



2017 FCRC Conference, October 2017

Abhinav Agarwal, Conciliation Team Manager, EWOV

Purpose of presentation

- What does EWOV do?
- EWOV and financial counsellors
- Codes overview
 - Energy & Water specific codes
- Multi-industry codes and Customer Charters
- Industry code
 - billing and provision of information
- Energy disconnection and water restriction
- Wrongful Disconnection Payments (WDP) and Water Hardship GSL
- Industry code: Financial hardship – key features
- Debt collection practices – key features
- Credit reporting
- What's coming next in energy and water industry?