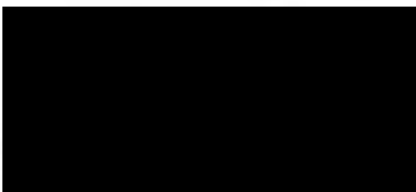


## Notice of recognition of an EDR scheme

### *Section 35A(1) of the Privacy Act 1988*

1. In accordance with s 35A(1) of the *Privacy Act 1988*, I recognise the Energy and Water Ombudsman Victoria (EWOV) as an external dispute resolution (EDR) scheme for the purposes of the *Privacy Act 1988*.
2. In recognising EWOV as an EDR scheme I have taken into account the requirements under s 35A(2) of the Privacy Act and the procedural requirements for recognition specified in the ['Guidelines for recognising external dispute resolution schemes under s 35A of the Privacy Act 1988'](#) (the Guidelines).
3. The conditions for the continuing recognition of EWOV are set out in the Guidelines, in particular in Part 4. These conditions apply to all recognised EDR schemes.
4. The specified purpose of this recognition, under s35A(1)(b), is that:  
'Subject to its Charter, EWOV will receive, investigate, facilitate the resolution of, make decisions and recommendations for, and report on, complaints about acts or practices of EWOV members that may be an interference with the privacy of an individual under subsections 13(1) and/ or 13(2) of the Privacy Act 1988.'



Timothy Pilgrim  
Privacy Commissioner

20 March 2014