ENERGY BAY

Energy Bay Complaint Management and Resolution Policy

Purpose

This policy outlines how Energy Bay handles complaints so your concerns are heard, taken seriously, and used to improve our services.

Our Approach to Complaints

Energy Bay is committed to providing open and effective communication to all our customers and prompt resolution of any concern that may arise.

If you have a concern or complaint with any of Energy Bay's products or services, please call or write to us so that we can resolve the matter promptly.

We acknowledge that from time to time, issues may arise that require a complaint or dispute to be raised. In the case of such events, we have developed this Complaint Management and Resolution Policy which provides:

- Easy access for customers
- Timely and easy to understand response process
- Follow up from staff, ensuring the issue is resolved

Aim of our Approach to Complaints

The aim of this Complaint Management and Resolution Policy, procedure and processes are to:

- provide a complainant with access to an open and responsive complaints-handling process;
- enhance our ability to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the organisation;
- enhance our ability to identify trends and eliminate causes of complaints and to also improve our operations;
- help us create a customer-focused approach to resolving complaints and encourage personnel to improve their skills in working with customers; and
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and process improvements made.

Identification and Notification of Complaints

If a customer has a complaint about any aspect of our products or services, it is advised that the customer contact us via any of the contact details listed below.

Phone:	03 9967 1618
Email:	info@energybay.com
Post	Level 11/480 Swan Street Richmond VIC 3121
Fax:	03 9006 9031

For phone enquiries made during business hours, an available Customer Service Team member will attempt to resolve your enquiry with you. If unable to help you there and then, we can organise a call back for further investigation or escalate your inquiry.

Once a complaint or dispute has been received, an Energy Bay representative will acknowledge it as soon as practicable and commence handling as a priority. We will keep you informed throughout the process and let you

know what is happening.

Your Right to Request a Meter Test

If you are disputing a bill you have the right to request a meter test to ensure meter accuracy. We will advise you, in writing, any fees associated with the meter test before you commit. If no fault is found with your meter the meter test fee will be applied to your account. Where an issue is identified, there will be no cost incurred by you and we will work to resolve the issue.

Our Complaint Escalation Process

If you are unhappy with the outcome of a complaint or the way it has been handled, you may have options to take it further.
You can do the following:

- **Review**: customers can request that a complaint be escalated to our customer service team lead/manager or complaints handling specialist. Relevant contact details will be provided on request.
- **What can you do if you are not satisfied with the outcome?** If you are not satisfied with the outcome to your complaint, we will tell you about other options available to you, including providing the contact details of the relevant state Energy & Water Ombudsman.

External Dispute Resolution

All our customers have the right to contact their state energy and water ombudsman, including to lodge a complaint or for free independent information and advice. Energy ombudsman schemes investigate and resolve complaints from customers of electricity and gas providers, and some water providers.

Energy ombudsman contact details:

- VIC: Energy and Water Ombudsman, Victoria (EWOV), https://www.ewov.com.au, Freecall: 1800 500 509, Freefax: 1800 500 549, Post: Reply Paid 469 Melbourne VIC 8060
- NSW: Energy and Water Ombudsman, New South Wales (EWON), https://www.ewon.com.au, Freecall: 1800 246 545, Freefax: 1800 812 291, Post: Reply Paid 86550, Sydney South NSW 1234
- SA: Energy and Water Ombudsman, South Australia (EWOSA), https://ewosa.com.au, Freecall: 1800 665 565, Post: GPO Box 2947 Adelaide SA 5001
- QLD: Energy and Water Ombudsman, Queensland (EWOQ), https://www.ewoq.com.au, Freecall: 1800 662 837, Post: PO Box 3640, South Brisbane BC Qld 4101
- WA: State Administrative Tribunal, State Administrative Tribunal (SAT), Phone: 08 9219 3111 or 1300 306 017, Fax: 08 9325 5099, Post: GPO Box U1991 Perth 6845
- ACT: ACT Civil and Administrative Tribunal, Home - ACAT, Phone: 02 6207 1740, Post: GPO Box 370 Canberra ACT 2601

Where a case is lodged with an ombudsman scheme an ombudsman representative may, depending on what state you live in, attempt to negotiate a resolution between you and Energy Bay.

ENERGY BAY

Privacy of Your Information

Energy Bay understands the importance placed on privacy. We respect and protect the privacy of our customers and all who we deal with within our business.

Please refer to our privacy policy located: Privacy Policy - Energy Bay.

For interpreter services, please contact 131 450 for Italiano, Español, عربي, Tiếng Việt, Ελληνικά.

For a larger print copy of this document, please contact Energy Bay on 03 9967 1618.