

Complaint Handling and Dispute Resolution Policy

Energy On – Simplifying Utilities

Version: 2.1

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Complaint Handling and Dispute Resolution Policy

Language, Hearing, Speech and Disability

If English is not your first language, you can speak to the Translating and Interpreting Service (TIS). You can contact the TIS directly on 131 450. This service is accessible anywhere in Australia at no cost.

If you have a hearing or speech impairment, please call the National Relay Service:

- Voice Relay: 1300 555 727
- TTY: 133 677
- SMS Relay: 0423 677 767

If you have a disability, we will work with you to ensure that we can clearly communicate our Complaint Handling and Dispute Resolution policy with you.

Introduction

Energy On recognises that, while we strive for excellence and to provide services accurately, on time with great customer services, your feedback and complaints can help us to improve. On those occasions where you are dissatisfied with our service, we want you to tell us. Energy On adopts a customer-focused approach and we are open to feedback.

Energy On's Commitment

Energy On values your enquiry and will attempt to resolve any concern or complaint you may have as promptly as possible. We are here to help you.

Energy On is committed to:

- recognising our customers and other interested parties on a customer's behalf (Complainant) have a right to raise a concern.
- resolving any issues customers may have with our products or services in an effective and respectful manner.
- ensuring that complainants are not adversely affected because of a complaint made by them or on their behalf.
- the continual improvement of our products and services.
- respecting our customers privacy and confidentiality of information.

We demonstrate our commitment by:

- providing adequate resources, including appropriately trained and qualified personnel, to enable us to manage your complaints effectively.
- addressing each complaint in an equitable and unbiased manner to achieve a fair and reasonable outcome.
- responding quickly to complaints in a courteous and fair manner.
- endeavouring to resolve all concerns at the initial contact.
- keeping customers informed on the progress of their complaint (by telephone or in writing).
- advising customers of their right to escalate complaints to more senior staff within Energy On.

This policy has been developed in accordance with the AS/NZS 10002:2014 Guidelines for complaint management in organisations. Please note that this Policy may be updated from time to time to keep abreast of regulatory changes or common practice. Our current policy will be published on the Energy On website.

What is a Complaint

A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

How To Provide Feedback

We'd love to hear from you. If you have any feedback you would like to provide, please call us on 1300 323 263 or email us at Feedback@EnergyOn.com.au.

How To Raise a Complaint

We've tried to make it as easy as possible to get in contact with us:

Email us: Complaints@EnergyOn.com.au

Call us: 1300 323 263

Web: <https://www.energyon.com.au/contact-us/>

Write to us: Customer Service Manager

Energy On Pty Ltd

PO Box 2624

Mt Waverley, VIC 3149.

We operate Monday to Friday during business hours.

Energy On will respond to your written complaint or email within five business days of receiving the complaint with an estimation of the time frame for resolving the complaint based on its complexity.

Complaint Process

The steps involved are as follows:

1. Raise a complaint with Energy On via email, phone, web or write to us.
2. Once we receive your complaint, we will respond within five business days.
3. We will review all aspects of the complaint and put on hold any disconnection or external collection or debt recovery action.
4. Energy On will contact you by your preferred contact method and provide a response.

If a resolution has been met, the complaint will be closed. If not:

5. Energy On will provide further information regarding next steps, i.e. meter investigation/technician etc.
6. Inform customer of the review results and provide a response.

If a resolution has been met, the complaint will be closed.

What to Include In Your Complaint

Energy On strives to have a high level of satisfaction with its service, so we will work with you to resolve your concern, dispute or complaint.

First, it is important that we can accurately identify you correctly, please provide the following when submitting a complaint:

- Name
- Energy On Customer Number
- Invoice Number (If applicable),
- Supply Address,
- Meter Number or National Metering Number (NMI)
- Your preferred contact method (email, post or phone).

Secondly, we will need to understand your concern or complaint. Please provide a detailed explanation of your concern or complaint.

Finally, please let us know what resolution you are seeking.

What Happens Next

When Energy On receives a complaint, we will:

- Cease any planned disconnection,
- Put a hold on any external collections or debt recovery action during the investigation of your complaint; and
- you may request that it be escalated to Energy On Management.

All our customers have the right to contact the Energy & Water Ombudsman in their state or territory at any time for independent advice and assistance. However, we hope that you would first contact us directly to allow us the opportunity to rectify any issues.

If your complaint relates to some aspect of a bill issued to you, we will:

- Request that you pay an outstanding amount only if it is the lesser of either
 - a) the amount we both agree is not in dispute or
 - b) your average bill (not including any in dispute) over the last 12 months.
- Conduct a meter check or test upon request.
- Adjust your bill if it is found to be incorrect.

If your complaint relates to a customer hardship, payment plan or level of debt:

- We will consider any payment plan you have in place, your average consumption over 12 months and any debt you have to ensure that the payment plan accurately reflects your circumstances and capacity to pay.
- We will ensure that you have a range of payment methods available such as, BPay, credit card, by telephone, by cheque, or by Centrepay.
- We will provide you with information about any government funded energy rebates, concessions or relief schemes should you request it

How Long Does it Take?

We expect to resolve most complaints when you first contact us. If the matter is complex, we may need up to 21 business days to fully investigate the matter.

In some cases, it may take longer to resolve your complaint. If that situation arises, the Energy On Team Member responsible for managing your complaint will let you know and keep you informed during the process, by your preferred contact method.

Resolution

Once we believe we have a resolution to your complaint, we will communicate this resolution to you. You can then let us know if this does not address your concerns. If we don't hear from you within 10 calendar days, we will consider the complaint closed.

If You Are Not Satisfied

If for whatever reason, you are not satisfied with the way in which your complaint has been managed or the outcome, you can request that your complaint be escalated to Energy On management. You can also raise your concerns with Energy On's Compliance Officer.

Email us: Compliance@EnergyOn.com.au

Write to us: Compliance Officer

Energy On Pty Ltd

PO Box 2624

Mt Waverley, VIC 3149.

If for whatever reason, you are still not satisfied, you may raise your concern with the Ombudsman.

Energy & Water Ombudsman Contacts

You may contact your local Ombudsman if, for any reason, you are not satisfied with the manner in which your dispute or complaint has been managed by Energy On, or with its outcome. Your local Ombudsman provides a free, independent complaints resolution service and will usually expect that you have tried to resolve your complaint with us prior to raising the matter with them. Your local Ombudsman operates Monday to Friday during business hours. Their details are as follows:

Australian Capital Territory

ACT Civil and Administrative Tribunal

Website: www.acat.act.gov.au

Phone: (02) 6207 1740

Fax: (02) 6205 4855

Post: GPO Box 370, Canberra, ACT 2601

Email: ewcomplaints@act.gov.au

Online: [Click here](#)

Victoria

Energy and Water Ombudsman Victoria

Website: www.ewov.com.au

Free call: 1800 500 509

Free fax: 1800 500 549

Post: Reply Paid 469, Melbourne, VIC 8060

Email: ewovinfo@ewov.com.au

Online: [Click here](#)

New South Wales

Energy and Water Ombudsman NSW

Website: www.ewon.com.au
 Free call: 1800 246 545
 Free fax: 1800 812 291
 Post: Reply Paid 86550, Sydney South, NSW 1234
 Email: complaints@ewon.com.au
 Online: [Click here](#)

Queensland

Energy and Water Ombudsman Queensland

Website: www.ewoq.com.au
 Free call: 1800 662 837
 Fax: (07) 3087 9477
 Post: PO Box 3640, South Brisbane BC, QLD 4101
 Email: complaints@ewoq.com.au
 Online: [Click Here](#)

South Australia

Energy and Water Ombudsman SA

Website: www.ewosa.com.au
 Free call: 1800 665 565
 Free fax: 1800 665 165
 Post: GPO Box 2947, Adelaide, SA 5001
 Email: contact@ewosa.com.au
 Online: [Click here](#)

Tasmania

Energy Ombudsman Tasmania

Web: www.energyombudsman.tas.gov.au
 Phone: 1800 001 170
 Fax: (03) 6173 0231
 Mail: GPO Box 960, Hobart, TAS 7001
 Email: energy.ombudsman@ombudsman.tas.gov.au
 Online: [Click here](#)

If an Ombudsman scheme does not apply in your area, we will:

- Endeavour to resolve disputes and complaints directly but if, after a period of time, the complaint remains unresolved, you may request that the matter be referred for mediation to the Resolution Institute, or any successor body.
- If this occurs then both you and Energy On must agree to abide by the rules of the Institute, or successor body.

Document History

Version	Date	Author	Comment
1.0	March 2016	C. Hancock	Draft issued for consultation
1.1	October 2017	A. McMeekin	Content review and formatting update
1.2	February 2019	R. Di Noto	Review of content
2.0	July 2019	E. Buxton	Formatting updated
2.1	April 2020	C. Pearce	Content Review