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23 March 2016

Ms Michelle Marrinon
Principal Policy Officer
Department of Energy and Water Supply
PO Box 15456
CITY EAST QLD 4002

Dear Ms Marinnon

Consultation Post Implementation Review– Extension of Energy Ombudsman functions to water disputes in SEQ

Thank you for your enquiry of 4 March 2016 seeking advice on the adequacy of the 'Extension of Energy Ombudsman functions to water disputes in south east Queensland (SEQ)' Post Implementation Review (PIR).

The Energy and Water Ombudsman Queensland (EWOQ) was initially established as the Energy Ombudsman in 2006, to provide small electricity and gas customers in Queensland with access to a service specialising in investigating and resolving disputes with energy sector entities. These functions were extended in 2011, through the amendment of the *Energy Ombudsman Act 2006* (the Act), to investigating and resolving disputes that small water customers in SEQ may have with their water distributor-retailers.

We note that at the time the amendments to the Act were progressed, an exemption from preparing a Regulatory Impact Statement (RIS) was granted. However the Department, due to the potential impact of participation and dispute investigation fees on SEQ distributor-retailers, was also instructed to commence the preparation of a PIR within two years of the amendment taking effect.

The purpose of the PIR is to assess the impact, effectiveness and continued relevance of a regulation after its implementation, as well as considering any future impacts or proposed amendments.

In assessing the PIR we consider that it provides a level of analysis on the impact and effectiveness of the regulatory amendments commensurate with the issues, as well as establishing the case for a continuation of the regulatory measures. In addition, we note that the PIR is not proposing any further regulatory amendments in this area. Given this, we consider that the PIR is therefore adequate for the purposes of public consultation.

Please note that the Treasurer's RIS System Guidelines require that, following the approval of the Treasurer or Cabinet for the publication of the Consultation PIR, it is published on the Get involved website and that public comments be invited for a minimum period of 28 days. The PIR and this letter of adequacy will also be published on our website at this time.

Please contact Sean Mackay, Principal Analyst, on (07) 3015 5149 if you require any additional information or guidance in relation to the above comments or the RIS guidelines in general.

Yours sincerely

A handwritten signature in blue ink that reads "Carrie Haines". The signature is written in a cursive style with a large initial 'C'.

Carrie Haines
Team Leader