

# Complaint and dispute policy.

At Momentum Energy, our promise to our customers is to deliver award winning service through our Customer Promises of Simplicity, Transparency, Empathy, Adaptability and Responsibility. We take a very different approach to customer service and believe in loyalty to our customers, not the other way round.

So rather than asking our customers to prove their loyalty to us, we're out there striving to provide Australian business and residential customers with the best service in the industry.

That being said, we understand that sometimes things don't happen the way they are meant to. We have produced this policy to assist with any concerns our customers have with their energy supply from us.

Our complaint and dispute policy continues to be developed in accordance with best practices and the guidelines associated with AS/NZS 10002:2014 – Customer Satisfaction.

## What is a complaint?

A complaint is an expression of dissatisfaction or a grievance about a service or good from Momentum Energy. A complaint gives us an opportunity to identify and address a matter or issues which we may be unaware of.

## Relevant matters?

A relevant matter means a matter arising between a customer and an energy retailer under or in connection with the applicable regulatory instruments, including but not limited to:

- Carrying out of an energy marketing activity;
- A retailer's obligations before a retail contract is formed; or
- A retailer's obligations under its customer retail contract;

Relevant matters do not include matters concerning the setting of tariffs and charges of retailers.

## Charges

We value our customers' input and we endeavour to continually improve our services. Momentum Energy will not charge our customers any administration or internal fees associated with managing / resolving their complaint.

## Privacy

Momentum Energy understands the importance of privacy. Momentum Energy respects and commits to protect the privacy of our customers, shareholders and everyone we deal with in our business. For complaint handling, Momentum Energy is committed to maintaining the confidentiality of a customer's personal information and will not disclose it to third parties unless required to do so under relevant privacy legislation.

## Our quality commitment

We endeavour to address all complaints within a timely manner. Our complaints handling process is reviewed periodically to ensure customer's concerns are resolved and the outcome improves the way we provide our services to customers in the future.

## Our commitment when dealing with a complaint

When dealing with any complaints raised by our customers we will:

- Uphold a genuine level of interest in resolving every complaint;
- Protect the customer's privacy and keep information confidential at all times;
- Provide trained resources to acknowledge any issues the customer has with us. This includes knowledgeable supervisors to take ownership of the complaint until the dispute is resolved fully;
- Listen and acknowledge all aspects of the complaint;
- Manage the complaint respectfully and without judgement or bias with a fair and reasonable approach;
- Take all reasonable steps to ensure that any customer making the complaint is not adversely affected because of a complaint made by them or on their behalf;
- Accept complaints from authorised representatives of the complainant, where a customer may request that another person or organisation assist or represent them to make and progress their complaint;
- Take ownership of the problem on the customer's behalf and attempt to resolve the matter as quickly as possible or within an agreed timeframe that we will communicate with the customer;
- Update the customer on the progress of the complaint either via phone or written communication;
- We will communicate the outcome of the complaint with simplicity and detail reasons on how the outcome was reached;
- Keep an accurate record of the complaint;
- Monitor and continually review all complaints received from our customers to identify trends and improve our business processes and service delivered;
- Review our complaints handling process to ensure our customer's needs are met;
- Advise customers on their right to escalate the complaint within Momentum Energy, or with the state Ombudsman, should it be required;
- Momentum Energy aims to address and acknowledge any verbal or written complaints promptly.

## Estimated Bill Disputes

If a dispute arises between Momentum Energy and a customer due to an invoice based on an estimated reading the customer can contact us for instructions and further information regarding the requirements for a customer's provided read.

Momentum Energy may reject the read based on clarity of photo or lack of information, if the read is lower than the last previous actual read obtained on site or if the read was received by Momentum after the original invoice due date has passed.

If the customer wishes to dispute a read that has been rejected due to any of the above reasons, please contact us to discuss further options available.

## How to contact us

If a dispute arises between Momentum Energy and a customer or an authorised representative of the complainant, the customer can submit their complaint directly with us via the below methods:

1. Please call our Customer Care team on weekdays (Monday to Friday), between 8am and 7pm AEST on [1300 662 778](tel:1300662778). Please note we are closed during National Public Holidays. The Customer Care team are trained to effectively handle and resolve complaints.

2. Alternatively, if a customer prefers to write to us, they can do so at the below postal and email address.

**Mail:** PO Box 353 Flinders Lane VIC 8009  
**Fax:** 03 9620 1228  
**Email:** [info@momentum.com.au](mailto:info@momentum.com.au)

In order for us to address a complaint promptly, please title all email subjects as: 'Momentum Energy Complaints Team'. Please also provide the following basic information along with this correspondence: Momentum Energy account number, full name, preferred contact details, a description of the complaint and the resolution sought.

3. If a customer complaint remains unresolved either over the phone or in writing or not to a level of satisfaction deemed by the customer, in the first instance, the customer can escalate the matter to a team leader.

4. Momentum Energy request the opportunity to resolve the complaint directly, however if the matter remains unresolved, the customer can seek independent advice from an external dispute resolution bodies as outlined below.

## Ombudsman

The Ombudsman provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with their energy retailer.

## ACT Civil and Administrative Tribunal

**Mail:** DX5691, GPO Box 370, Canberra ACT 2601  
**Phone:** (02) 6207 7740 **Fax:** (02) 6205 4855  
**Email:** [ACATenergycomplaints@act.gov.au](mailto:ACATenergycomplaints@act.gov.au)  
**Web:** [www.acat.act.gov.au](http://www.acat.act.gov.au)

## Energy and Water Ombudsman NSW

**Mail:** Reply Paid K1343, Haymarket NSW 1239  
**Phone:** [1800 246 545](tel:1800246545) **Fax:** 1800 812 291  
**Email:** [omb@ewon.com.au](mailto:omb@ewon.com.au)  
**Web:** [www.ewon.com.au](http://www.ewon.com.au)

## Energy and Water Ombudsman Queensland

**Mail:** PO Box 3640, South Brisbane QLD 4101  
**Phone:** [1800 662 837](tel:1800662837) **Fax:** (07) 3227 7068  
**Email:** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or [info@ewoq.com.au](mailto:info@ewoq.com.au)  
**Web:** [www.ewoq.com.au](http://www.ewoq.com.au)

## Energy and Water Ombudsman South Australia

**Mail:** GPO Box 2947, Adelaide SA 5001  
**Phone:** [1800 665 565](tel:1800665565) **Fax:** 1800 665 165  
**Web:** [www.ewosa.com.au](http://www.ewosa.com.au)

## Energy and Water Ombudsman Victoria

**Mail:** Reply Paid 469, Melbourne VIC 8060  
**Phone:** [1800 500 509](tel:1800500509) **Fax:** 1800 500 549  
**Email:** [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
**Web:** [www.ewov.com.au](http://www.ewov.com.au)

## Energy Ombudsman of Tasmania

**Mail:** GPO Box 960, Hobart TAS 7001  
**Phone:** [1800 001 170](tel:1800001170)  
**Email:** [energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au)  
**Web:** [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

Note: All Ombudsman Complaints are handled by Momentum Energy's Customer Advocacy Team. The exception to this is for Ombudsman Complaints for customers in the Bass Strait Islands (Tasmania) – such complaints are handled by Hydro Tasmania (parent company of Momentum Energy) as they are the scheme participant in that particular Ombudsman scheme.

## Language Assistance

For languages other than English, please contact our friendly Customer Care team via our interpreter services on [1800 497 170](tel:1800497170) – we're here Monday to Friday from 8am to 7pm (AET).

### Arabic:

للحصول على مساعدة في اللغة، يُرجى الاتصال على الرقم 1800 497 170

### Persian:

برای دریافت کمک به زبان های دیگر، لطفاً با شماره 1800 497 170 تماس بگیرید

### Simplified Chinese:

如需语言协助，请致电1800 497 170

### Traditional Chinese:

若需語言方面的幫助，請致電1800 497 170

### Vietnamese:

☎️ ☎️☎️c giúp ☎️ v☎️ ngôn ngữ, vui lòng gọi số 1800 497 170