

## **Executive Summary**

This report presents the Governance, Energy and Finance Committee's (committee's) examination of the Energy and Water Ombudsman Queensland's annual report for the 2024-25 financial year (Annual Report).

The Energy and Water Ombudsman Queensland (EWOQ) provides assistance to residential and small business consumers. It helps to resolve disputes between customers and their energy and water retailers and distributors, identifies systemic issues arising from customer complaints, and promotes its services to communities across Queensland.

The Annual Report details EWOQ's performance, customer demographics, workforce, services, connections to stakeholders, governance and financial position in 2024-25. It shows that, despite a challenging workload, EWOQ met most of its performance targets and maintained a stable financial position in that period.

The committee is satisfied that the Annual Report complies with the relevant legislative requirements and standards

The committee made one recommendation, found at page v of this report, that the Legislative Assembly notes the contents of this report.