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## Dispute Resolution Policy

Powershop is committed to keeping every one of our customers as satisfied as we can. We know that sometimes things can go wrong, and we encourage you to reach out to us to see how we can help. The aim of our complaint process is twofold: firstly to reach a fair and reasonable resolution with the individual complainant, and secondly to record and to assess each complaint as part of an ongoing commitment to continuous improvement.

### Powershop's Objective

The objective of this policy is to embed an effective complaint management system, available to all customers, that is compliant with the Australian Standard ISO 10002 – 2018-07 'Customer Satisfaction – Guidelines for complaint handling in organisations'.

Powershop is guided by the following principles when a customer wishes to make a complaint:

**Accessibility** – access to Powershop's complaint process is free of charge, and available to all customers.

**Openness** – Powershop's complaint policy is publically available to all customers and staff, and a complaint manager is always willing to answer any questions about the process.

**Objectivity** – Powershop's complaint managers are trained to not use bias when dealing with a complaint.

**Capacity** – Powershop ensures that sufficient resources are available to facilitate the complaint process and to ensure the best service for customers. The Powershop staff that deal with complaints are trained and are empowered to resolve your complaint.

**Responsiveness** – Powershop will endeavour to respond to and resolve complaints as quickly as practical.

**Confidentiality** – Powershop only collects and uses personal information about a complainant in accordance with its Privacy Policy.

**Accountability** – Powershop ensures that details of complaints are filtered to senior management as appropriate.

**Continuous Improvement** – Powershop undertakes quarterly analysis of complaints to identify any root causes of complaints that can be rectified with training or development.

### How to make a complaint

In the event that you wish to make a complaint, we encourage you to give us a call on 1800-462-668 and speak to a Customer Service Representative in the first instance. We train all of our representatives to be open, impartial and intuitive.

If you are dissatisfied with Powershop's initial response, you are able to escalate your query to a complaint using one of the following methods:

**Phone:** 1800-462-668 (free call)  
between 8am and 7pm, Monday to Friday.  
You can request at any time to speak with a Team Leader.

**Email:** feedback@powershop.com.au

**Skype:** @powershopaustralia

**Post:** Contact Centre Manager, Powershop Australia, GPO Box 1639, Melbourne 3001

**Fax:** 1800 881 158

## How will we deal with your complaint?

When you make a complaint to Powershop, we will respond within two business days to confirm receipt of your complaint. At this stage, your complaint will be logged in Powershop's customer management system and you will be assigned a complaint manager to oversee the process.

Within five business days of receipt of your complaint we will contact you by either email or phone to discuss your issue. We aim to resolve your complaint within this first contact, but we acknowledge that some complaints cannot be resolved straightaway. If we require further time to investigate, then your complaint manager will be in touch at least once a week to provide an update. You are welcome to contact your complaint manager at any time to inquire if there is an update.

We aim to provide a fair and reasonable resolution to all complaints within 20 business days of receipt. If you are not satisfied with the resolution that we offer, you are welcome to request that your complaint be escalated to a higher level within the organisation. This higher level representative will review your complaint and be in touch with you within 5 business days of any such request.

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### Customer Read Estimate Review

If you are in Queensland, New South Wales or South Australia and Powershop has issued an estimated bill, you are able to request an adjusted bill based on a customer read estimate that you supply to us.

We will notify you in writing if your customer read estimate hasn't been accepted and the reasons for this. If this customer read estimate is not accepted by Powershop, you can contact us if you think you might be able to rectify the reasons for this decision.

If you remain dissatisfied, you can request a bill review in line with Rule 29 of the National Energy Retail Rules, or lodge a dispute with your local Energy & Water Ombudsman.

### Bill Review

If you believe that your bill is incorrect, we will review it for you in accordance with our obligations under the relevant laws. In doing so, we will confirm that the metering data used to calculate your bill is correct and ensure that the rates applied to your bill are correct.

If you request a bill review, we will only request payment for the undisputed amount of your account and place the disputed amount on hold until we reach a resolution. As part of a bill review, you are able to request for your meter to be tested for faults and Powershop will notify you of this result. If your meter is not faulty, the cost of the meter test will be added to your next bill and the meter data used to calculate your bill will be deemed as correct. If your meter is faulty, you will not be charged for the meter test and we will continue the investigation of your complaint.

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### Still dissatisfied?

If you are not satisfied with Powershop's response to your complaint, you have the right to refer your complaint to the Energy & Water Ombudsman in your state. The Ombudsman provides a free and independent dispute resolution service.

You can find the details of the **Energy & Water Ombudsman** in your state below.

#### New South Wales

Reply Paid 86550, Sydney South, NSW, 1234  
www.ewon.com.au  
complaints@ewon.com.au  
Free Phone: 1800 246 545  
Free Fax: 1800 812 291  
Interpreter: 131 450  
NRS: 133 677

#### Victoria

Reply Paid 469, Melbourne, VIC, 8060  
www.ewov.com.au  
ewovinfo@ewov.com.au  
Free Phone: 1800 500 509  
Free Fax: 1800 500 549  
Interpreter: 131 450  
NRS: 133 677

#### Queensland

PO Box 3640, South Brisbane BC, QLD, 4101  
www.ewoq.com.au  
Email: complaints@ewoq.com.au or info@ewoq.com.au  
Free Phone: 1800 662 837  
Fax: (07) 3087 9477  
Interpreter: 131 450

#### South Australia

GPO Box 2947, Adelaide, SA, 5001  
www.ewosa.com.au  
Free Phone: 1800 665 565  
Fax: 1800 665 165  
Interpreter: 131 450  
NRS: 133 677