

Momentum Energy's Complaint and Dispute Policy

At Momentum Energy, we take a very different approach to customer service: we believe in loyalty to our customers, not the other way round.

So rather than asking you to prove your 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 you with any concerns you have arising with your energy supply.

Our complaint and dispute policy continues to be developed in accordance with best practices and the guidelines associated with AS ISO 10002-2006 – Customer Satisfaction.

What is a complaint?

A complaint is an expression of dissatisfaction or a grievance about Momentum Energy. A complaint gives a company the opportunity to identify and address issues of which it may be unaware.

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.

Our quality commitment

We endeavour to address all complaints within a timely manner. Our complaints handling process is reviewed periodically to ensure your concerns are resolved and the outcome improves the way we provide our services to you.

Our commitment when dealing with your complaint

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

- Recognise your right to raise a concern about your energy supply with us;
- Start the process to resolve your concern;
- Take ownership of the problem on your behalf;
- Attempt to resolve the issue as quickly as possible (i.e. within ten business days, or for more complex issues resolved by a date agreed with you);
- Keep you informed about the progress of your issue via your preferred method of communication, (i.e. phone, fax, email, or post);
- Acknowledge the receipt of your complaint;
- Inform you of the outcome of the complaint process, and of the reasons for the decision regarding the outcome;
- Advise you of your right to escalate the complaint within Momentum Energy, or with your state ombudsman, should you need to; and,

- Review the complaints received from all of our customers on a regular basis to improve our business processes and offer you better service

Charges

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

How to contact us

Our commitment to addressing your concerns is highlighted by our accessibility in the various forms you can submit your complaints to us.

You can call us on weekdays, between 8:00am and 6:00pm AEST. We are closed during National Public Holidays.

Call: 1300 662 778 (Customer Care)

Or alternatively write to us at: Momentum Energy Complaints Dept, P.O. Box 353, Flinders Lane VIC 8009

Fax: 03 9620 1228

You can also submit your complaint by emailing us at: info@momentum.com.au. In order for us to follow up with your concerns, please title all email subjects as: Momentum Energy Complaints Team. Please provide the following basic information with this correspondence: - Momentum Energy account number, your name and preferred contact details and a description of your complaint.

Ombudsman

If you feel your complaint has still not been adequately resolved, you have the right to lodge your complaint with your state 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

Web: www.acat.act.gov.au

Energy and Water Ombudsman NSW

Mail: Reply Paid K1343, Haymarket NSW 1239

Phone: 1800 246 545

Fax: 1800 812 291

Email: omb@ewon.com.au

Web: www.ewon.com.au

Energy and Water Ombudsman Queensland

Mail: PO Box 3640, South Brisbane QLD 4101

Phone: 1800 662 837

Fax: (07) 3227 7068

Email: complaints@ewoq.com.au or info@ewoq.com.au

Web: www.eoq.com.au

Energy and Water Ombudsman South Australia

Mail: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

Fax: 1800 665 165

Web: www.ewosa.com.au

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: ewovinfo@ewov.com.au

Web: www.ewov.com.au

Energy Ombudsman of Tasmania

Mail: GPO Box 960, Hobart TAS 7001

Phone: 1800 001 170

Email: energy.ombudsman@ombudsman.tas.gov.au

Web: 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 interpreter services for languages other than English please call our friendly Customer Care Team on 1300 662 778.

English	For interpreter assistance please phone 1300 662 778
Italian	Per assistenza di interpretariato, La preghiamo di telefonare 1300 662 778
Arabic	الاتصال برجى الى فورىة ال ترجمة ب خدمة ل لاسد تعانة 1300662778
Simplified Chinese	如需翻译协助，请致电 1300 662 778
Greek	Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στο 1300 662 778
Spanish	Para la asistencia de un intérprete llame al 1300 662 778
Vietnamese	Để được trợ giúp từ phiên dịch viên, vui lòng gọi điện thoại 1300 662 778

Privacy

Momentum Energy understands the importance you place on 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 your personal information and will not disclose it to third parties unless required to do so under relevant privacy legislation.