

STANDARD COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE



Introduction

At Jemena, we respond to customer enquiries and seek to resolve complaints in accordance with the information below. You can find our standard complaints and dispute resolution procedure on our website or ask us to send it to you directly. We do not charge customers a fee to make a complaint.

If you require help to use our complaints process including language support, accessibility accommodations, or other assistance, let us know.

We will manage complaints fairly, objectively and in a timely manner. Making a complaint will not result in any disadvantage or adverse treatment, and we will manage any conflicts of interest to support an impartial outcome.

How to provide feedback or make a complaint

Online (via our website)

Visit www.jemena.com.au 24 hours a day, 7 days a week

Telephone

Call Jemena between 8am-6pm Mon-Fri (business days) for the cost of a local call:

- **NSW gas customers:** 1300 137 078
- **Victorian electricity customers:** 1300 131 871

Our commitment

We will endeavour to resolve your complaint within five business days. If we are unable to complete the investigation within this time, our Customer Care team will keep you updated on progress. We will inform you of the outcome of the complaint process, and our reasons for the decision, as soon as possible.

If you are not satisfied with Jemena's resolution, you can request a review by a higher level of management (Senior Manager review). We will tell you in writing how to request this review. If you remain dissatisfied after the Senior Manager review (or we cannot resolve the matter), we will also tell you in writing how you can refer the complaint to the relevant Energy & Water Ombudsman (EWON/EWOV), where eligible.

Complaints involving your energy retailer

If you want to make a complaint about your gas or electricity retailer about an issue with your bill, payment, or a disconnection notice, you should contact your retailer directly. If we receive complaints of these types, we will advise the retailer of your complaint by the next business day (including your contact information), and the retailer will be responsible for managing the complaint. Where a disconnection warning notice is issued by your retailer, the notice will include relevant Energy Ombudsman contact details.

If required, we will assist your retailer by providing any requested and relevant Jemena data and/or information in a timely manner after receiving their request.

The Energy Ombudsman

If you are a *small customer* and you are not satisfied with the outcome of our internally escalated review of your complaint, you can refer your dispute to the relevant State Ombudsman who will conduct an independent investigation at no cost to you. Your dispute must fall within the relevant Energy & Water (NSW EWON or VIC EWOV) Ombudsman's jurisdiction:

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Energy & Water Ombudsman NSW (EWON): 1800 246 545 (free call); www.ewon.com.au

Energy & Water Ombudsman VIC (EWOV): 1800 500 509 (free call); www.ewov.com.au

Note: A *small customer* is a residential customer, or a business customer consuming less than 160MWh per annum of electricity, or less than 1TJ per annum of gas. All other customers are large customers.

Australian Energy Regulator (AER)

If your NSW gas complaint relates to connection charges or the terms and conditions of a connection agreement under the National Gas Rules (NGR) we encourage you to attempt to resolve your issue with us, however you are entitled to refer your dispute to the AER. The AER can resolve disputes over connection charges, terms, or conditions under the National Gas Law.

Should you wish to refer your dispute to the AER visit their website: www.aer.gov.au

Privacy

We are committed to compliance with the laws that protect customers' personal information including the Privacy Act 1988 (Cth). We will treat complaints and related information confidentially and only use or disclose it on a need-to-know basis (including when investigating and resolving the complaint), with your consent, or where required or authorised by law. In relation to any feedback procedure, we may need to collect, use, or disclose personal information to respond to your enquiry, investigate, and resolve a complaint, and for any other purposes identified in our privacy policy from time to time.

Please see our privacy policy for further information if you have a complaint about the way in which we have handled any privacy issue which can be viewed on our website at <http://jemena.com.au/about/privacy>. A copy of the policy is also available on request.

Quality assurance

These procedures align with the Australian Standard AS 10002:2022 (*Guidelines for complaints management in organisations*). In conjunction with regular reporting, Jemena conducts annual reviews of policies and procedures (including these procedures) to ensure our current processes remain aligned with best practice approaches.

If you need an interpreter

Jemena offers a language interpreter assistance service to cater for customers from diverse cultural and linguistic backgrounds. If you need interpreter assistance, contact the service on 13 14 50.



We speak your
language
Call 13 14 50

Αν χρειάζεστε διερμηνέα, καλέστε 13 14 50

如果您需要口译员，请拨打 13 14 50

إذا كنت بحاجة الي مترجم، يمكنك الاتصال علي الرقم 13 14 50