

### Board of Directors

The Board is not responsible for the governance of the Company. A fully representative Board of Directors comprised of Directors elected by the Members, Directors appointed from groups representing customers of electricity and gas services or representing public Interest Issues relevant to such services and an Independent Chair. It is not the role of the Board to be involved in the complaint management or resolution.



### Ombudsman



The Ombudsman has responsibility for the day to day operation of the Scheme and resolution of complaints within Jurisdiction. The Ombudsman receives, investigates and facilitates the resolution of disputes that arise between customers and electricity and gas companies. Sandy Canale, CEO, is the Energy Industry Ombudsman of South Australia.

Administration Officer

Company Secretary

Business Services Manager

Investigation Officers

Business Improvement & Learning Manager