

Eutility Dispute Resolution Process

Our Commitment to You

Eutility Pty Ltd works hard at building strong individual relationships with its clients. This requires communication, accessibility, and a commitment to quality products and services, in order to produce an organisational culture focused on exceeding client expectations. However, disputes may still arise. We have therefore developed the following Complaints and Dispute Resolution Process, which is fair, efficient and accessible to all our clients.

Complaints

If you would like to make a complaint please contact your dedicated Business Development Manager, who will, in the first instance, take best endeavours to assist you. If our Business Development Manager is not able to resolve your complaint, they will refer the complaint to a Senior Manager.

We will respond to your complaint within 15 business days provided we have all the information necessary to deal with your complaint. If we need further information, we will agree on an alternative timeframe with you.

Where a complaint cannot be resolved by the Senior Manager, you can request that the matter be referred to the Managing Director who will treat your complaint as a dispute and endeavour to resolve it.

Dispute Resolution process

The Dispute Resolution Process is available at no cost to you. We will keep you fully informed throughout the process and will reply to you within 15 business days provided we have sufficient information to deal with the dispute. Where we need further information we will agree on an alternative timeframe with you.

Complaints and Dispute identification procedures

Eutility's Dispute Resolution Process applies to all complaints and disputes arising out of any our products or services we provide to clients, and any action or omission by us, our officers or service providers. It includes complaints and disputes about:

- Eutility's services to you
- Our service providers (ie. Energy retailers, meter providers)
- Gaining access to information we hold about your company, including information we have used to provide our services
- Miss selling of services

A dispute is defined as "an unresolved complaint" conveyed to us, together with a request that we remedy the situation. A dispute has arisen when:

Dispute resolution objectives

- Simple and efficient procedure
- Speedy resolution of disputes
- Open and transparent communication
- Fair and reasonable outcome
- Easy access by participants

External dispute resolution

If we are unable to resolve your complaint to your satisfaction within 30 days, we will inform you of the reasons for the delay and that you may take the complaint or dispute to our External Dispute resolution scheme even if we are still considering and investigating the complaint.