

No matter what situation you're in, the team at Metered Energy work hard to help you find the best possible resolution.

Your feedback helps us improve our service.



Metered Energy strives to:

Recognise our customers and other interested parties have a right to raise a concern.

Resolving any issues or problems customers, or others, may have with our products or services in an effective, respectful and professional manner.

The continual improvement of the quality of our products and service.

This is achieved by:

- Providing resources, including appropriately trained and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures.
- Addressing each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
- We provide an easily accessible complaints process for our customers and one in which our Customer Service Consultants (Customer Service Officers and Collections Officers) display respect and empathy.
- Responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns at the customer's initial contact.
- Keeping customers informed on the progress of their complaint either by telephone or in writing until the matter is resolved.
- Advising customers of their right to escalate complaints to more senior staff within Metered Energy Holdings or, if the issue is still not resolved, to the Office of Fair Trade or other appropriate organisations
- Respecting customers' privacy, and the need to keep personal information confidential.
- Recording, monitoring and reviewing complaints in order to identify any trends, and take appropriate steps to rectify potential problems

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Where a disagreement arises between Metered Energy and our customer, this is the dedicated process we follow:

- ① A customer should first telephone the Metered Energy Holdings Pty Ltd for electricity and gas on 1300 633 637. Consultants receiving these enquiries are trained in the effective handling of complaints and resolution of disputes.
- ② Alternatively, a customer may wish to address their complaint in writing. This correspondence should be addressed to: Metered Energy Holdings Pty Ltd PO Box 192, Bulimba Qld 4171.

Or you can simply email our team at contact@meteredenergy.com.au or by visiting our website at www.meteredenergy.com.au and submitting an enquiry.
- ③ Our customer management system is used to log the nature of all complaints and customer feedback. This data is reviewed by appropriate personnel to identify trends and to highlight areas for improvement with our products and services.
- ④ If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what the customer considers a reasonable time frame, the customer can request to escalate the matter further by requesting an escalation to a Team Leader.
- ⑤ Metered Energy Holdings Pty Ltd seeks to resolve any complaints directly but if the complaint continues to remain unresolved, the customer has the right to engage an external dispute resolution party as detailed below:

The **Energy and Water Ombudsman (EWOQ)** provides a free, fair and independent advice and dispute resolution service for unresolved complaints with your energy provider. You can contact the EWOQ on 1800 662 837, 8.30am to 5.00pm, Monday to Friday or visit <https://www.ewoq.com.au/>.

Australian Energy Regulator (AER) on 1300 585 165 to raise your concerns regarding on selling of electricity, information is also available on <https://www.aer.gov.au/consumers/information-for-electricity-customers-in-embedded-networks>.

The **Department of Fair Trade** can also be contacted for additional independent advice. The contact details for their local office can be obtained from their website <https://www.qld.gov.au/law/fair-trading>