

Part 6 - Declaration and signature

This section must be signed by someone within your organisation of authority to enter into contracts.

Declaration and signature

I declare that the particulars provided in this notification are true and correct in every detail.

Signature

Name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Date / /
D D M M Y Y Y Y

Part 7 - Lodgement details

Lodgement

Please submit the completed notification form to the Energy Ombudsman Queensland at the address listed below.

By mail:

Energy Ombudsman Queensland
PO Box 3640 South Brisbane
Brisbane Qld 4101

SCHEME MEMBER NOTIFICATION

OFFICE USE ONLY

Date received:

Instructions

Entrant electricity and reticulated gas retailers must submit this form within 10 business days from when they enter into a contract for the provision of, or start to provide, customer retail services to a small electricity or gas customer*. Scheme membership takes effect from the date customer retail services are provided to the customer. If a notification form is not submitted within 10 business days, the matter can be referred to the Energy Regulator who may impose a fine.

Incumbent electricity and reticulated gas distributors and retailers who supply small electricity and gas customers must also submit this form to become a scheme member. Scheme membership takes effect from 1 July 2007.

Please use BLOCK (capital) letters when you fill out this form. Attach extra sheets if there is not enough space. All dates should be DD/MM/YYYY. If you need help completing this form, call the Energy Ombudsman Queensland on 1800 662 837.

**A small energy customer is a domestic or small business energy customer whose electricity consumption is under 100 megawatt hours per year or gas consumption is under one terrajoule per year.*

Privacy statement - please read

The Energy Ombudsman Queensland is collecting confidential information on this form as required by the *Energy Ombudsman Act 2006* (the Act). In accordance with the Act, some information may be passed onto the general public, for example, organisation name and generic contact details listed on the Energy Ombudsman Queensland's website. In other instances, information on this form can be disclosed without your consent where authorised or required by law.

Part 1 - Company details

Company details

Company name:

ABN/ACN:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Web address

Licence details

Retail authority/licence number:

Distribution authority/licence number:

Product: Electricity Gas

Please complete details over page

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Part 2 - Scheme membership effective date

Scheme member effective date

Scheme membership takes effect from the date an entrant electricity or gas supplier starts to provide customer retail services to a small electricity or gas customer. Incumbent electricity and gas distributors and retailers' scheme membership takes effect from 1 July 2007.

Date / /

Part 3 - Scheme membership fees

All scheme members must pay a yearly membership fee at the start of each financial year (or when they become a scheme member) and quarterly user-pays fees to cover the costs of the Energy Ombudsman Queensland's (EOQ) functions. A membership fee must be paid for each type of connection and retail service the scheme member provides. For example, if a scheme member is a gas and electricity retailer they must pay two membership fees. If a scheme member is an electricity retailer and distributor they must pay two membership fees. If a scheme member is a gas retailer they must only pay one membership fee. The user-pays method means scheme members pay in advance and the amount will be adjusted at the end of each quarter to reflect the number of complaints concerning each member during that quarter. Upon receipt of new membership notifications, EOQ will advise you of the membership fee and estimated user-pays fees that must be paid.

EOQ is fully funded by membership and user-pays fees. In accordance with Section 66(4) and 68(4) of the *Energy Ombudsman Act 2006*, invoices for membership and user-pays fees must be paid within 14 days of receipt. Section 71 of the *Energy Ombudsman Act 2006* provides scheme members pay interest on late payments.

Part 4 - Billing/scheme membership contacts

Please provide the details of a nominated contact within your organisation who the Energy Ombudsman Queensland can contact directly during business hours about your scheme membership and payment of scheme fees. Please provide a secondary contact in the case of your first nominee's absence. Direct phone numbers and email addresses must be provided. Please notify us when these contacts change.

Billing/membership contact details

Billing contact name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Billing/membership contact details

Billing contact name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Part 5 - Complaint contacts

Please provide the details of at least two Complaint Officers (case managers), their direct Manager and General Manager to whom they are accountable within your organisation. EOQ Investigation Officers must be able to contact these people directly during business hours in the course of a complaint investigation against your company. Direct phone numbers and email addressees must be provided. Please notify us when these contacts change.

Complaint Officer

Officer name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Complaint Officer

Officer name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Direct Manager

Manager's name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

General Manager

General Manager's name:

Position:

Address

Suburb State Post Code

PO Box Suburb State Post Code

Phone () Fax ()

Email address

Please complete details over page