

Dispute Resolution Policy

Powershop is committed to keeping every one of our customers as satisfied as we can. We know that sometimes things can go wrong, and we encourage you to reach out to us to see how we can help. The aim of our complaint process is twofold: firstly to reach a fair and reasonable resolution with the individual complainant, and secondly to record and to assess each complaint as part of an ongoing commitment to continuous improvement.

Powershop's Objective

The objective of this policy is to embed an effective complaint management system, available to all customers, that is compliant with the Australian Standard 10002:2022 Guidelines for complaint management in organizations (ISO 10002:2018, NEQ).

Powershop is guided by the following principles when a customer wishes to make a complaint:

Accessibility	access to Powershop's complaint process is free of charge, and available to all customers.
Openness	Powershop's complaint policy is publically available to all customers and staff, and a complaint case manager is always willing to answer any questions about the process.
Objectivity	Powershop's complaint case managers are trained to not use bias when dealing with a complaint.
Capacity	Powershop ensures that sufficient resources are available to facilitate the complaint process and to ensure the best service for customers. The Powershop staff that deal with complaints are trained and are empowered to resolve your complaint.
Responsiveness	Powershop will endeavour to respond to and resolve complaints as quickly as practical.
Confidentiality	Powershop only collects and uses personal information about a complainant in accordance with its Privacy Policy.
Accountability	Powershop ensures that details of complaints are filtered to senior management as appropriate.
Continuous Improvement	Powershop undertakes quarterly analysis of complaints to identify any root causes of complaints that can be rectified with training or development.

How to make a complaint

In the event that you wish to make a complaint, we encourage you to give us a call on 1800 462 668 and speak to a Customer Service Representative in the first instance. We train all of our representatives to be open, impartial and intuitive.

If you are dissatisfied with Powershop's initial response, you are able to escalate your query to a complaint using one of the following methods:

PHONE

1800 462 668 (free call)

between 8am and 6pm AEST/AEDT,
Monday to Friday. You can request at
any time to speak with a Team Leader.

EMAIL

complaints@powershop.com.au

POST

Contact Centre Manager,
Powershop Australia,
GPO Box 1639,
Melbourne 3001

Require support?

If you require support in making a complaint, please contact our team on 1800 462 668. Our customer service team would be happy to support you.

INTERPRETER SERVICES

If an interpreter is required, please speak to your Powershop representative on 1800 462 668.

如果需要传译员，请拨打1800 462 668向您的Powershop代表提出要求。

Se hai bisogno di un interprete, chiama il tuo rappresentante Powershop al numero 1800 462 668.

Εάν απαιτείται διερμηνέας, μιλήστε με τον αντιπρόσωπο του Powershop στο 1800 462 668.

यदि दुभाषिणः आवश्यकाः सन्ति तर्हि कृपया स्वस्य Powershop प्रतिनिधिना सह 1800 462 668 इति दूरवाण्याः क्रमाङ्के वार्तालापं कुर्वन्तु

إذا كانت هناك حاجة إلى مترجم شفهي ، فيرجى التحدث إلى ممثل Powershop الخاص بك على 1800462668

How will we deal with your complaint?

When you make a complaint to Powershop, we will respond within two business days to confirm receipt of your complaint. At this stage, your complaint will be logged in Powershop's customer management system and you will be assigned a complaint case manager to oversee the process.

Within five business days of receipt of your complaint we will contact you by either email or phone to discuss your issue. We aim to resolve your complaint within this first contact, but we acknowledge that some complaints cannot be resolved straightaway. If we require further time to investigate, then your complaint case manager will be in touch regularly to provide an update. You are welcome to contact your complaint case manager at any time to inquire if there is an update. We may require further information from you in order to investigate your complaint. Where we request further information, we ask that this is provided in a timely manner. If you fail to respond, we may need to close your complaint if we cannot investigate further.

We aim to provide a fair and reasonable resolution to all complaints within 20 business days of receipt. If you are not satisfied with the resolution that we offer, you are welcome to request that your complaint be escalated to a higher level within the organisation. This higher level representative will review your complaint and be in touch with you within 5 business days of any such request.

Customer Read Estimate Review

If Powershop has issued an estimated bill, you may be able to request an adjusted bill based on a customer read estimate that you supply to us.

We will notify you in writing if your customer read estimate hasn't been accepted and the reasons for this. If this customer read estimate is not accepted by Powershop, you can contact us if you think you might be able to rectify the reasons for this decision.

If you remain dissatisfied, you can request a bill review in line with Rule 29 of the National Energy Retail Rules or the Energy Retail Code, or lodge a dispute with your local Energy & Water Ombudsman.

Bill Review

If you believe that your bill is incorrect, we will review it for you in accordance with our obligations under the relevant laws. In doing so, we will confirm that the metering data used to calculate your bill is correct and ensure that the rates applied to your bill are correct.

If you request a bill review, we will only request payment for the undisputed amount of your account and place the disputed amount on hold until we reach a resolution. As part of a bill review, you are able to request for your meter to be tested for faults and Powershop will notify you of this result. If your meter is not faulty, the cost of the meter test will be added to your next bill and the meter data used to calculate your bill will be deemed as correct. If your meter is faulty, you will not be charged for the meter test and we will continue the investigation of your complaint.

Complaints Involving Multiple Parties

Where a complaint involves multiple organisations, we will work with other organisations where possible, to ensure that communication with you is clear and coordinated.

In some cases, your complaint might not relate to Powershop’s services but rather relate to a Third Party. This could be your distribution network, a metering company or a third party working on behalf of Powershop. In these circumstances, we will either provide you with the relevant contact details for the Third Party or lodge a complaint with them directly on your behalf.

Still dissatisfied?

If you are not satisfied with Powershop’s response to your complaint, you have the right to refer your complaint to the Energy & Water Ombudsman in your state. The Ombudsman provides a free and independent dispute resolution service.

You can find the details of the **Energy & Water Ombudsman** in your state below.

New South Wales

Reply Paid 86550, Sydney South, NSW, 1234

www.ewon.com.au

complaints@ewon.com.au

Free Phone: 1800 246 545

Interpreter: 131 450

NRS: 133 677

Victoria

Reply Paid 469, Melbourne, VIC, 8060

www.ewov.com.au

ewovinfo@ewov.com.au

Free Phone: 1800 500 509

Free Fax: 1800 500 549

Interpreter: 131 450

NRS: 133 677

Queensland

PO Box 3640, South Brisbane BC, QLD, 4101

www.ewoq.com.au

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

Free Phone: 1800 662 837

Interpreter: 131 450

South Australia

GPO Box 2947, Adelaide, SA, 5001

www.ewosa.com.au

Free Phone: 1800 665 565

Interpreter: 131 450

NRS: 133 677