

# 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](http://www.sumo.com.au/complaints)
- call us on 13 88 60 8:30am to 4:30pm Monday to Friday (for interpreter services please call 13 14 50)
- write to us at

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](mailto:complaints@ewon.com.au)

**Website** [www.ewon.com.au](http://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](mailto:ewovinfo@ewov.com.au)

**Website** [www.ewov.com.au](http://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](http://www.sumo.com.au/privacy)).

## Disputes about a customer read in NSW

If you receive an energy bill from us based on an estimated meter read and (in the case of an electricity bill) your meter is not an interval meter, you may request us to adjust your bill based on your own reading of the meter. You must do so before the due date for payment of the bill and in accordance with our self-read guidelines.

We may reject your self-read if:

- you have provided a photo of the meter and the read is not clearly visible
- you have provided a photo of the meter and the meter number does not match our records
- the read that you have provided is less than the last actual read taken from your meter
- the request for the bill to be adjusted comes after the payment due date on the bill
- we haven't billed your account based on an actual read for over 12 months.

If you remain dissatisfied with our decision not to accept your self-read please contact us on 13 88 60 to discuss the following options to rectify the issue:

- further instructions to help you read the meter
- arranging a more up-to-date meter read
- arranging a special read with the distributor
- Sumo otherwise performing a review of the bill

When we reissue a bill, it will be reissued for the same billing period as the original bill, even if the read was taken after the original billing period.

If you believe you have followed the process for self-reads and remain dissatisfied with our decision, you can contact the energy ombudsman in your State.