

Complaints Policy

Residential Customers

Revision 1.0

Our contact details:

Flow Power

Ground Floor, 109 Burwood Road

Hawthorn VIC 3122

Post: PO Box 6074 Hawthorn VIC 3122

Phone: 1800 359 797

Email: contact@flowpower.com.au

Website: <https://flowpower.com.au>

Introduction

This policy applies to all small customers¹ of Progressive Green Pty Ltd trading as "Flow Power".

This policy is designed to ensure that complaints are handled fairly, efficiently and effectively. This policy tells you how to make a complaint and what you can expect from us. This policy will be reviewed by the General Counsel on an annual basis.

Who can make a complaint?

Complaints can be made to us by our small customers who are dissatisfied with our energy services. This can include issues in relation to:

- your energy bill and/or account;
- access to payment plans, rebates and/or concessions;
- the quality and reliability of your supply; or
- your connection, accessing additional energy services, and/or problems with your meter.

We handle complaints fairly, efficiently, effectively and in line with this policy. We will not take action against you or any other resident just because you have made a complaint, or because someone else has made a complaint on your behalf.

How can you make a complaint?

You can make a complaint:

- **By phone:** 1800 359 797
- **By email:** complaints@flowpower.com.au
- **In writing:** PO Box 6074, Hawthorn VIC 3122

The sooner you let us know, the sooner we can resolve your problem. In order to address the issue quickly and effectively, please provide us with some basic information, including:

- Your Flow Power account number
- Your name and preferred contact details
- A description of your complaint

We sincerely hope that we can resolve your issue. If you're not satisfied with the outcome or you want independent advice and assistance, you can contact the Energy and Water Ombudsman in your respective state or territory at any time. Ombudsman contact details are at the bottom of this policy.

How do we deal with complaints from residential customers?

All our staff are trained to follow our complaints policy and procedure.

When we receive a complaint, we will:

- Make a record of your complaint.
- customer who consumes energy at a business premises below the upper consumption threshold in their respective

¹ Small customer is someone who is a domestic and small business customer and a) a residential customer or b) a business

- state. (Electricity Industry Act; Energy Retail Code; National Energy Retail Law (South Australia) Act 2011).
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- Acknowledge the complaint as soon as practical. This may be in writing, by phone or in person.
- Try to resolve your complaint during that initial contact, however, we may need more time to respond if the issue is complex. If we need more time, we will give you an expected timeframe for a response, and if possible, the likely outcome.
- Give priority to issues that are urgent, may affect your electricity supply, or that have health and safety implications.
- Investigate the complaint.
- Keep you updated on the progress of your complaint. If you have not heard from us, please contact us again and ask for an update.
- If the dispute is about an estimated bill and, before the due date for payment, the customer requests an adjusted bill based on their reading of their meter, but we do not accept their reading because they have not followed our guidance or requirements. They may attempt to rectify their meter reading before the due date for payment of the bill by following the steps at <https://flowpower.com.au/residential/tips-and-insights/how-to-read-your-meter/>

We value complaints and we are committed to learning from complaints to improve our business. If you think we could improve the way we deal with complaints, please let us know.

How can we help resolve your complaint?

We will do our best to address the issue that has caused your complaint. If you are not satisfied with the outcome to your complaint, we will explain what actions we took and provide you with reasons for any decisions made.

From time to time, it may be necessary for us to discuss your complaint with another organisation to resolve the issue. Please let us know immediately if you do not want us to discuss your personal information, or if you want your complaint to be confidential.

What do we expect from you?

We are committed to treating all our customers with respect and involving you in finding the best outcome to your complaint. We expect you to treat our staff in a respectful and polite manner. We also ask that you work cooperatively with us to resolve your complaint.

7. Ombudsman contact details

Energy and Water Ombudsman NSW

Call 1800 246 545 or visit

www.ewon.com.au

Energy and Water Ombudsman QLD

Call 1800 662 837 or visit

www.ewoq.com.au

Energy and Water Ombudsman VIC

Call 1800 500 509 or visit

www.ewov.com.au

ACT Civil and Administrative Tribunal

Call (02) 6207 1740 or visit

www.acat.act.gov.au

Energy and Water Ombudsman SA

Call 1800 665 565 or visit

www.ewosa.com.au

Energy Ombudsman TAS

Call 1800 001 170 or visit

www.energyombudsman.tas.gov.au