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Submitted via engage.vic.gov.au

[Submission to the Essential Services Commission regarding a Land Access Code of Practice](#)

The Consumer Policy Research Centre (CPRC) is an independent, not-for-profit consumer research organisation. Our mission is to improve the lives and welfare of consumers by producing evidence-based research that drives policy and practice change.

We have a targeted comment to make for this inquiry about complaints processes. As the consultation paper notes, the Energy and Water Ombudsman (Victoria) (EWOV) is the current complaints dispute resolution body for disputes involving electricity transmission companies. We strongly believe that EWOV should remain the dispute resolution body for these types of disputes.

Consumers benefit when they can lodge complaints about a wide range of energy issues with one body. Multiple dispute schemes across a sector have high potential to increase consumer confusion and reduce quality of outcomes overall.¹

EWOV provides a complaints process that is easy for a consumer to understand, free for consumers to use and has the broad trust of stakeholders. We strongly encourage EWOV to remain as the dispute resolution body and for this to be confirmed in the upcoming code of practice.

Yours Sincerely



**Erin Turner
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¹ This issue is well explored in Ramsay et. al. (2017), *Final Report: Review of the financial system external dispute resolution and complaints framework*. https://treasury.gov.au/sites/default/files/2019-03/R2016-002_EDR-Review-Final-report.pdf