

HOW TO MAKE A COMPLAINT

Contacting EnergyAustralia

Your first port of call if you wish to complain about EnergyAustralia's service is our customer call centre. We have established this service to help you with enquiries and issues.

If the staff at our call centre cannot immediately resolve your problem, they will put you in contact with somebody who can. The number for this service is 131 535. You can also write, or send a fax, to any of EnergyAustralia's offices.

In the case of a complaint where you feel you may be entitled to compensation for damage or loss, make sure you retain all details of the incident, including receipts. Request a claim form from EnergyAustralia on 1800 069 952 between 8:30am and 5pm Monday - Friday. This claim form, which states the basis of the complaint, should be completed and returned to us within 28 working days.

Contacting the Energy Ombudsman

You also have the right to refer your complaint to the Energy & Water Ombudsman NSW (EWON). You can request this in your written complaint, or contact the Ombudsman yourself. (For Information on the role of the Ombudsman.

EnergyAustralia's Customer Contract also contains provisions for alternative dispute resolution. For details, view your customer contract online (under your energy agreement on our website) or call 131 535 and request a copy.

Our Response to Comments and Complaints

EnergyAustralia's main goal is to ensure your satisfaction. We are committed to helping you resolve any problems you have with our services. All comments or complaints that come in are logged and investigated. And as it was your input that started the process, we're dedicated to keeping you involved every step of the way. EnergyAustralia is happy to inform you of all developments and you will be kept advised of any delays.

We like to respond to inquiries and resolve problems as swiftly as possible to keep your life running smoothly, but will always maintain lines of communication until you are satisfied. An EnergyAustralia officer will be specially assigned to your case. This officer is in charge of negotiating with you and keeping track of your communications with us. If, after giving them a fair go, you don't think your contact at EnergyAustralia can assist you, they will be happy to help you work out where to go next. EnergyAustralia has a broad framework set up for helping you with your inquiries, and there are also external bodies established to protect your rights.

Customer input helps us to identify problems and improve our operations. You are one of the best warning systems we have for problems with our services. Your comments are vital to helping us identify trouble and plan for the future.

Our pledge is to resolve your problems as thoroughly as possible and make sure you are always aware of your options. We want communicating with us to be efficient, easy and fair. Remember, we value your input in our effort to continually improve the quality of our products and services.

Energy & Water Ombudsman NSW (EWON)

If you have a significant problem with EnergyAustralia which you feel you can't resolve directly with us, you can contact the Energy & Water Ombudsman NSW (EWON). The Ombudsman can respond to disputes over the supply of service, billing, credit and payment, disconnection, security deposits, and other disputes not related to capital contributions. The Ombudsman is there to protect your consumer rights in these areas.

Successful referral of a dispute to the Ombudsman may depend on the following conditions:

- Notification of EnergyAustralia within one year of the incident;
- The incident occurring after January, 1996, unless the Ombudsman makes an exception;
- The compensation claim being less than \$20,000 or if the referral to the Ombudsman comes from us as well as you, less than \$50,000.

You can refuse to accept the decision made by the Ombudsman, but if you do agree, it is considered final and binding.

The ombudsman can be contacted on FREECALL 1800 246 545 or via www.ewon.com.au.