

Ezi Power Complaints and Dispute Resolution Policy

(updated June 2025)

OUR POLICY

Ezi Power are committed to:

- Operating in a transparent and honest way.
- Providing the best quality administration services we are capable of and welcoming suggestions for improvements from our customers.
- Assisting all customers with any queries they may have relating to our services and respecting their right to raise a complaint or concern.
- Resolving any complaints or problems submitted by customers or interested parties in a professional and effective manner.

We will demonstrate this commitment to our customers by:

- Ensuring our staff are well educated regarding the utilities industry and relevant legislation to ensure they are well equipped to assist with customers concerns or complaints.
- Presenting any suggestions of improvements received from customers at team meetings for further discussion and consideration.
- Regularly reviewing our policies and procedures to ensure they remain current and relevant.
- Recording and reviewing complaints received to analyse and recognize the need for improvements in particular aspects of our services.
- Ensuring customers are well informed regarding our services, their utilities set up and their rights as an exempt customer.
- Following our processes and procedures to maintain consistency for our customers.
- Being fully accountable for our processes and procedures and ensuring improvements are implemented when required.
- Resolving complaints as per the policy in place and maintaining a high level of respect and professionalism.

OUR PROCEDURE

In dealing with complaints, Ezi Power must comply with Condition 16 – Dispute Resolution- of the Australian Energy Regulators (Retail) Exempt Selling Guidelines and we do this on behalf of all of our strata customers. When a complaint or dispute arises between a

customer and Ezi Power or one of our strata communities who we act on behalf of the below process will be followed to ensure the complaint is appropriately resolved.

STEP 1

The first step in our resolution process is for the customer to contact us with the details of their complaint or dispute. This can be done through any of the following channels:

- **Phone:** Call us on 1300 088 138 during business hours (Monday to Friday, 8:30 am – 5:30 pm)
- **Email:** Send your enquiry to customerservice@ezipower.com.au
- **Online:** Submit a message via our contact form at ezipower.com.au
- **Mail:** Write to us at PO Box 1886, Sunnybank Hills QLD 4109

Once we receive your complaint or dispute, a member of our Client Services team will acknowledge receipt within **two business days**. This initial response may include either a resolution or confirmation that further investigation is required, along with an estimated timeframe for resolution.

Our Client Services team is equipped to resolve the vast majority—**99%**—of complaints and disputes directly.

If your dispute relates to consumption or the amount due, your account will not be subject to the usual disconnection processes while we investigate and respond. However, if you are an exempt customer receiving multiple utility services from Ezi Power any **undisputed** portion of your account remains payable by the due date.

STEP 2

If our Client Services Team is unable to resolve the customer's complaint or dispute during the initial stage, the matter will be escalated to the Team Leader for further investigation and support.

A member of the Client Services Team or the Team Leader will provide a follow-up response within **two business days** of the previous acknowledgment. This response will include either a proposed resolution, further details about the investigation, or an outline of the next steps to address the issue.

In cases where the complaint or dispute cannot be resolved by Ezi Power the matter will be referred to the relevant **Strata Committee** for their consideration and resolution

STEP 3

The Team Leader will take ownership of the customer's complaint or dispute and ensure the customer is kept informed throughout the process until a resolution is achieved.

NOT HAPPY WITH THE RESOLUTION OR OUR PROCESS?

We have a simple and accessible complaints process in place; however, if you are not satisfied with the outcome, there are external bodies that may be able to provide independent advice and assistance. Contact details for the relevant external bodies are available on the following page.

Please note that customers of exempt networks and retailers may not be entitled to the same protections as customers of authorised retailers

Australia Wide

The Australian Energy Regulator
Phone: 1300 585 165
Email: AERInquiry@aer.gov.au
Website: <https://www.aer.gov.au/>

New South Wales

Energy & Water Ombudsman NSW (EWON)
Phone: 1800 246 545
Email: complaints@ewon.com.au
Website: <https://www.ewon.com.au/>

Fair Trading NSW
Phone: 13 32 20
Website: <https://www.fairtrading.nsw.gov.au>

Victoria

Energy and Water Ombudsman Victoria (EWOV)
Phone: 1800 500 509
Email: ewovinfo@ewov.com.au
Website: <https://www.ewov.com.au/>

Essential Services Commission
Website: <https://www.esc.vic.gov.au/>
Phone: 1300 664 969
Email: reception@esc.vic.gov.au

Queensland

Residential Tenancies Authority (RTA)
Phone: 1300 366 311
Website: <https://www.rta.qld.gov.au/>

QCAT

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Website: <https://www.qcat.qld.gov.au/>
Energy & Water Ombudsman QLD (EWOQ)
Phone: 1800 662 837
Email: info@ewoq.com.au

Website: <https://www.ewoq.com.au/>