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CUSTOMER COMPLAINTS POLICY

Our company vision “to deliver affordable, reliable and safe electricity supply, empowering customer choices and delivering services important to our communities and environment.” and the company value “*Be customer and community minded*” includes the need for excellence in customer service.

To fulfil our vision and values, we treat all customer feedback on our performance as an opportunity to learn and improve our customer service.

We aim to resolve customer complaints at the interface between the customer and the officer responsible for service provision. Where this cannot be achieved, we have an internal escalation process that is designed to reach a mutually acceptable solution to the customer complaint.

We acknowledge receipt of customer complaints within 2 working days. Our aim is to resolve customer complaints within 8 working days. Where we cannot reach a resolution within 8 working days we will keep the customer informed of progress and seek agreement with the customer on the resolution timeframe.

We review trends in customer complaints to seek continual improvement in all aspects of our business. Our aim is to continually improve the customer experience.

If you remain dissatisfied, you can contact the Energy and Water Ombudsman Victoria. They can be contacted on 1800 500 509 or by writing to Reply Paid 469, Melbourne VIC 8060 or [via ewov.com.au](http://via.ewov.com.au)

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