

# Kismet Riverside Lodge

## Residential customers - Energy complaints

### Policy and procedure

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#### Purpose

This policy is 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.

#### Who can make a complaint?

Complaints can be made to us by residents, or energy account holders, who are dissatisfied with our energy services. This can include:

- your energy bill and/or account
- access to payment plans, rebates and/or concessions
- the quality and reliability of your supply
- 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 need to tell us what you are complaining about and what you would like to happen to resolve your complaint. You can make a complaint during business hours:

In person: At the office

By phone: 02-6026 5748

By email: [staywithus@kismetriverside.com](mailto:staywithus@kismetriverside.com)

In writing: 5189 Riverina Highway, HOWLONG 2643

#### 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.
- 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.

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.

## What rules do we follow when selling energy to residential customers?

The rules for selling and supplying energy are complex. To resolve your complaint, we may need to consider:

- the National Energy Retail Law (NERL) and the National Energy Retail Rules (NERR)
- the Retail Exempt Selling Guideline and the Electricity Network Service Provider – Registration Exemption Guideline published by the Australian Energy Regulator (AER).

We may also need to consider the requirements of other laws in NSW such as:

- the Electricity Supply Act 1995 and Regulations
- the Residential (Land Lease) Communities Act 2013 and Regulations
- the Residential Tenancies Act 2010 and Regulations, or
- the Strata Schemes Management Act 2015 and Regulations
- some New South Wales court and tribunal decisions.

## 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.

## What can you do if you are not satisfied with the outcome?

If you are not satisfied with the outcome to your complaint, we will tell you about other options available to you, including:

- the Energy & Water Ombudsman NSW (EWON).
- Fair Trading NSW - 13 32 20 (8.30am to 5pm, Mon - Fri).

## Energy & Water Ombudsman NSW

All our residents have the right to contact the Energy & Water Ombudsman NSW (EWON), including to lodge a complaint or for free independent information and advice. EWON is the government approved dispute resolution scheme for New South Wales energy customers. EWON receives, investigates and resolves customer complaints and disputes.

EWON's contact details are:

**NSW Freecall:** 1800 246 545

**Freefax:** 1800 812 291

**Website:** [www.ewon.com.au](http://www.ewon.com.au)

**Post:** Reply Paid 86550, Sydney South NSW 1234