

EVOENERGY'S COMPLAINTS AND DISPUTE RESOLUTION

Version 1.0 | Effective Date: 11/10/2017

1. Purpose

The purpose of this document is to provide customers and other interested parties with an understanding of Evoenergy's complaints handling procedure.

This procedure ensures that Evoenergy can manage and respond to complaints in a way that meets customer and community requirements, informs management about service standards and trends, and meets regulatory and legislative requirements.

This procedure will address the following aspects of complaint handling:

- providing complainants with an open, effective and responsive complaints process
- recognising and addressing the needs and expectations of customers
- analysing and evaluating complaints in order to improve the products and services offered by Evoenergy
- creating a customer-focused environment that is open to feedback including complaints
- providing the basis for continual review and analysis of complaints handling and associated processes.

2. Scope

This procedure applies to the complaint handling processes provided by Evoenergy.

3. Commitment

It is Evoenergy policy to deal in a friendly and helpful manner with customer enquiries and concerns. Evoenergy will endeavour to resolve all concerns, provided it is reasonable to do so, without the need for the customer to lodge a formal complaint.

Where a customer chooses to escalate a concern to a complaint, Evoenergy will record the complaint and acknowledge, and act to ensure that complainants promptly receive the standard of service to which they are entitled under legislation or contract.

All complaints will be handled fairly, effectively and courteously and in a manner which is equitable, objective and unbiased. Evoenergy will take care to monitor all complaints received and complainants will be kept informed of the progress of their complaint.

Evoenergy will seek to resolve complaints without delay.

4. Visibility

This complaint handling procedure is available on the Evoenergy website evoenergy.com.au or will be made available upon request.

5. Accessibility

Evoenergy has designed its complaints handling process to provide flexibility to customers wishing to make a complaint.

If a customer wishes to lodge a complaint, they can do so by phone, letter, email, or in person. Special arrangements will also be made available to complainants with specific needs.

6. Confidentiality

Personally identifiable information concerning complainants will only be used for the purposes of addressing the complaint. Personal information will be used and disclosed in accordance with Evoenergy's Privacy Policy or otherwise in accordance with law.

7. Escalation

Complaints will be escalated to the relevant Customer Liaison Officer, or manager on request. If not immediately available, a manager will endeavour to call back on the same day.

Further escalation to a senior manager is available if the nature of the complaint is outside the delegated authority of the original manager

8. How can a complaint be made?

A complaint can be made by telephone call, email or letter and forwarded to the following Customer Liaison team for actioning:

- For complaints relating to electricity accounts, water and sewerage accounts, natural gas accounts or marketing, sales calls and related topics, please contact your Energy Retailer.
- For complaints relating to electricity or natural gas networks, such as wires, poles, gas pipes, supply outages, entry to land or site restoration or a related issue, please contact:

Evoenergy

13 23 86

Email: Network.complaints@evoenergy.com.au

Post: Evoenergy Complaints

GPO Box 366

Canberra ACT 2601

For complaints, faults or enquiries relating to streetlight network such as streetlights requiring maintenance, entry to land or site restoration, please contact Territory and Municipal Services through Access Canberra on **13 22 81**.

9. Receipt of complaint

Upon receipt of a complaint, it will be allocated to the appropriate Customer Liaison Officer. The Customer Liaison Officer will record the complaint and any supporting information into Evoenergy complaints handling system. This ensures that complaint progress can be monitored through to resolution and provides the ability to analyse complaints allowing for identification of process improvement and/or training needs to better serve customers. Evoenergy requires the following information in order to record a complaint:

- details of the complainant (can be lodged anonymously)
- installation details of the complainant
- contact details of the complainant
- details and description of the complaint
- requested resolution (if provided)
- immediate action taken (if any).

10. Response standards

All complaints received will be acknowledged as soon as practicable after receipt. Where a complaint is lodged via telephone or in person, it should be considered as having been acknowledged immediately.

Evoenergy will endeavour to provide a meaningful response within 20 business days from receipt. For complaints that are of a complex nature and require extensive investigation, or where a complaint cannot be resolved within 20 business days, Evoenergy will keep the complainant informed of progress and agree on a mutually acceptable extension of time.

Responses will be provided by telephone unless the complainant requests the response in writing, either via email or post.

11. Investigation/closure

All complaints will be initially assessed in terms of severity, safety, complexity and impact. Evoenergy will make every reasonable effort to investigate all relevant circumstances and information surrounding a complaint. If the complaint is of a particularly serious nature, Evoenergy will take immediate action to resolve it.

As part of its response to the complainant, Evoenergy will propose action to be taken to correct the issue and/or prevent it from happening in the future. If the complainant accepts the proposed decision or action, it will be carried out and recorded. If the complainant rejects the proposed decision or action, then the complaint will remain open and the complainant will be informed of alternative resolution options available.

If the complainant is dissatisfied with the initial response, the complainant can request for the complaint to be reviewed by senior Evoenergy Management. Otherwise, the complainant can refer the matter to the relevant Ombudsman.

12. Ombudsman

In the event the complainant is not satisfied with the response received from Evoenergy and the matter has already been reviewed by senior management, the complainant should be directed to the relevant Ombudsman.

For ACAT matters

The ACT Civil and Administrative Tribunal can be contacted via:

Mail: PO Box 578

Civic Square ACT 2608

Phone: (02) **6207 1740**

Fax: (02) **6205 4855**

For NSW matters

The Energy Ombudsman can be contacted via:

Mail: Reply Paid 86550, Sydney South NSW 1234.

Phone: **1800 246 545**

Fax: **1800 812 291**

Email: complaints@ewon.com.au

Review of the Complaints Management Procedure

This procedure will be reviewed annually to ensure all aspects remain relevant and in force. If you have any questions regarding this procedure, please forward your enquiry to Network.complaints@evoenergy.com.au