



Energy and Water
Ombudsman (Victoria)

Resolving your electricity, gas & water complaints. Independently.

ANZOA Conference 2010

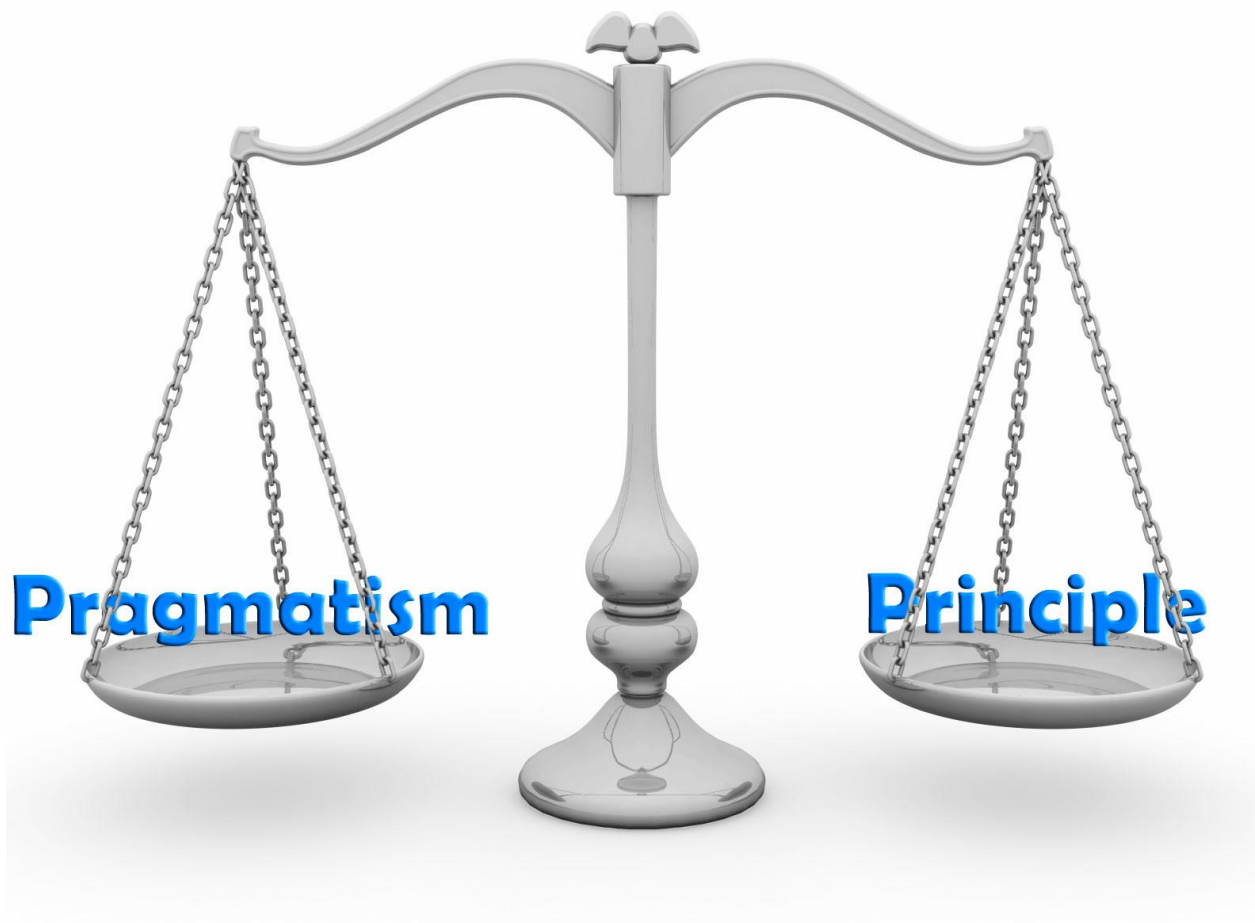
It's the '*putting right*' that counts

Janine Young
Deputy Ombudsman

Remedies



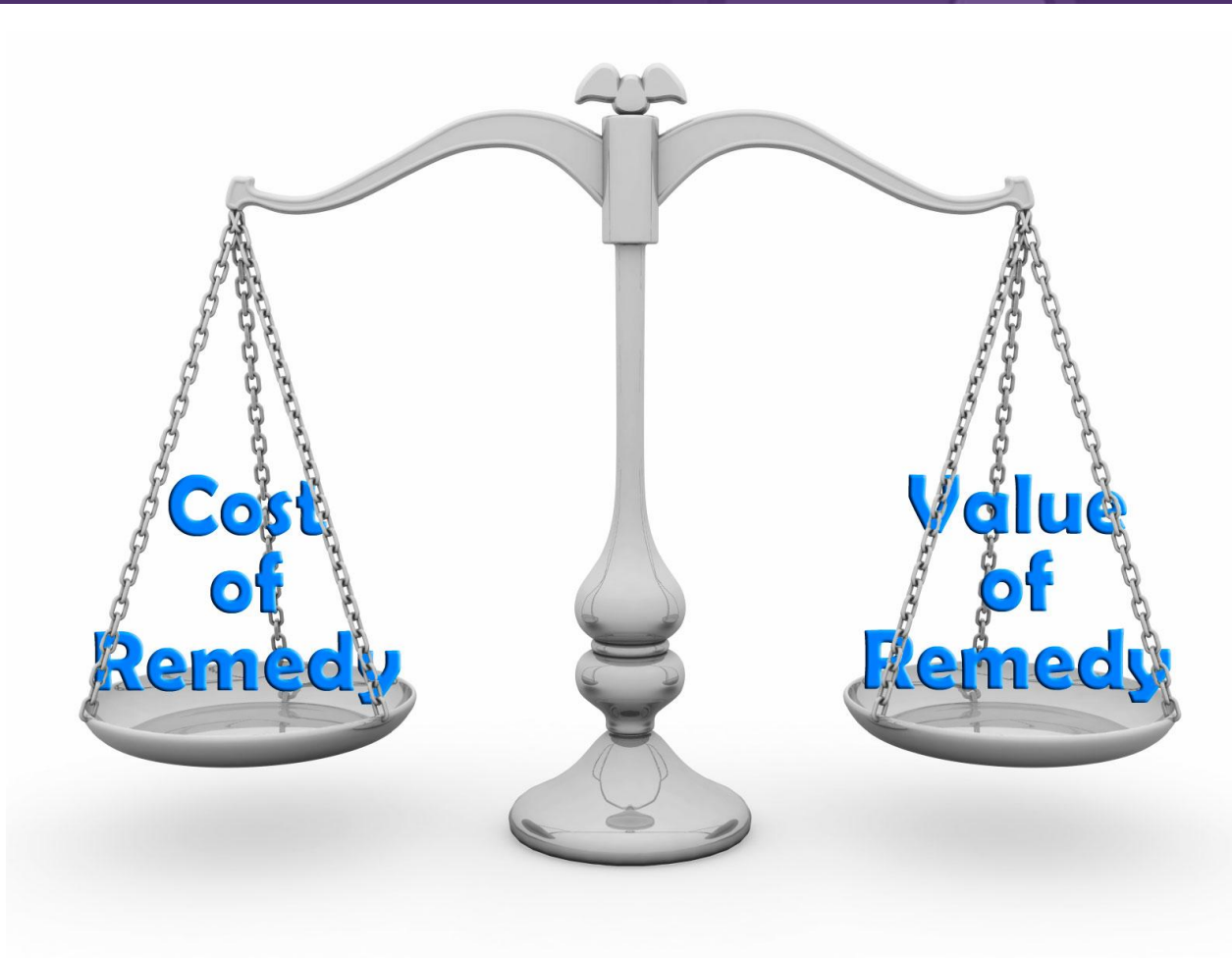
Balance



Balance



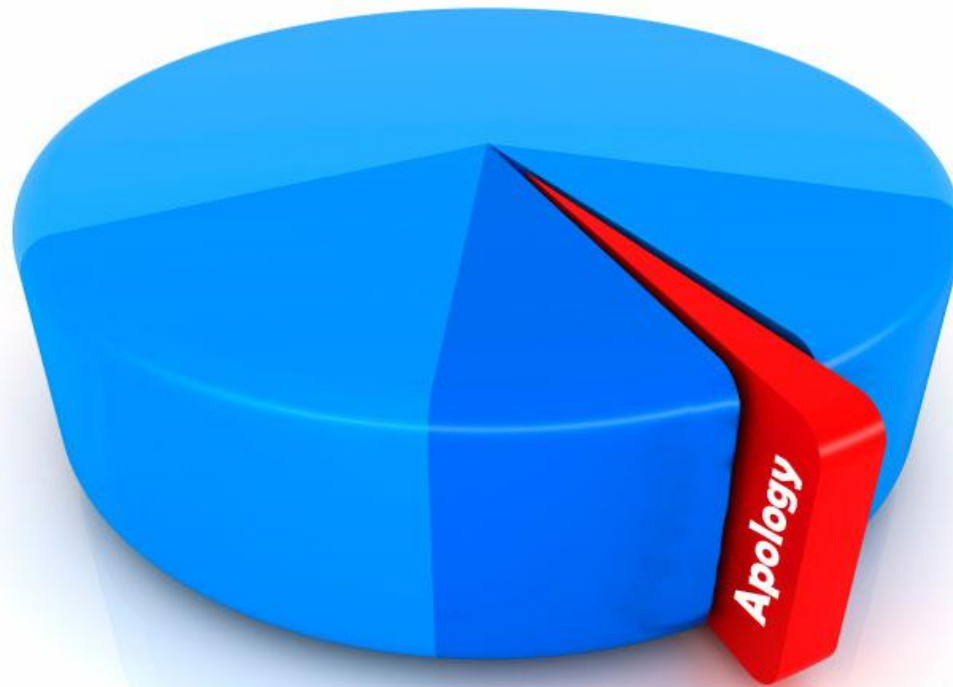
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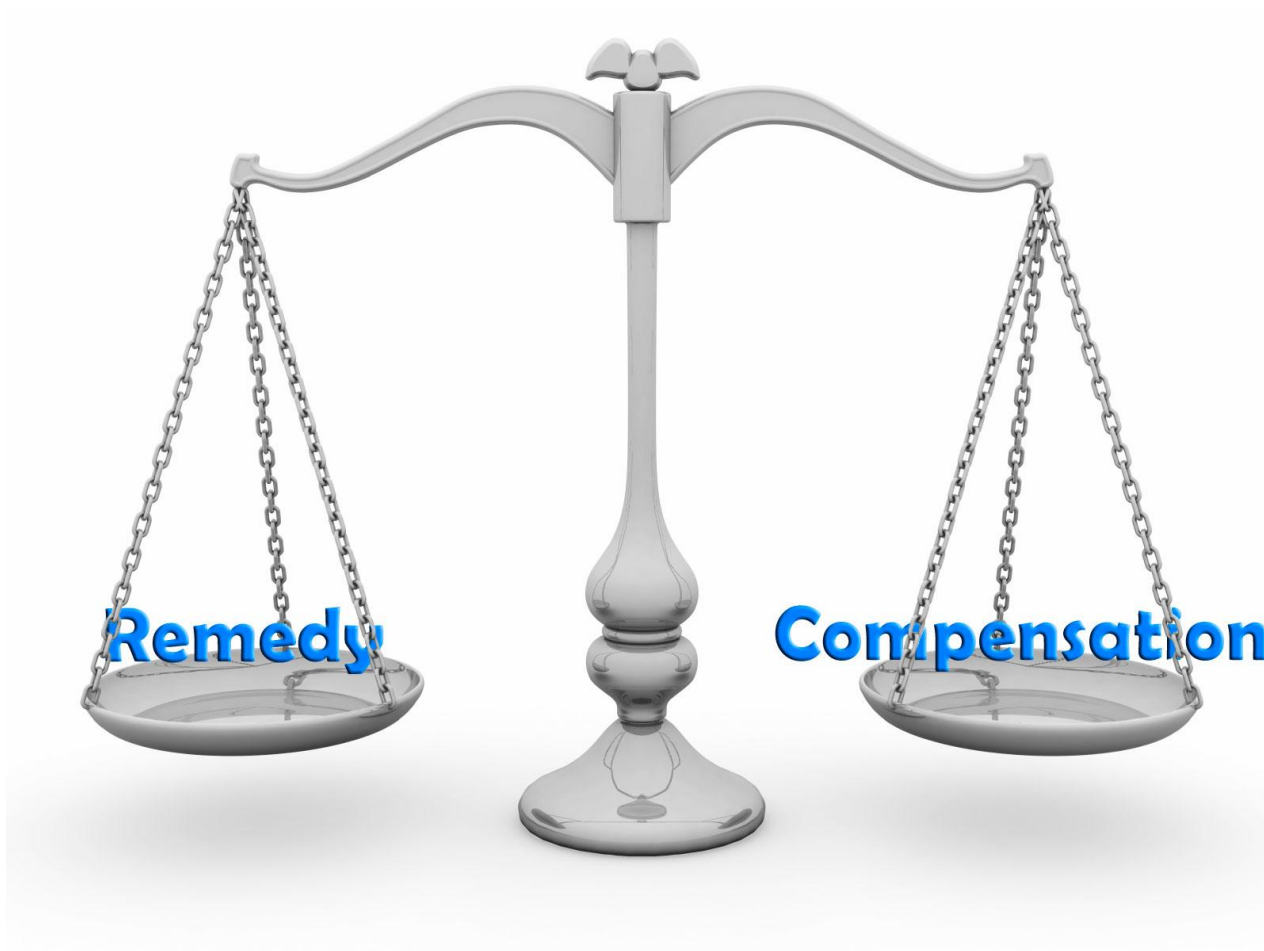
Balance



Non-monetary Remedy



Balance



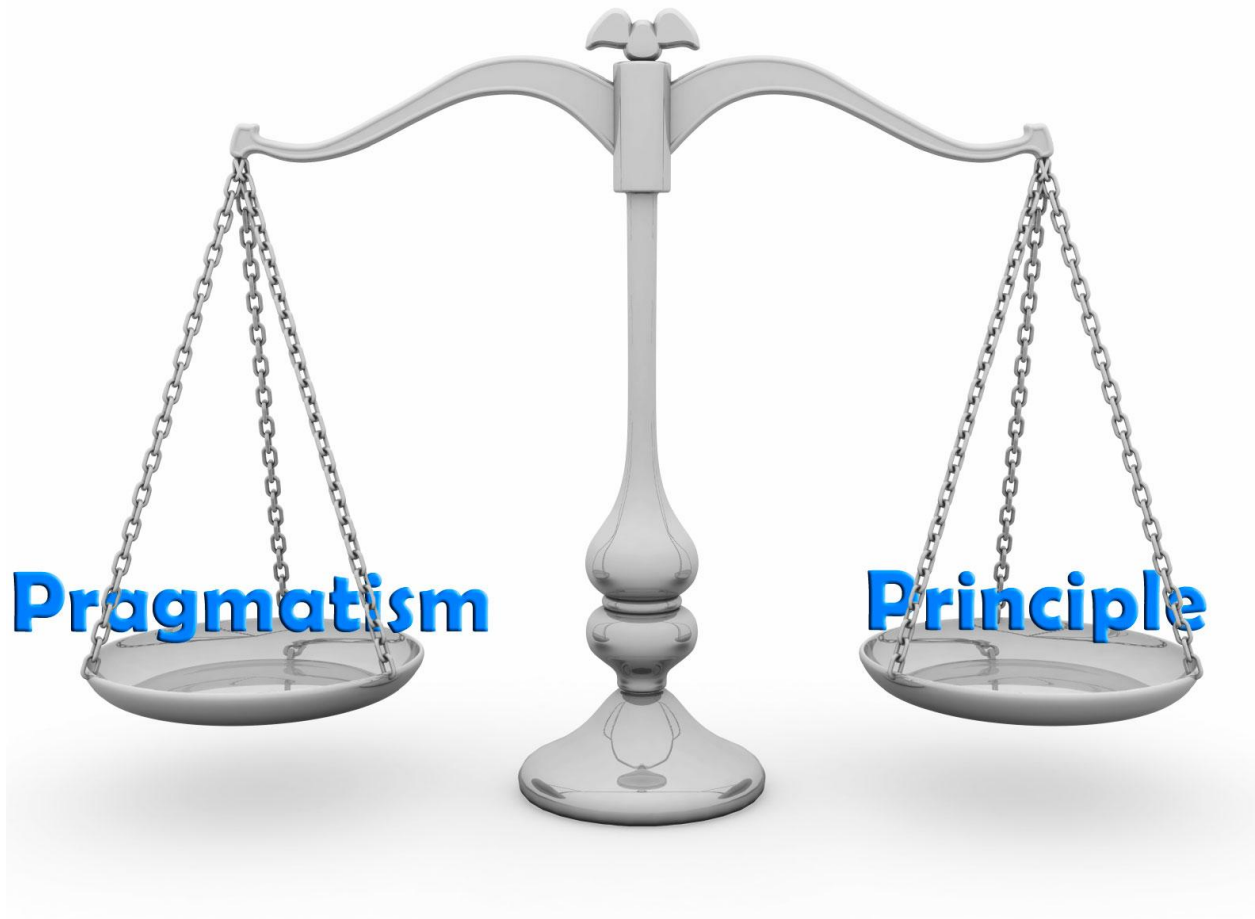
Balance



Let's consider.....

- Commercial decision making and 'principle'
- Customer vs company (or agency)
- The cost of remedies and their value
- The relationship of remedies and compensation
- The issue of providing appropriate remedies when many people have been affected in the same way.

Commercial Decision Making



Commercial Decision Making



OR



The Customer Service Gesture Justified or unjust enrichment



OR



Independence



Public Reporting of Remedies

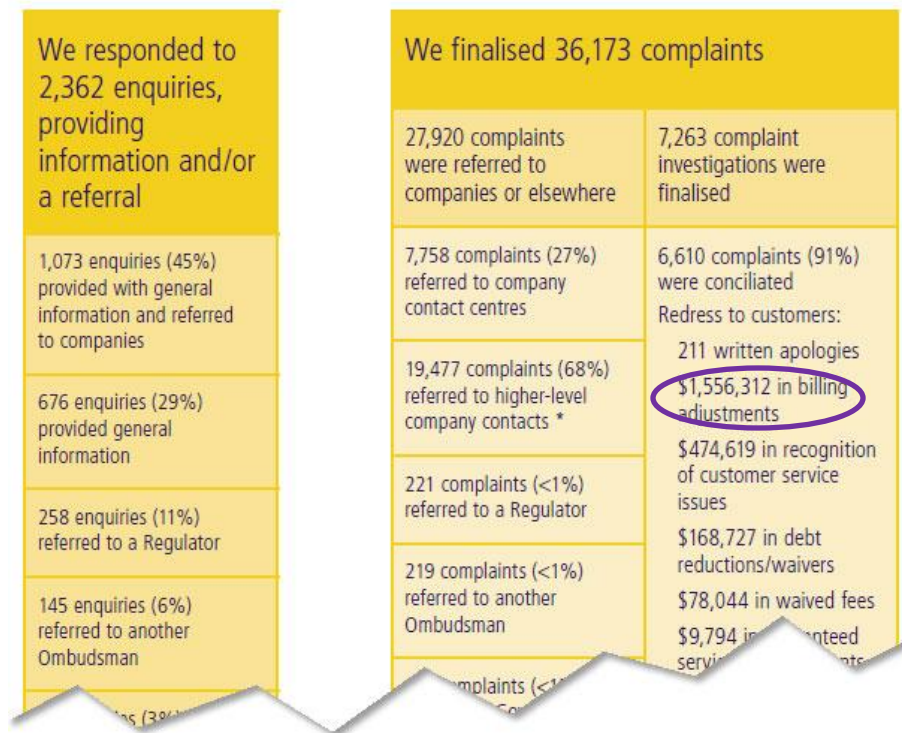


Approaches to reporting

What was achieved for customers?

We handle each enquiry and complaint on a case-by-case basis. The outcomes achieved for customers can vary widely, depending on the circumstances of the case.

Fig 16: Case outcomes and customer redress



Public Reporting - why

EWOV does it

- to be transparent
- to demonstrate the value of the Scheme

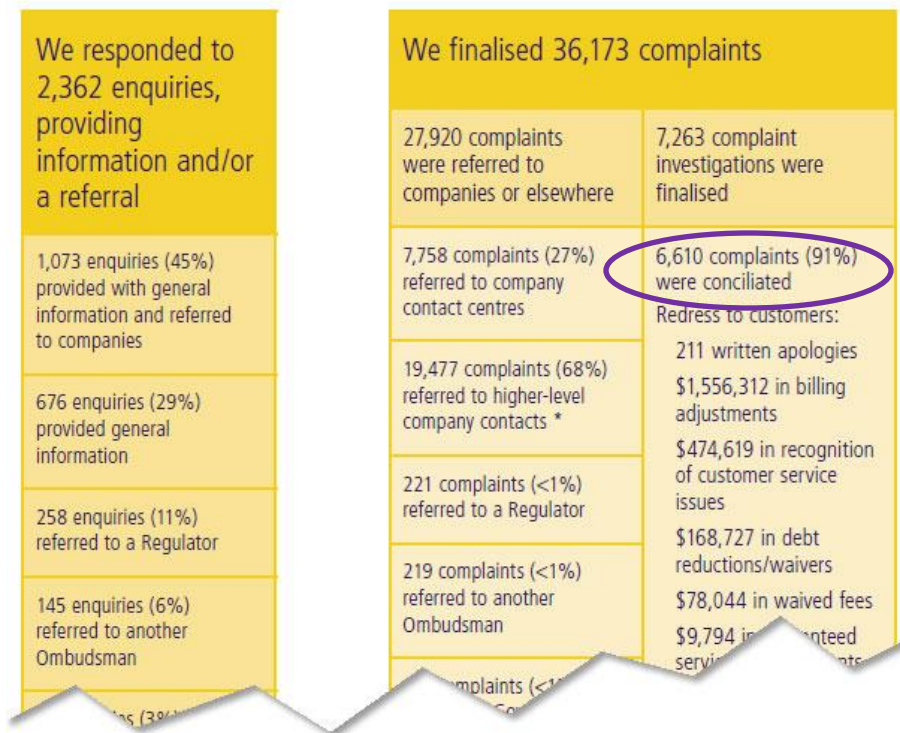
And it is balanced with outcome reporting

Outcomes balanced with redress

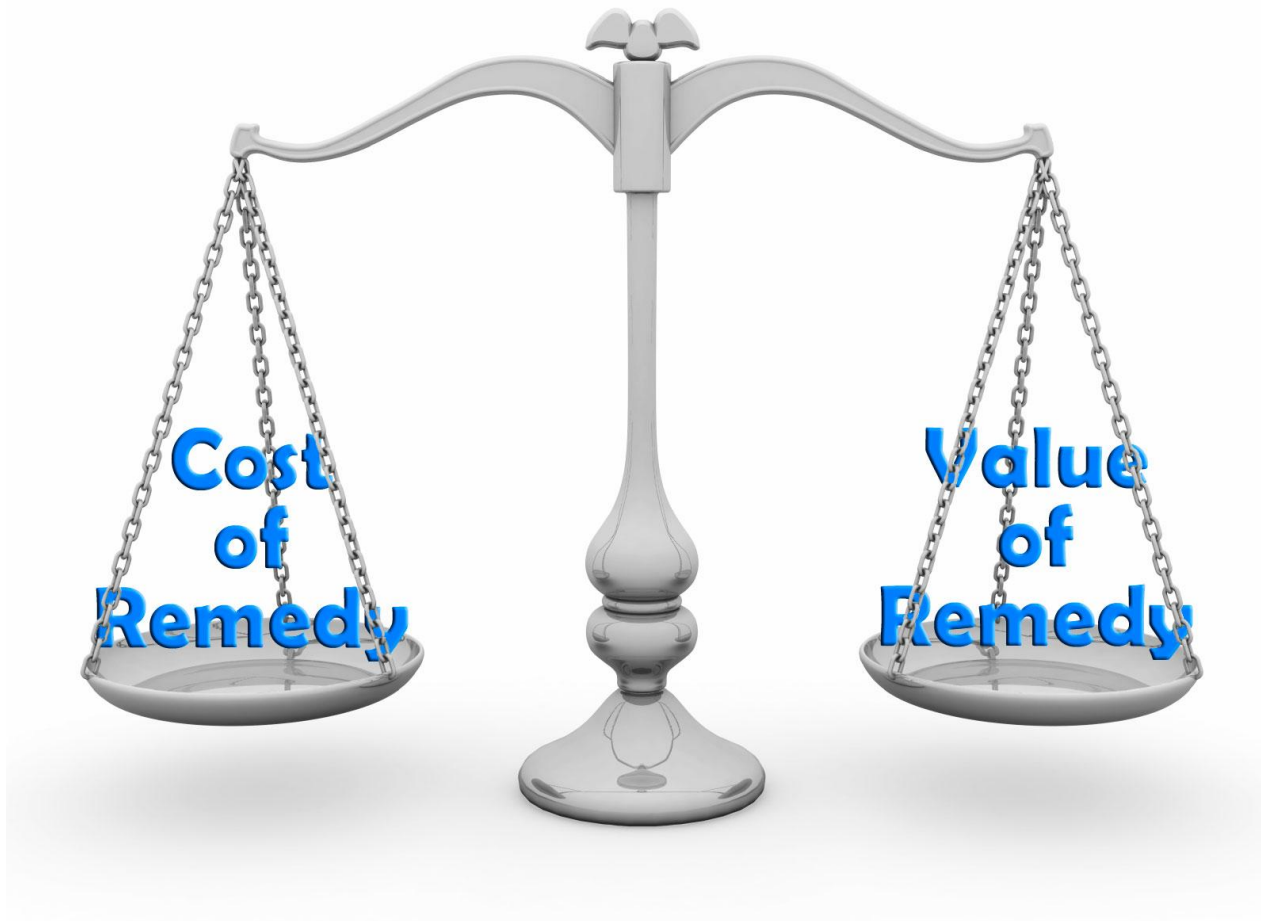
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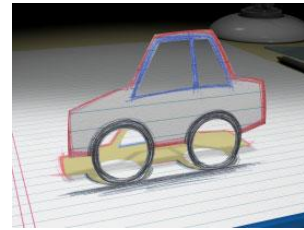
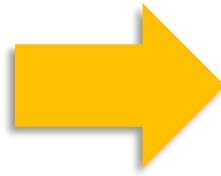
Fig 16: Case outcomes and customer redress



Cost versus value of remedy



Cost versus value of remedy



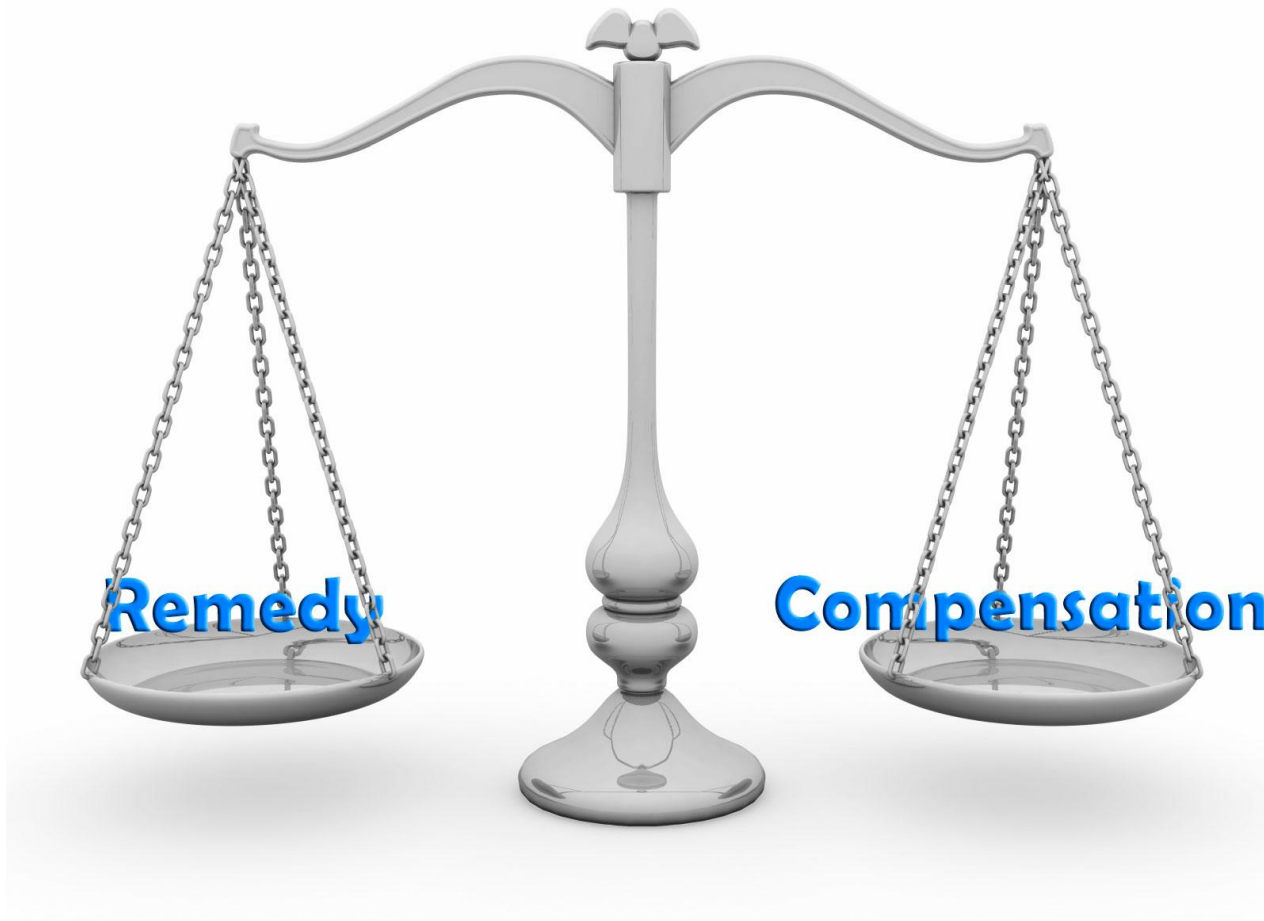
Customer



Company

The value add of a good remedy

Reasonable test



Systemic implications



Systemic Issues

Encourage systemic remedies for systemic issues

- Binding Decisions
- position statements
- reports to Parliament

Remedies

- At the heart of why Ombudsman schemes exist
- Must always be underpinned by independence
- Should fix the wrong and garner goodwill

It's the '*putting right*' that counts!

Thank You

Janine Young
Deputy Ombudsman

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