

OC Electricity Management Services Pty Ltd

ACN 169 137 606

SUPPLY OF ENERGY

COMPLAINT HANDLING AND DISPUTE RESOLUTION POLICY

Our Commitment

At OCEMS we strive hard to do the right thing for you, our customers but sometimes things go wrong. If that happens we encourage you to tell us. We believe that feedback and complaints help us to continuously improve our service to you and learn from our mistakes.

How to Raise a Concern

Whenever you have a complaint about our services, we encourage you to contact us. We are available Monday to Friday from 9 am to 5pm (AEST). Our team is trained in the effective handling of complaints and will endeavour to resolve our concerns at the first point of contact. If your complaint isn't resolved to your satisfaction on first contact or within what you regard as a reasonable time then:

- We will put a hold on external collections or debt recovery action during the investigation of your complaint; and
- You may request that it be escalated to our Service Team Manager who will work to find a reasonable solution.

If you prefer, you may also lodge a complaint with us via email or letter as follows:-

- Email – solutions@ocems.com.au
- Post – Complaints
OC Electricity and Management Services Pty Ltd
PO Box 1144
Carlton, Victoria 3053

We will reply to any complaint lodged by email or mail within five business days and aim to provide a satisfactory solution in a timely manner.

Sometimes we need to distinguish whether your issue is a fault or a complaint. A complaint can be an expression of dissatisfaction about an action or failure by us to act or about dissatisfaction with any service provided by our employees or contractors. Reporting a power outage would be a fault.

Some factors are outside our control, such as government pricing policy and tariffs set by the retailer, these issues will be directed to the department or organisation responsible for implementing them. We will provide contact details of these parties as requested.

Bill Complaints

If you complain that you have been overcharged by less than \$33 and your complaint is valid then we will credit that amount against your next bill. Alternatively, if you complain that you have been overcharged by \$33 or more then we may credit that amount against your next bill or, if you request, refund it to you.

If we have undercharged you we may recover that amount from you and will, if required, offer you an instalment repayment plan. You will not be charged interest on the amount undercharged and we may not recover undercharged amounts back-dated by more than 9 months.

Where you dispute a portion of a bill and it is clear that you do not dispute the rest of the bill, then:

- we may require that you pay the lesser of:
 - the amount we agree is not in dispute, or
 - your average bill over the last 12 months; and
- If you request, we will conduct a meter check; and
- adjust your invoice if it is found to be incorrect.

Financial Hardship

If it is apparent that your complaint is related to financial hardship then we will provide you with a copy of our Financial Hardship Policy and put any debt recovery action on hold. We will then work with you according to our Financial Hardship Policy.

Ombudsman

If we have not resolved your complaint satisfactorily after a reasonable time you may refer your complaint to the Ombudsman. In Victoria this is the Energy and Water Ombudsman of Victoria at <https://www.ewov.com.au/contact>.