

Attachment – EWON Policy on paid advocates and Authority to Act form

<http://www.ewon.com.au/index.cfm/making-a-complaint/>

complaint until we receive the Authority to Act form.

Note about representatives or advocates who charge their clients a fee

EWON provides a free service for all energy consumers in NSW and some water consumers. Consumers are not charged for EWON's services when they contact us for assistance with the resolution of complaints.

If EWON is contacted by a representative on behalf of a consumer we require an authority from the consumer, either verbally or in writing. (EWON has an Authority to Act Form for this purpose.)

Where it appears the representative is charging the consumer in relation to any aspect of the matter referred to EWON, we will contact the consumer directly and advise them that our service is free. If the consumer chooses to continue to be represented by their agent for a fee, the consumer's wishes will be respected and EWON will deal with their agent.

If the consumer advises that they wish to deal directly with EWON to avoid incurring any costs, we will confirm this in writing to the consumer and deal directly with them regarding their energy or water complaint. It is the consumer's responsibility to advise the agent of their decision to deal directly with EWON.

This approach to paid representatives is consistent with other members of ANZEWON, the Australia and New Zealand Energy & Water Ombudsman Network.

EWON Authority to Act form:

http://www.ewon.com.au/ewon/assets/File/Authority_to_Act.pdf