



Complaints and Dispute Resolution Policy

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THE PEOPLE'S POWER



Complaints and Dispute Resolution Policy

1. Introduction

Powow Power is an energy retailer operating in NSW, QLD, and SA. This document sets out our procedures for accepting, recording, and resolving complaints.

We are committed to receiving and resolving complaints in an accessible and transparent way. Through this document, we make the commitment to continual quality improvement by taking into consideration the data provided by an effective complaints management system. We will review complaints on an ongoing basis to identify any potential non-compliance and areas for improvement.

2. Responsiveness

Once a complaint has been received, one of our personnel will immediately acknowledge the complaint and prioritise it for resolution. Higher priority will be given to those complaints where there is perceived financial hardship, the disconnection of energy supply, and matters relating to health and safety. In such instances, we will respond as soon as possible.

In all instances, we will

- Freely accept complaints lodged on our website, in person, or by telephone, facsimile, email, or letter;
- Acknowledge any complaint received within 10 business days;
- Begin an investigation into the reasons for a complaint within 24 hours of acknowledgment;
- Keep you updated about the investigation and any proposed resolution;
- Notify you as soon as possible of the outcome of our investigation and any proposed resolution; and
- Provide you with the option of an internal review of your complaint if you are unsatisfied with the outcome of the investigation or the proposed resolution.



3. Recording Complaints

Complaints will be tracked from the time they are received to their resolution. When tracking the resolution of complaints, we will make sure to meet response deadlines. We will keep you informed

4. Monitoring and Improving

Complaints will be tracked at individual and group levels. Any systemic issues that are identified will be brought to the attention of the Compliance Committee and Board during their monthly meetings.

Powow Power's board will direct top-level management to address systemic issues that are identified during a complaint process.

5. A customer's right to complain

As a customer, you have the right to lodge a complaint at any time. Once your complaint is received, it will be dealt with in accordance with this procedure.

6. Internal and External Escalation

At any time, you may request an internal escalation of your complaint, which will be granted. Complaints will also be escalated where they are complex, urgent, or sensitive. When your complaint is received, you will be informed that you have the right to escalate it if you are dissatisfied with the process. Individual staff who manage complaints will be required to review the complexity, urgency, and sensitivity of all complaints and seek assistance from a supervisor or specialist where required.

If you are not satisfied with our response to your complaint or you wish to seek independent advice about a complaint, we will notify you that you can contact the Energy Ombudsman in your State.

We will provide the contact details for the Energy Ombudsman schemes and will assist you in lodging a complaint with them.

7. Our Commitment to Customers

In all instances, we will:

- Treat you with respect;
- Take your complaint seriously;



- Respect your privacy;
- Manage your complaint with impartiality;
- Properly investigate and report on your complaint;
- Resolve your complaint with proper consideration to facts;
- Provide the option of internal escalation or a referral to an energy ombudsman scheme when requested or appropriate; and
- Ensure equal access to our complaints management program and fair resolutions.

You have rights under various laws, including the Competition and Consumer Act 2010 (Cth), and the Energy Law. We will ensure that those rights are respected.

8. Customer Read Estimates

If you are a “small customer” with an accumulation meter, you have the right to conduct your own meter reading if your bill is based on an estimate. This self-read is known as a “customer read estimate.” You can find more information on customer read estimates here.

Where we have not accepted a customer read estimate, we will notify you of the reasons for the decision and allow the opportunity to rectify the self-read.

We will deal with complaints regarding customer read estimates in accordance with our standard complaints process, which is outlined in this procedure.

9. Contact us to lodge a Complaint

You may contact us at any time to lodge a complaint using the following contact details:

Our contact details:

Company Name: Powow Power Pty Ltd

Telephone: 1800 865 054

Email: info@powowpower.com.au

Mailing address: Level 1, 530 Botany Road, Alexandria NSW 2015.

Interpreter: 131 450 - For help using an interpreter, visit TIS.

NRS: 133 677 - For help using this service, visit NRS.



10. Contact details for the Energy Ombudsman Schemes

If you are not satisfied with the resolution our team offers, you may alternatively make a complaint through an external dispute resolution scheme. You have the right to escalate your concern to an external dispute resolution body at any time if the complaint is not resolved to your satisfaction. You can lodge a complaint with the Energy and Water Ombudsman scheme in the relevant state as listed below.

- **Energy and Water Ombudsman of NSW**

By Post: PO Box 1343, Haymarket NSW 1240.

Freepost: Reply Paid 86550, Sydney South NSW 1234.

Free call: 1800 246 545 Free fax: 1800 812 291 complaints@ewon.com.au

Website: www.ewon.com.au

Interpreter: 131 450 - For help using an interpreter, visit TIS.

National Relay Service: 133 677 - For help using this service, visit NRS.

- **Energy and Water Ombudsman Queensland**

Free call: 1800 662 837

Translation services: 131 450 - For help using an interpreter, visit TIS.

National Relay Service: 133 677 - For help using this service, visit NRS.

Fax: (07) 3006 2670

Online: <http://www.ewoq.com.au/submit-acomplaint>

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

In person: Level 16/53 Albert Street, Brisbane City QLD 4000

- **Energy and Water Ombudsman South Australia**

Free call: 1800 665 565

National relay service: 133 677

Translating and interpreting service (TIS):131 450

Post: GPO Box 2947 Adelaide SA 5001

Office address (strictly by appointment only): Level 11, 50 Pirie Street Adelaide SA 5000

Online: <https://ewosa.com.au/submit-a-complaint>