

Energy Customer Complaint and Dispute Handling Policy and Procedure



Purpose and scope

This document sets out:

- Our commitment and approach to handling energy customer complaints and disputes (our policy), and
- The procedure by which we handle energy customer complaints and disputes.

Our commitment and approach

While we do our best to keep our customers satisfied all the time, we recognise that sometimes things don't go to plan. We learn from our mistakes, and so welcome all feedback from customers, good or bad.

| We are committed to... | which we will achieve by ... |
|--|---|
| ensuring customers know how to make a complaint | displaying information about how to make a complaint clearly on our website and in our product disclosure documents |
| making it easy for customers to voice their concerns or to approach us with a complaint | offering flexible methods for making a complaint - allowing customers to do so over the phone, by email or in writing - and offering interpreter services |
| taking accountability, and working towards a quick and fair resolution to a customer's complaint (we will aim to resolve a customer's issue on the first call, where possible) | hiring excellent staff, training them well, and giving them accountability and the tools (systems and processes) to get things done |
| engaging with customers in an open, professional and respectful manner, and being objective and unbiased when addressing complaints | instilling the Sumo values in all staff |
| learning from customer feedback, and continuing to improve how we service our customers | listening to customers, and acting on the things that will improve our products and service |
| respecting our customers' privacy | enforcing strict protocols for managing customer information |

Procedures

If you have a complaint about Sumo's products or services, you can:

- visit www.sumo.com.au/complaints
- call us on 13 88 60 9am to 5pm Monday to Friday (for interpreter services please call 13 14 50)
- write to us at info@sumo.com.au or by post to:

Sumo
South Melbourne Market Street
PO Box 5329
South Melbourne VIC 3205

We aim to resolve all complaints promptly. If you call us, we will aim to resolve your issue while you are still on the phone. If you write to us, we will respond within five business days. In either case, if we can't resolve your issue immediately, we will let you know how long we think it will take, and will call you again within that timeframe.

If your complaint remains unresolved, you may escalate the matter by asking to speak with a team leader.

Right to access the Energy and Water Ombudsman

We will inform people who make complaints to or about us about any internal or external review options available to them, including the Energy and Water Ombudsman NSW (EWON) in New South Wales and the Energy and Water Ombudsman (Victoria) (EWOV) in Victoria. Both services are free.

All our customers have the right to contact EWON or EWOV at any time for independent advice and assistance.

EWON's contact details are:

Energy & Water Ombudsman NSW

Freecall 1800 246 545

Freefax 1800 812 291

Post Reply Paid 86550, Sydney South NSW 1234

Email complaints@ewon.com.au

Website www.ewon.com.au

EWOV's contact details are:

Energy & Water Ombudsman (Victoria)

Freecall 1800 500 509

Freefax 1800 500 549

Post Reply Paid 469, Melbourne VIC 8060

Email ewovinfo@ewov.com.au

Website www.ewov.com.au

Privacy

Sumo is committed to maintaining your privacy. To help resolve your complaint and serve you effectively, we may retain records of your complaint. We will only use or disclose your information in accordance with the law and our privacy policy (available at www.sumo.com.au/privacy).

Sumo Power Pty Ltd ABN 86 601 199 151 | Sumo Gas Pty Ltd 67 606 951 713