

Energy and Water Ombudsman (Victoria)

Application Checklist

SUBMIT YOUR APPLICATION

via our [online membership application form](#).

- Remember to provide a signed copy of your [Deed of Appointment](#) if you are an embedded network and your EWOV membership is going to be managed by a third party (for example, a billing agent or parent company).

PAY YOUR MEMBERSHIP FEE

Once your application is accepted, you'll be sent an invoice for a start-up levy and annual fixed levy. The amount of each levy depends on how many customers you have.

ATTEND EWOV TRAINING

We run regular Scheme Participant Training at our Melbourne CBD office. It's designed for new members who have had no or limited experience in dealing us. The training comes at no cost to members. If you are a licensed member, you'll also need to book an Ombudsman induction meeting. We'll send you this information once your application is approved.

LOG INTO THE MEMBER PORTAL

On the [portal](#), you can manage your membership, access case handling resources to help manage complaints, see any invoices issued to you, read our publications and reports and see live complaint data available for your company. If you are an embedded network, you'll also be able to add any new sites to your membership on the portal.

KEEP UP TO DATE

Follow us on [Twitter](#), [Facebook](#) and [Linkedin](#) for updates on what's happening in the energy and water industry.