

Dispute Resolution Policy

Not satisfied? We want to hear from you so we can make things right.

How our Complaint Handling and Dispute Resolution Procedure works

If you have a complaint about any aspect of AGL's service or products, please call us or write to us so that we can resolve your concerns. Our aim is to do this as quickly as we can. On some occasions we'll be able to do this at the time you call. However, more complex problems may need to be looked into further before we can get back to you. If this is the case, we'll try to resolve your complaint within 28 days of your original telephone call or receiving your letter. During this time, if we need further information from you, we'll contact you and you can always call us for an update on how we're going with the resolution.

For more information about your rights in relation to estimated bills (including Self Service Meter Reads), privacy and hardship, visit agl.com.au/yourrights

How to raise your concerns

By phone

Please call us on these numbers to discuss any concern you have about AGL's service or products.

| | |
|--|---------------------|
| Residential customers | 131 245 |
| Small and medium business customers | 133 835 |
| Industrial and commercial business customers | 1300 785 739 |

By letter

If you prefer, write to us at the following address with the details of your complaint and we will aim to provide an initial response within two business days of receiving your letter.

AGL Energy
Customer Services
Locked Bag 14120 MCMC
Melbourne VIC 8001

Taking your concern to a higher level

If you're not happy at any stage with the way we are investigating your concern, you may have your complaint handled at a higher level by the relevant manager. You may request this at any time by calling or writing to us.

Taking your concern to the Ombudsman

We are a member of the relevant Ombudsman Scheme in the States in which we sell gas or electricity. After attempting to resolve your complaint with us, if you're not satisfied with our efforts you may contact the relevant State Ombudsman to review your complaint and our attempted resolution.

A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, policies, procedures or the complaints-handling process.

You will find that the majority of matters can be resolved through AGL's internal complaint process. We ask that you first provide us with the opportunity to exhaust all avenues in resolving your complaint. However, if you're still not satisfied with the handling of your complaint, you may wish to seek further assistance from the Ombudsman. You can also contact the Ombudsman at any time for free independent advice and information.

How to get in touch with your Ombudsman

ACT

ACT Civil and Administrative Tribunal

Mail: DX5691, GPO Box 370, Canberra ACT 2601

Phone: (02) 6207 7740

Fax: (02) 6205 4855

Email: ACATenergycomplaints@act.gov.au

Web: www.acat.act.gov.au

NSW

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

Queensland

Energy and Water Ombudsman Queensland

Mail: PO 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

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

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