

Complaint Management and Dispute Resolution Policy

Scentre Group is committed to delivering affordable energy and exceptional customer service to you, our valued shopping centre retailers, through the Westfield shopping centre embedded energy networks. This Policy reinforces our commitment to you by establishing a framework by which any concerns you may have in regards the delivery of power, or service, are captured, addressed and resolved.

Purpose

The purpose of this policy is to ensure that complaints are handled fairly, efficiently & effectively. This policy tells you how to make a complaint & what you can expect from us.

Who can make a complaint?

Complaints can be made to us by embedded network customers, 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; or
- 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 just because you have made a complaint, or because someone else has made a complaint on your behalf.

How to make a complaint

If you have a complaint regarding your energy service(s), please contact us so that we can address your concerns. You need to tell us what you are complaining about and what you would like to happen to resolve your complaint.

You can:

Call us on 1300 820 547 Monday – Friday during the hours of 8.30 am – 5.30 pm AEDT (excluding public holidays); or

Email service@ScentreGrid.com.au

If you would prefer to **write to us** by mail, you can post your letter to:

Scentre Group
Customer Advocacy
GPO Box 4004
Sydney NSW 2001

How we handle complaints

- When an issue arises between us, we will follow our internal procedure for handling complaints. Our staff are trained to follow our complaints policy and procedure.
- We will make a record of your complaint when you contact us.
- Acknowledge the complaint as soon as practical. This may be in writing, by phone or in person.
- We will investigate your complaint. We always aim to act as quickly as we can in resolving issues. If we can, we will resolve your issue at the time you call.
- If your issue is more complex, we may need to look into the situation further before we can provide a response. If this is the case, we will get back to you within

a reasonable time.

- If we need further information from you about your issue, we'll contact you.
- We will give priority to issues that are urgent, may affect your electricity supply, or that have health and safety implications.
- We will keep you updated on the progress of your complaint. You can always contact us for an update using the contact details above.
- If you are not happy with the way your issue is being handled, you can request to speak with one of our managers and we will escalate your complaint internally.
- If you have escalated the matter at Scentre Group and you still feel that your issue has not been resolved, you could contact the relevant body in your State that deals with retail tenancy disputes. Similarly you could, where applicable, contact the Energy and Water Ombudsman in your state.

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 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).

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 providing the contact details of the relevant state Energy & Water Ombudsman. All our customers have the right to access external dispute resolution services to lodge a complaint or for free independent information and advice.

External Dispute Resolution

Contact details if you wish to further escalate your complaint:

Australian Capital Territory

ACT Civil and Administrative Tribunal
Mail: GPO Box 370, Canberra ACT 2601
Phone: (02) 6207 1740
Fax: (02) 6205 4855
Email: tribunal@act.gov.au
Web: www.acat.act.gov.au

New South Wales

Energy and Water Ombudsman NSW
Mail: Reply Paid 86550, Sydney South, NSW 1234
Phone: 1800 246 545
Fax: 1800 812 291
Email: complaints@ewon.com.au
Web: www.ewon.com.au

NCAT – NSW Civil & Administrative Tribunal
Mail: GPO Box 4005, Sydney NSW 2001
Phone: 1300 006 228
Fax: (02) 9307 6301
Email: ccdsydney@ncat.nsw.gov.au
Web: www.ncat.nsw.gov.au

Queensland

QCAT - Queensland Civil & Administrative Tribunal
Mail: GPO Box 1639, Brisbane, Qld, 4001
Phone: 1300 753 228
Fax: 07 3221 9156
Email: enquiries@qcat.qld.gov.au
Web: www.qcat.qld.gov.au

Energy and Water Ombudsman Queensland
Mail: PO Box 3640 South Brisbane BC Qld 4101
Phone: 1800 662 837

Fax: (07) 3087 9477

Email: complaints@ewoq.com.au or info@ewoq.com.au

Web: www.ewoq.com.au

South Australia

Small Business Commissioner
Mail: GPO Box 1264, Adelaide SA 5001
Phone: 1800 072 722
Fax: (08) 8303 0943
Email: sasbc@sa.gov.au
Web: www.sasbc.sa.gov.au

Energy Industry Ombudsman SA
Mail: GPO Box 2947, Adelaide SA 5001
Phone: 1800 665 565
Fax: 1800 665 165
Email: contact@ewosa.com.au
Web: www.ewosa.com.au

Victoria

VCAT – Victoria Civil Administrative Tribunal
Mail: 55 King Street Melbourne Victoria, 3000
Phone: 1300 018 228
Fax: 03 9628 9891
Email: vcat@vcat.vic.gov.au
Web: www.vcat.vic.gov.au

Energy and Water Ombudsman Victoria
Mail: Reply Paid 469, Melbourne VIC 8060
Phone: 1800 500 509
Fax: 1800 500 549
Email: ewovinfo@ewov.com.au
Web: www.ewov.com.au

Western Australia

State Administrative Tribunal
Mail: GPO Box U1991, Perth 6845
Phone: 1300 306 017
Fax: (08) 9325 5099
Email: sat@justice.wa.gov.au
Web: www.sat.justice.wa.gov.au