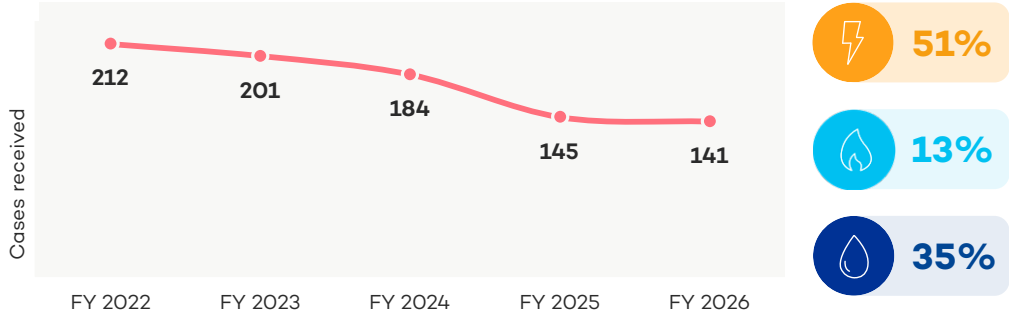


Land

141

land cases received  
↓ 3%  
from last year

| Tier 2 issue          | Count | Trend  |
|-----------------------|-------|--------|
| Property damage       | 67    | ↓ 1%   |
| Network assets        | 36    | ↓ 3%   |
| Land other            | 13    | ↑ 86%  |
| Easement              | 12    | ↑ 140% |
| Vegetation management | 8     | ↓ 47%  |
| Street lighting       | 5     | ↓ 62%  |

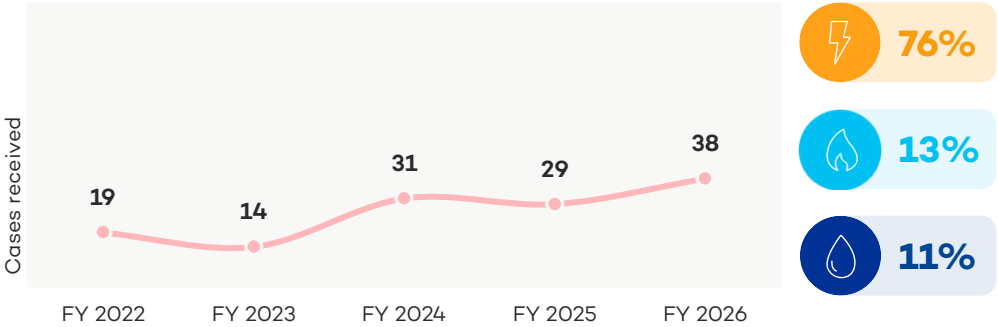


Privacy

38

privacy cases received  
↑ 31%  
from last year

| Tier 2 issue             | Count | Trend  |
|--------------------------|-------|--------|
| Details released         | 9     | ↑ 50%  |
| Other privacy matters    | 8     | ↑ 14%  |
| Obtained without consent | 7     | ↑ 17%  |
| Consumer data right      | 6     | ↑ 100% |
| Company's privacy policy | 4     | ↑ 100% |
| Details requested        | 4     | ↓ 20%  |



# Electricity



## 7,269

electricity cases received

↑ 1%  
from last year

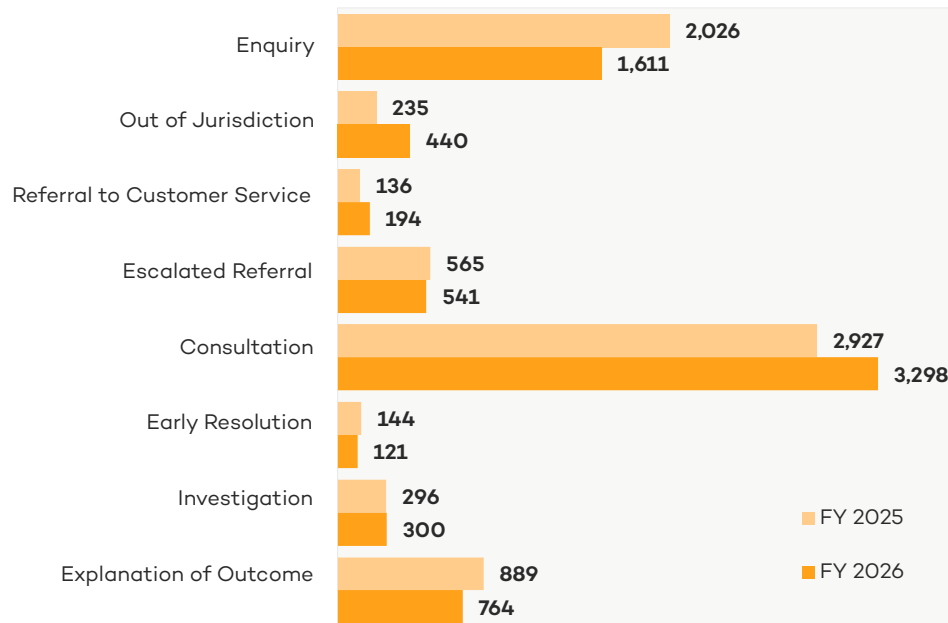
5,218  
complaints

↑ 5%  
from last year

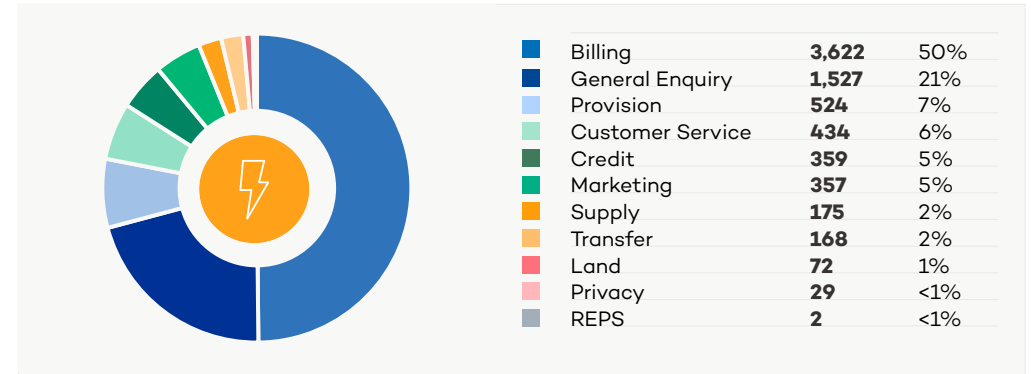
2,051  
enquiries

↓ 9%  
from last year

### Year-on-year case closures by case level



### Tier 1 issues



### Tier 2 issues

|                           |              |                           |            |
|---------------------------|--------------|---------------------------|------------|
| <b>Billing</b>            | <b>3,622</b> | <b>Marketing</b>          | <b>357</b> |
| High                      | 1,190        | Contract                  | 308        |
| Error                     | 814          | Market conduct            | 49         |
| Estimation                | 527          |                           |            |
| Account                   | 296          | <b>Supply</b>             | <b>175</b> |
| Tariff                    | 269          | Off supply (unplanned)    | 116        |
| Backbill                  | 194          | Off Supply (planned)      | 37         |
| Refund/credit             | 176          | Leakages/supply variation | 22         |
| Fees and charges          | 156          |                           |            |
| <b>General Enquiry</b>    | <b>1,527</b> | <b>Transfer</b>           | <b>168</b> |
| Information general       | 1,095        | Transfer in error         | 107        |
| Out of jurisdiction       | 432          | Delay in transfer         | 29         |
|                           |              | Site ownership            | 22         |
| <b>Provision</b>          | <b>524</b>   | Cooling off rights        | 10         |
| Existing connection       | 366          |                           |            |
| New connection            | 71           | <b>Land</b>               | <b>72</b>  |
| Disconnection/restriction | 46           | Property damage           | 30         |
| Meter tests and reads     | 37           | Network assets            | 23         |
| SEG approval              | 4            | Vegetation management     | 7          |
|                           |              | Street lighting           | 5          |
| <b>Customer service</b>   | <b>434</b>   | Land other                | 4          |
| Failure to respond/inform | 247          | Easement                  | 3          |
| Incorrect information     | 82           |                           |            |
| Poor service              | 73           | <b>Privacy</b>            | <b>29</b>  |
| Online service/apps       | 32           | Other privacy matters     | 7          |
|                           |              | Obtained without consent  | 6          |
| <b>Credit</b>             | <b>359</b>   | Details released          | 5          |
| Disconnection/restriction | 133          | Consumer data right       | 5          |
| Payment difficulties      | 129          | Details requested         | 3          |
| Collection                | 97           | Company's privacy policy  | 3          |
|                           |              |                           |            |
|                           |              | <b>REPS</b>               | <b>2</b>   |
|                           |              | Refused access to REPS    | 2          |



# 1,186

gas cases received

↑ 7%  
from last year

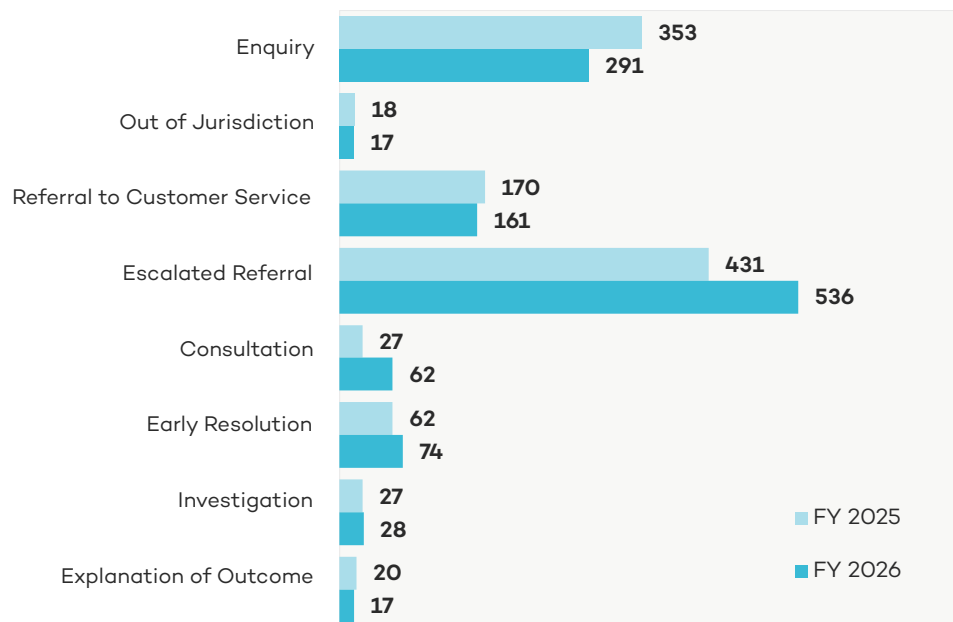
878  
complaints

↑ 20%  
from last year

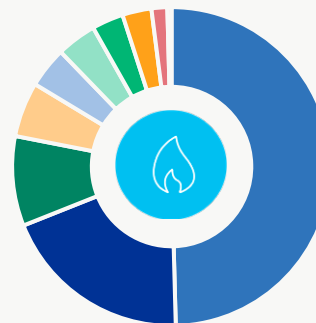
308  
enquiries

↓ 17%  
from last year

## Year-on-year case closures by case level



## Tier 1 issues



|                  |     |     |
|------------------|-----|-----|
| Billing          | 588 | 50% |
| General Enquiry  | 230 | 19% |
| Credit           | 108 | 9%  |
| Transfer         | 66  | 6%  |
| Provision        | 49  | 4%  |
| Customer Service | 48  | 4%  |
| Marketing        | 38  | 3%  |
| Supply           | 35  | 3%  |
| Land             | 19  | 2%  |
| Privacy          | 5   | <1% |

## Tier 2 issues

|                           |            |                           |           |
|---------------------------|------------|---------------------------|-----------|
| <b>Billing</b>            | <b>588</b> | <b>Customer service</b>   | <b>48</b> |
| High                      | 191        | Poor service              | 17        |
| Account                   | 137        | Failure to respond/inform | 16        |
| Error                     | 115        | Incorrect information     | 13        |
| Estimation                | 75         | Online service/apps       | 2         |
| Fees and charges          | 23         |                           |           |
| Backbill                  | 23         | <b>Marketing</b>          | <b>38</b> |
| Refund/credit             | 18         | Contract                  | 30        |
| Tariff                    | 6          | Market conduct            | 8         |
|                           |            |                           |           |
| <b>General Enquiry</b>    | <b>230</b> | <b>Supply</b>             | <b>35</b> |
| Information general       | 213        | Leakages/supply variation | 19        |
| Out of jurisdiction       | 17         | Off supply (unplanned)    | 12        |
|                           |            | Off Supply (planned)      | 4         |
|                           |            |                           |           |
| <b>Credit</b>             | <b>108</b> | <b>Land</b>               | <b>19</b> |
| Disconnection/restriction | 53         | Property damage           | 11        |
| Collection                | 31         | Network assets            | 4         |
| Payment difficulties      | 24         | Land other                | 4         |
|                           |            |                           |           |
| <b>Transfer</b>           | <b>66</b>  | <b>Privacy</b>            | <b>5</b>  |
| Delay in transfer         | 32         | Details released          | 2         |
| Transfer in error         | 28         | Obtained without consent  | 1         |
| Site ownership            | 6          | Details requested         | 1         |
|                           |            | Company's privacy policy  | 1         |
|                           |            |                           |           |
| <b>Provision</b>          | <b>49</b>  |                           |           |
| Existing connection       | 19         |                           |           |
| New connection            | 13         |                           |           |
| Disconnection/restriction | 12         |                           |           |
| Meter tests and reads     | 5          |                           |           |



# 736

water cases received

↑ 15%  
from last year

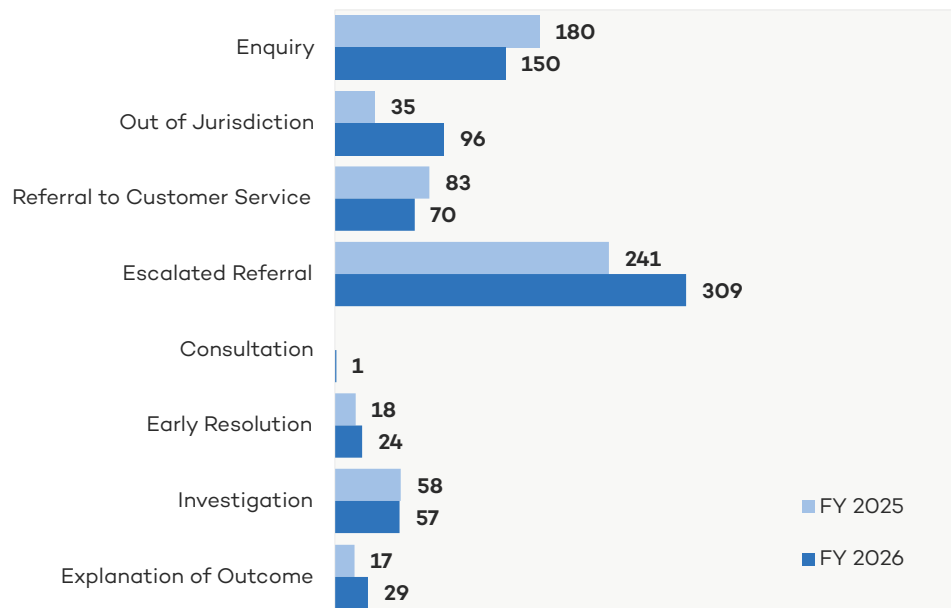
490  
complaints

↑ 15%  
from last year

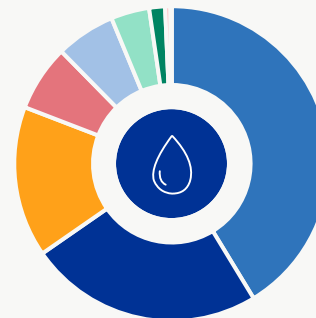
246  
enquiries

↑ 14%  
from last year

## Year-on-year case closures by case level



## Tier 1 issues



|                  |     |     |
|------------------|-----|-----|
| Billing          | 304 | 41% |
| General Enquiry  | 177 | 24% |
| Supply           | 114 | 15% |
| Land             | 50  | 7%  |
| Provision        | 45  | 6%  |
| Customer Service | 29  | 4%  |
| Credit           | 12  | 2%  |
| Privacy          | 4   | 1%  |
| Transfer         | 1   | <1% |

## Tier 2 issues

|                           |            |                           |           |
|---------------------------|------------|---------------------------|-----------|
| <b>Billing</b>            | <b>304</b> | <b>Customer service</b>   | <b>29</b> |
| High                      | 120        | Failure to respond/inform | 12        |
| Estimation                | 44         | Incorrect information     | 9         |
| Error                     | 41         | Poor service              | 8         |
| Fees and charges          | 41         |                           |           |
| Account                   | 25         | <b>Credit</b>             | <b>12</b> |
| Backbill                  | 24         | Payment Difficulties      | 9         |
| Refund/credit             | 9          | Collection                | 2         |
|                           |            | Disconnection/restriction | 1         |
| <b>General Enquiry</b>    | <b>177</b> | <b>Privacy</b>            | <b>4</b>  |
| Information general       | 93         | Details released          | 2         |
| Out of jurisdiction       | 84         | Other privacy matters     | 1         |
|                           |            | Consumer data right       | 1         |
| <b>Supply</b>             | <b>114</b> | <b>Transfer</b>           | <b>1</b>  |
| Leakages/supply variation | 65         | Site ownership            | 1         |
| Water quality             | 28         |                           |           |
| Sewer blockage/overflow   | 15         |                           |           |
| Off supply (unplanned)    | 3          |                           |           |
| Off supply (planned)      | 2          |                           |           |
| Water use restriction     | 1          |                           |           |
| <b>Land</b>               | <b>50</b>  |                           |           |
| Property damage           | 26         |                           |           |
| Network assets            | 9          |                           |           |
| Easement                  | 9          |                           |           |
| Land other                | 5          |                           |           |
| Vegetation management     | 1          |                           |           |
| <b>Provision</b>          | <b>45</b>  |                           |           |
| New connection            | 23         |                           |           |
| Existing connection       | 16         |                           |           |
| Meter tests and reads     | 4          |                           |           |
| Disconnection/restriction | 2          |                           |           |

# Our members

List of scheme members as of 30 June 2026.



## Electricity members

- 1st Energy
- AGL
- Alinta Energy
- Amber Electric
- Ampol Energy
- Andamooka Power House
- Blue NRG
- CleanPeak Energy
- Coober Pedy Council
- CovaU Energy
- Cowell Electric Supply
- Delorean Energy
- Diamond Energy
- Discover Energy
- Dodo Power & Gas
- ElectraNet
- Energy Locals
- EnergyAustralia
- Enerven
- ENGIE
- Flipped Energy Australia
- Flo Energy Australia
- Flow Power
- Future X Power
- GloBird Energy
- Glow Power
- iO Energy
- Liberty OneSteel Manufacturing
- Localvolts
- Lumo Energy
- Momentum Energy
- Municipal Council of Roxby Downs
- Murraylink Transmission Partnership
- Nectr
- Next Business Energy
- Origin Energy
- OVO Energy
- Pacific Blue

- Powershop
- Powow Power
- Red Energy
- SA Power Networks
- Shell Energy
- Sumo Power
- Sustainable Savings
- Tesla Energy Ventures Australia
- Veolia Energy (formerly Electricity in a Box)
- ZEN Energy



## Gas members

- AGL
- Alinta Energy
- Australian Gas Networks
- CovaU Energy
- Delorean Energy
- Discover Energy
- Elgas
- EnergyAustralia
- ENGIE
- Environmental Land Services (Aust)
- GloBird Energy
- Lumo Energy
- Origin Energy
- Origin LPG
- OVO Energy
- Red Energy
- Savant Energy
- WINconnect



## Water members

- Adelaide Hills Council
- Alano Water
- Alexandrina Council



- Barunga West Council
- Berri Barmera Council
- City of Charles Sturt
- City of Marion
- City of Onkaparinga
- City of Playford
- City of Port Adelaide Enfield
- City of Port Lincoln
- City of Salisbury
- City of Tea Tree Gully
- Clare & Gilbert Valleys Council
- Compass Springs
- Coober Pedy Council
- Coorong District Council
- Copper Coast Council
- CPE Tonsley
- District Council of Ceduna
- District Council of Cleve
- District Council of Elliston
- District Council of Franklin Harbour
- District Council of Grant
- District Council of Karoonda East Murray
- District Council of Kimba
- District Council of Lower Eyre Peninsula
- District Council of Loxton Waikerie
- District Council of Mallala
- District Council of Mount Remarkable
- District Council of Orreroo Carrieton
- District Council of Peterborough
- District Council of Robe
- District Council of Streaky Bay
- District Council of Tumby Bay
- ERA Water
- Factor UTB
- FB Pipeline
- GMB Water
- Kangaroo Island Council
- Kingston District Council
- Light Regional Council
- Lightsview ReWater
- Michell Infrastructure
- Mid Murray Council
- Monarto Water Network
- Municipal Council of Roxby Downs
- Naracoorte Lucindale Council
- Northern Areas Council
- Northern Water Irrigation Company (NWIC)
- Port Augusta City Council
- Port Pirie Regional Council
- Regional Council of Goyder
- Renmark Paringa Council
- Rural City of Murray Bridge
- SA Water
- Southern Mallee District Council
- Tatiara District Council
- The Barossa Council
- The Corporation of the City of Whyalla
- The Flinders Ranges Council
- Wakefield Regional Council
- Wattle Range Council
- Wudinna District Council
- Yorke Peninsula Council



## Embedded network members

- Active Utilities
- Alabrillife Village
- Aldinga Beach Holiday Park
- Ardrossan Caravan Park
- Ashbrook Apartments
- Barossa Village
- Beachport Caravan Park
- Belair National Park Caravan Park
- benergy
- BHP Olympic Dam Corporation
- BIG4 Barossa Tourist Park
- BIG4 Normanville Jetty Holiday Park
- BIG4 Port Willunga Tourist Park
- Boandik Lodge
- Burton Village
- Caravan Park Op Co (Echo Holiday Parks - Normanville; Echo Holiday Parks - Windsor Gardens)
- City of Onkaparinga (Moana Beach Tourist Park; Christies Beach Tourist Park)
- Clayton Church Homes
- Cobdogla Station Caravan Park
- Community Corporation 22654 (18 Moseley Street, Glenelg)
- Community Corporation 26052 (1-3 Mary Street, Mawson Lakes)
- Community Corporation 27862 (Mannum Waters Marina)
- Community Corporation 40515 (411-427 King William Street, Adelaide)
- Community Corporation 41062 (262 South Terrace, Adelaide)
- Community Corporation 41210
- Community Corporation 41346 (Prow Drive, Seaford Meadows)
- CPE Tonsley
- CS & AR Bitter
- Discovery Parks (Adelaide Beachfront; Lake Bonney; Barossa Valley; Roxby Downs; Hahndorf; Goolwa; Coffin Bay)
- Edithburgh Caravan Park
- Edwards Group (Waikerie Lifestyle Village, Virginia Residential Park, Naracoorte Holiday Park)
- Every Pty Ltd
- Gawler Caravan Park
- Gawler Gateway Tourist Park
- Glenbrook Apartments
- Gulfhaven Caravan Park
- Highway 1 Holiday and Lifestyle Park
- Hindmarsh Island Caravan Park
- Kadina Caravan Park
- Kalyra Bellevue Heights Village
- Kingston-on-Murray Caravan Park
- Leabrook Place
- Loxton Riverfront Holiday Park
- McLaren Vale Lakeside Caravan Park
- Minda (numerous sites)
- Minlaton Caravan Park
- Mount Barker Caravan & Tourist Park
- Mt View Homes
- Murray Bridge Tourist Park
- Oakden Rise Community Energy Co
- Pandora Lifestyle Villages (Hillier Park Residential Village)
- Pandora Lifestyle Villages (The Palms Residential Park)
- Pine Country Caravan Park
- Port Clinton Caravan Park
- Port Lincoln Tourist Park
- PowerHub
- POWERSTATION
- Savant Energy
- Somerton Park Retirement Village
- Southern Cross Care
- Stansbury Caravan Park
- Stockport Residential & Caravan Park
- Strata Plan 12753 (The Mansions, Pultney Street, Adelaide)
- Sturt River Park
- The Trustee for the Tavern Trust (Renaissance Arcade, 21 Pulteney Street, Adelaide)
- Townsend Park
- Tumby Bay Caravan Park
- U City Energy
- Uniting SA
- Uniting SA Housing (Uniting on Devonport; Uniting on Second)
- Unity Retirement Village
- V Three Energy
- Victor Harbor Holiday Park
- Wakefield Regional Council (Port Wakefield Caravan Park; Balaklava Caravan Park)
- Warrawee Lodge Retirement Village
- WINconnect
- Woodcroft Park



## Third party provider members

- Climatech Zero
- Creditex
- Demand Manager
- Ecovantage
- Electric Future Sustainability Services
- ELWA Energysavers
- Energy Assessors Australia
- MAC Trade Services
- UNified Energy
- Your Energy Saving Solutions (YESS)

## New membership types welcomed

In late 2025, we updated our Constitution so that new types of providers can become members of our scheme, including third party contractors that sit outside the traditional electricity, gas, and water categories.

This change enabled activity providers under the Retailer Energy Productivity Scheme (REPS) to join our scheme, which they became obligated to do from 1 January 2026.

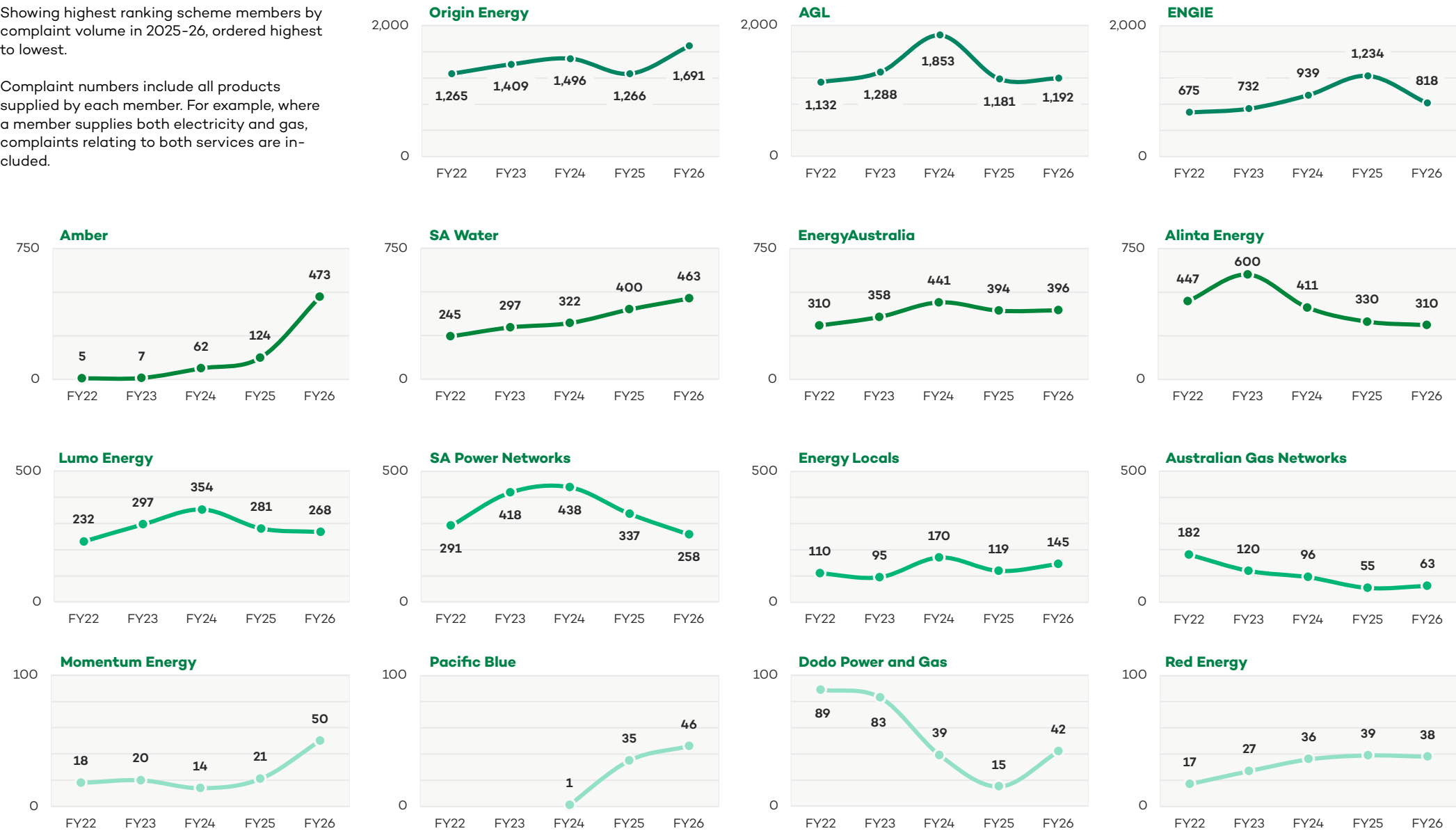


# Member performance

## Top fifteen scheme members by complaints received

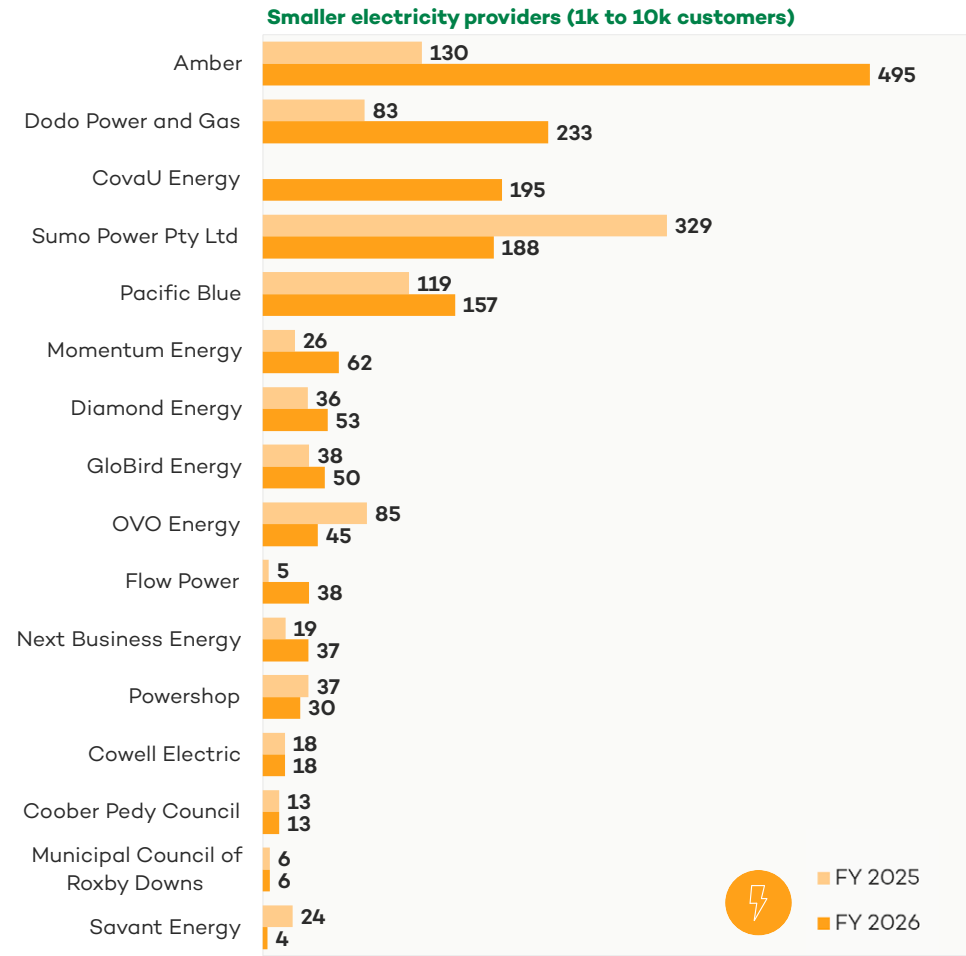
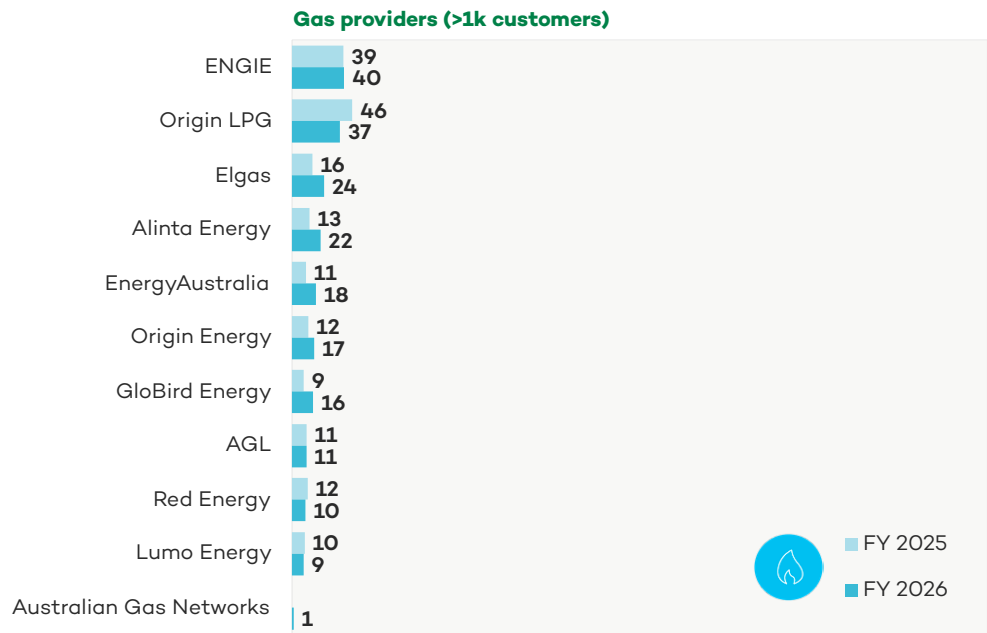
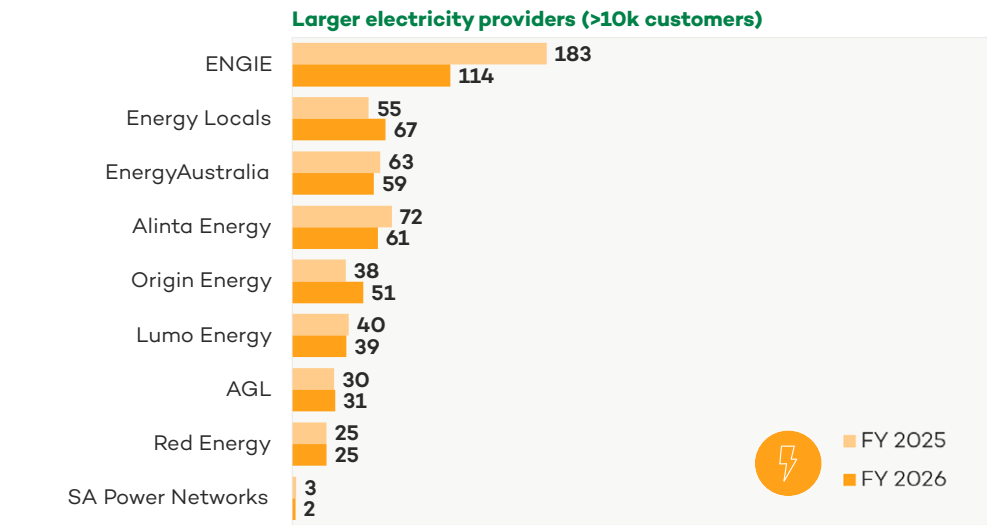
Showing highest ranking scheme members by complaint volume in 2025-26, ordered highest to lowest.

Complaint numbers include all products supplied by each member. For example, where a member supplies both electricity and gas, complaints relating to both services are included.



Member complaints received per 10,000 customers

Customer numbers are accurate as at 31 December within each financial year.



# Key developments

The financial year 2025-26 marked a period of meaningful progress for our organisation. With a focus on preparing the scheme for future change, we undertook a range of projects to improve how we work, enhance experiences of customers and members, and support a resilient workforce.

## Investing in digital systems and cybersecurity

A key milestone during the year was the appointment of an Enterprise Solutions Specialist in September 2025 and the transition of Case Management System (CMS) administration and development from an external vendor to an in-house function. Early work focused on reducing system redundancies, decommissioning legacy environments, and setting up new development and staging environments.

Bringing this work in-house has improved our ability to maintain and update our core digital systems, allowing issues to be resolved more quickly and making it simpler to implement changes in response to new company policies and regulatory requirements.

Another highlight was hiring a Technology & Data Analyst in April 2026 to strengthen our cybersecurity capability and support data analytics and system integration initiatives. Cybersecurity was a particular focus during the year, with work undertaken to improve staff awareness of cyber risks, strengthen technical security controls, and establish foundations for alignment with the Australian Cyber Security Centre's Essential Eight framework. The role has also contributed to the development, rollout and ongoing refinement of our AI coaching agent, described in the next section.

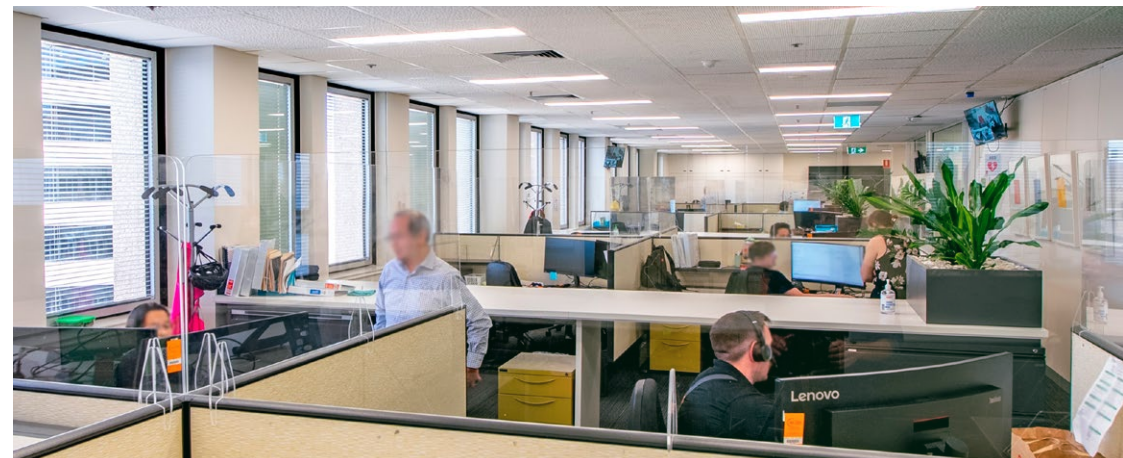
Together, these two specialist roles have strengthened our internal digital capability and provided the expertise needed to support initiatives such as the implementation of the new member portal and its integration with our CMS.

## Introducing a new AI coaching agent

The rollout of our internal AI coaching agent in May 2026 built on several years of work to strengthen documentation, training resources and governance frameworks. Prior to the 2025-26 financial year, we undertook a comprehensive review and redevelopment of our case handling and process documentation. This work improved the quality and consistency of our procedural materials and subsequently provided a strong foundation for training the AI coaching agent.

In August 2024, the Board approved an Artificial Intelligence Policy, establishing principles for the secure and responsible use of AI within the organisation. This was followed by the publication of an Artificial Intelligence Transparency Statement in October 2025, outlining our approach for external stakeholders and the broader community.

In early 2026, the first prototype was developed using Microsoft Copilot Studio. The agent was trained on approved internal knowledge sources and refined through testing and staff feedback prior to rollout. The AI coaching agent now



provides staff with an additional tool to support learning, internal process guidance and day-to-day work. Its use is supported by clear guardrails, a Privacy Impact Assessment and a strong human-in-the-loop approach, with staff remaining responsible for reviewing and validating outputs before applying them.

## Launching a new member portal

The development of a new member portal was a significant focus during the year. The portal enables members to submit Escalated Referral and Consultation case closures and provide real-time case updates that flow directly into our CMS.

This marks a significant step forward in case handling and reduces the time spent managing cases for both members and EWOSA compared with the previous email-based process.

We engaged an independent design and technology company to design and develop the portal. Development began with discovery workshops in October 2025 involving 16 participants from nine member organisations.

Targeted user sessions followed in December 2025 and January 2026 using a working portal prototype. These sessions allowed participants to navigate the prototype and provide direct feedback on its design and functionality, helping to refine the portal before release.

*We developed a new member portal in close collaboration with a select group of members. Discovery workshops, prototype user sessions, and a pilot rollout helped to inform the design of the portal. Early feedback on the full release has been extremely positive.*

By the end of the 2025-26 financial year, the first release of the portal had been completed and was ready for launch. A pilot rollout commenced in July 2026, followed by full release to members in September 2026. Early feedback has been extremely positive, and further enhancements will continue to be informed by member experience and feedback.

## Improving case handling processes

We continued to improve case handling processes throughout the year, with a focus on reducing administrative effort and supporting more efficient case management. In October 2025, we refreshed our web complaint form and fully integrated it into our CMS. The updated form features accessibility improvements, plainer language and clearer messaging to make it easier for customers to submit complaints.

We also streamlined the Authority to Act process through a fully integrated digital form and began accepting forms issued by external organisations, such as financial counselling and community support services.

A number of process and workflow improvements were introduced in 2025-26 to help cases progress more efficiently. Member resolution timeframes for referred Escalated Referral and Consultation cases were reduced from 20 business days to 15 business days. We also reviewed our internal case handling timeframes and streamlined key CMS workflows to support more timely case management.

The CMS was further improved with new data visualisation tools that provide staff with clearer access to case management statistics, along with an interval metering data analysis and visualisation tool. These tools help staff monitor case activity and complaint trends, supporting more informed decision-making and ongoing improvements to case handling processes.

## Stakeholder and community engagement

During 2025-26, we began work on a holistic review of our website, including its structure,

format and content, with a view to improving user experience and accessibility. We also undertook an SEO audit to benchmark the website's visibility through search engines and emerging AI-powered search tools ahead of a future website rebuild.

New brochures were developed and distributed to rural and regional community centres, local council offices and libraries. Early feedback has been positive, particularly in communities with older populations where access to information through non-digital channels remains important. We also engaged with financial counsellors to better understand how awareness of EWOSA's services could be improved among people experiencing financial hardship.

Policy staff continued to participate in industry forums and stakeholder events throughout the year, including those convened by the South Australian Council of Social Service (SACOSS), Energy Consumers Australia (ECA) and the First Nations Clean Energy Network. These activities help staff stay informed about emerging issues affecting energy and water consumers and maintain connections with consumer advocacy organisations and sector stakeholders.

## Supporting a capable, resilient workforce

During 2025-26, EWOSA continued to invest in staff capability, learning and development, and employee wellbeing to support a changing and increasingly complex dispute resolution environment. Our recently updated training framework and the dedicated Training and Coaching Officer role provided an important foundation for maintaining service continuity throughout a period of change. During the year, EWOSA recruited five new DROs and completed their induction training,

with one new team member already trained and working within the Early Resolution process.

EWOSA continued to invest in training and development throughout the year. Staff were trained to manage complaints relating to the Retailer Energy Productivity Scheme (REPS) following changes to regulatory requirements in January 2026. We also refreshed our training calendar to reflect emerging issues in the energy sector, such as virtual power plants, alongside practical skills like managing difficult customer interactions, wellbeing and resilience.

Supporting employee wellbeing remained an important priority. In June 2026, staff participated in resilience and wellbeing training. EWOSA also completed a review of its work health and safety arrangements with support from an external specialist, resulting in updates to policies, procedures, emergency management planning and other supporting materials.

Supporting career development and internal progression opportunities was another key focus. An internal Business Insights & Projects Officer

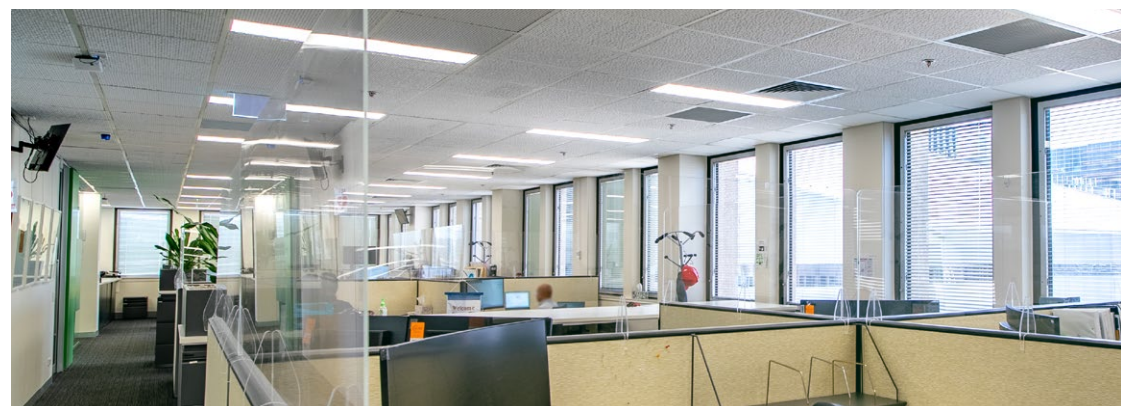
role was created to strengthen EWOSA's ability to identify and report on emerging issues and trends. This role was filled by an existing DRO, creating a pathway for staff to apply their dispute resolution experience in a different capacity.

## Positioning the scheme for the future

One of the most notable developments this year was the amendment of our Constitution and Charter, approved in November 2025. The changes allow new categories of organisations, beyond traditional electricity, gas, or water providers, to become members of the scheme where required by regulation.

Following the introduction of this new third-party provider membership category, EWOSA welcomed 10 REPS activity providers as members of the scheme.

More broadly, the changes create a more flexible membership framework and position EWOSA to respond to future developments in the energy and water sectors as new service models and providers emerge.



# Financial statements

## Statement of profit or loss and other comprehensive income

for the year ended 30 June 2026

|                                                | 2026<br>\$       | 2025<br>\$ |
|------------------------------------------------|------------------|------------|
| <b>Revenue from ordinary activities</b>        | <b>4,861,034</b> | 4,817,268  |
| Expenses from ordinary activities:             |                  |            |
| Accounting and audit fee                       | 44,298           | 43,807     |
| Depreciation                                   | 382,387          | 367,800    |
| Employee benefit                               | 2,880,356        | 2,827,063  |
| Total other expenses                           | 1,416,284        | 1,141,342  |
| Income tax expense                             | -                | -          |
| <b>Surplus for the year</b>                    | <b>137,709</b>   | 437,256    |
| <b>Total comprehensive income for the year</b> | <b>137,709</b>   | 437,256    |

## Statement of financial position

as at 30 June 2026

|                                      | 2026<br>\$       | 2025<br>\$ |
|--------------------------------------|------------------|------------|
| <b>Current assets</b>                |                  |            |
| Cash and cash equivalents            | 573,747          | 935,191    |
| Trade and other receivables          | 86,404           | 129,254    |
| Other current assets                 | 226,190          | 148,517    |
| Other financial assets               | 2,815,438        | 2,530,465  |
| <b>Total current assets</b>          | <b>3,701,779</b> | 3,743,427  |
| <b>Non-current assets</b>            |                  |            |
| Property, plant and equipment        | 2,096,113        | 815,798    |
| <b>Total non-current assets</b>      | <b>2,096,113</b> | 815,798    |
| <b>Total assets</b>                  | <b>5,797,892</b> | 4,559,225  |
| <b>Current liabilities</b>           |                  |            |
| Trade and other payables             | 87,800           | 71,814     |
| Financial liability payable          | 89,511           | 182,453    |
| Employee benefits                    | 371,672          | 426,401    |
| Other current liabilities            | 40,491           | 42,536     |
| <b>Total current liabilities</b>     | <b>589,474</b>   | 723,204    |
| <b>Non-current liabilities</b>       |                  |            |
| Financial liability payable          | 1,278,955        | 46,616     |
| Employee benefits                    | 3,653            | 1,304      |
| <b>Total non-current liabilities</b> | <b>1,282,608</b> | 47,920     |
| <b>Total liabilities</b>             | <b>1,872,082</b> | 771,124    |
| <b>Net assets</b>                    | <b>3,925,810</b> | 3,788,101  |
| <b>Equity</b>                        |                  |            |
| Accumulated surplus                  | 3,925,810        | 3,788,101  |
| <b>Total equity</b>                  | <b>3,925,810</b> | 3,788,101  |

## Statement of cash flows

for the year ended 30 June 2026

|                                                                              | 2026<br>\$       | 2025<br>\$       |
|------------------------------------------------------------------------------|------------------|------------------|
| <b>Cash flows from operating activities</b>                                  |                  |                  |
| Receipts from members<br>(inclusive of goods and services tax)               | 5,090,365        | 5,162,884        |
| Payments to suppliers and employees<br>(inclusive of goods and services tax) | (4,791,538)      | (4,512,935)      |
| <b>Net cash inflow from operating activities</b>                             | <b>298,827</b>   | <b>649,949</b>   |
| <b>Cash flows from investing activities</b>                                  |                  |                  |
| Proceeds from sale of property, plant and equipment                          | 400              | -                |
| Purchase of property, plant and equipment                                    | (355,404)        | (317,038)        |
| Proceeds from other financial assets                                         | 2,530,465        | 2,083,804        |
| Payments for other financial assets                                          | (2,815,438)      | (2,530,465)      |
| Interest received                                                            | 167,254          | 178,882          |
| <b>Net cash (outflow) from investing activities</b>                          | <b>(472,723)</b> | <b>(584,817)</b> |
| <b>Cash flows from financing activities</b>                                  |                  |                  |
| Financing lease principal and interest payments                              | (187,548)        | (186,081)        |
| <b>Net cash outflow from financing activities</b>                            | <b>(187,548)</b> | <b>(186,081)</b> |
| Net decrease in cash and cash equivalents                                    | (361,444)        | (120,949)        |
| Cash and cash equivalents at the beginning of year                           | 935,191          | 1,056,140        |
| <b>Cash and cash equivalents at end of year</b>                              | <b>573,747</b>   | <b>935,191</b>   |





ENERGY & WATER  
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