Complaints and Disputes Policy

1. Purpose

Momentum Energy is committed to receiving, managing and resolving complaints fairly, efficiently and objectively. Senior management is responsible for ensuring adequate resources, training and oversight are in place to support an effective complaints management system.

At Momentum Energy, our promise to our customers is to deliver award-winning service through our Customer Promises:

- Simplicity
- Transparency
- Empathy
- Adaptability
- Responsibility

We take a very different approach to customer service and believe in loyalty to our customers, not the other way around. So rather than asking our customers to prove their loyalty to us, we're 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're meant to.

Your feedback is valuable, and we recognise that complaints play an important role in helping us improve our processes, products, services and overall customer experience. We analyse complaint trends, underlying causes and customer feedback to identify opportunities to improve our systems, products, services and overall customer experience, and to drive continuous improvement across our business.

This policy outlines how to make a complaint to us, how we'll manage it, and what you can do if you're dissatisfied with the outcome of your complaint or the way it was handled. We won't charge you for making a complaint, and you won't be adversely affected by any complaint you make or by any complaint made on your behalf.

2. What is a complaint?

A complaint is any expression of dissatisfaction or grievance made to, or about, Momentum Energy regarding our products, services, staff, policies, procedures, or complaint process, in which you seek a response or resolution.

We're committed to managing all complaints fairly, effectively, and efficiently while ensuring your personal information remains confidential. We won't disclose it to third parties unless required to do so under relevant privacy legislation. You can view Momentum Energy's Privacy Policy on our website.

3. How to make a complaint

We encourage you to raise your complaint with us directly through one of the channels listed below, so we can work with you to resolve it. When submitting a complaint, please provide the following information, where possible, to help us investigate and resolve it:

- Your full name and contact details
- Your account number
- A clear description of your complaint, including relevant dates
- Any supporting information or documentation
- The resolution you're seeking

Momentum Energy maintains a zero-tolerance policy for any behaviour that threatens the safety or well-being of our staff. We know energy issues can be frustrating, but abusive, threatening, or disrespectful behaviour is never acceptable. If this occurs, we may need to pause or end the interaction until everyone feels safe again. We treat everyone with respect and ask that you do the same for us.

Channel	Details
Phone	**Residential customers:** 1300 662 778 Monday to Friday, 8am-6pm (AET) **Small to medium business customers:** 1300 212 657, Monday to Friday, 9am-5pm (AET) **Large business customers:** (03) 8612 6450, Monday to Friday, 9am-5pm (AET) **Note:** We're closed on national public holidays.
Online	momentum.com.au/contact-us
Live Chat	Click the Live Chat icon in the bottom-right corner of our website to connect with a Customer Care Consultant Monday to Friday, 8am-6pm (AET)
Email	info@momentum.com.au **Note:** To ensure we can address your complaint promptly, please include 'Complaint' in the subject line.
Mail	PO Box 353, Flinders Lane, Melbourne VIC 8009 **Note:** If you send us your complaint by mail, it might take a bit longer for us to receive and respond to it. Usually, you can expect a reply within three business days of it being received.

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4. Accessibility

We understand you may need assistance with making a complaint or communicating with us. If you prefer, you can nominate another person or organisation to assist you with your complaint, communicate with us or act on your behalf. We'll make sure we have your consent or appropriate authority before communicating with anyone else, and we'll continue to ensure any information shared is handled in line with our privacy obligations.

Language Assistance

For languages other than English, please contact our friendly Customer Care team via our interpreter services on 1800 497 170 – we're here Monday to Friday from 8am to 6pm (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:	Để được giúp đỡ về ngôn ngữ, vui lòng gọi số 1800 497 170

National Relay Service

If you have hearing or speech impairments, you can contact us through an interpreter via the National Relay Service

- TTY: 13 36 77
- Voice Relay: 1300 555 727

Need support?

If you need help accessing this policy, making a complaint, using our accessibility tools, or accessing interpreter support services or the National Relay Service, please let us know so we can work with you to find the best way to support you.

5. Supporting vulnerable customers

We take reasonable steps to support customers experiencing vulnerability, including customers affected by domestic or family violence, financial hardship, disability, mental health concerns or other circumstances that may affect your ability to engage with the complaints process.

If you are experiencing vulnerability, you can contact the Keeping Momentum team directly on 1300 415 375, Monday to Friday, 8am-6pm (AET), or by email at keeping.momentum@momentum.com.au

Domestic and Family Violence

Our Family Violence Policy explains how we can support you if you are impacted by domestic or family violence.

Payment Difficulty

Our Payment Assistance Policy explains how we can support you if you are experiencing payment difficulty.

6. How we manage complaints

Our staff are trained to handle complaints effectively, fairly, and without bias.

When handling your complaint, we will:

- Acknowledge your complaint straightaway if you contact us by phone or Live Chat, or within three business days of receiving it by any other written method.
- Aim to resolve your complaint during the initial contact if possible.
- Provide you with a unique reference number for follow-up if more time is needed to investigate your complaint, especially for complex issues or multiple concerns.
- Regularly update you on the progress of your complaint.
- Inform you of any delays during our investigation, explain the reasons, and provide a revised response timeframe.
- Keep accurate records of your complaint.
- Request additional information or supporting documents from you, if required, to help progress and resolve your complaint.

After investigating your complaint, we'll provide you with a clear outcome and explain the reasons for our decision. If you are satisfied, we'll implement the agreed resolution and close the complaint. We'll also close your complaint if we've made reasonable attempts to contact you but have been unsuccessful.

7. Escalation process

If you're not satisfied with the progress or outcome of your complaint, you can request that it be escalated within Momentum Energy. A senior team member will then take over your complaint and continue working with you to find a suitable resolution. We ask that you allow us to explore all available options to resolve your complaint through our internal process. If at any time you're dissatisfied with how your complaint is handled or with the outcome, you have the right to escalate it to the relevant energy ombudsman or dispute resolution body for an independent review. Refer to Section 9 for contact details.

8. Estimated bill disputes

If you're disputing a bill from Momentum Energy based on an estimated reading, you can contact us for instructions and further information on the requirements for submitting a self-read. Alternatively, a step-by-step guide to requesting an adjusted bill based on your self-read is available on our website.

We may reject the self-read if the photo is unclear or lacks sufficient information, if the read is lower than the last actual read we received from your meter provider, or if the read was received on or after the due date for payment of the relevant bill.

If your self-read is rejected, we will let you know as soon as possible and provide the specific reasons for our decision. If you want to dispute a self-read that has been rejected, please contact us to discuss further options.

9. Ombudsman contact details

If you're dissatisfied with the progress or outcome of your complaint, you have the right to escalate it to your relevant state energy ombudsman or independent dispute resolution body using the contact details below. The relevant energy ombudsman provides a free and independent dispute resolution service to assist customers who cannot resolve their complaints with their energy retailer.

New South Wales

Energy & Water Ombudsman NSW (EWON)
Phone: 1800 246 545
Mail: Reply Paid 86550, Sydney South NSW 1234
Website: ewon.com.au

Queensland

Energy and Water Ombudsman Queensland (EWOQ)
Phone: 1800 662 837
Mail: PO Box 3640, South Brisbane BC QLD 4101
Website: ewoq.com.au

South Australia

Energy and Water Ombudsman SA (EWOSA)
Phone: 1800 665 565
Mail: GPO Box 2947, Adelaide SA 5001
Website: ewosa.com.au

Tasmania

Energy Ombudsman Tasmania (EOT)
Phone: 1800 001 170
Mail: GPO Box 960, Hobart TAS 7001
Website: energyombudsman.tas.gov.au

Victoria

Energy and Water Ombudsman Victoria (EWOV)
Phone: 1800 500 509
Mail: Reply Paid 469, Melbourne VIC 8060
Website: ewov.com.au

Australian Capital Territory

ACT Civil and Administrative Tribunal (ACAT)
Phone: (02) 6207 1740
Mail: GPO Box 370, Canberra ACT 2601
Website: acat.act.gov.au

10. Policy review

We regularly review and update our Complaints and Disputes Policy to ensure it aligns with best practices and the AS/NZS 10002:2022 – Guidelines for complaint management in organisations. The most recent review was in November 2026.