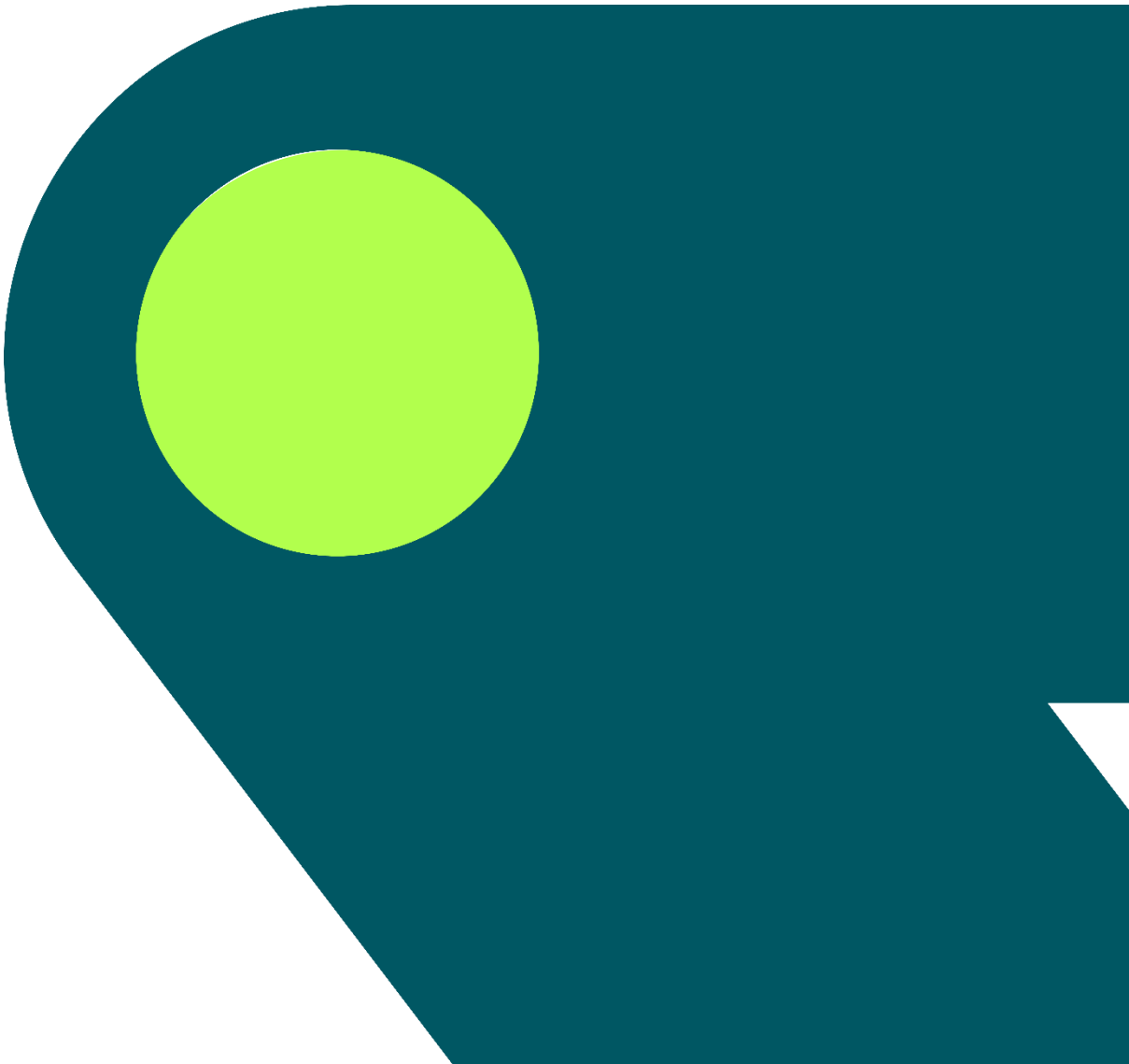
smartestenergy

Statement of rights, entitlements & obligations

For small customers



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Statement of rights, entitlements & obligations for small customers

1. Complaints and feedback

We'll handle any complaints or feedback in a confidential manner, and there is no cost to you. Any of your personal information collected during this process will be managed in accordance with our Privacy Policy. It's important for us to know if you're unhappy or even just to take on your feedback, because we not only want happy customers, but we are also focused on the continuous improvement of our business.

We will respond to your complaint in a timely manner and in accordance with our Standard Complaints and Dispute Resolution Policy which has been developed in accordance with AS/NZS 10002:2014. The policy is published on our website and can be accessed here - Complaints & Disputes Policy. Alternatively, you can contact us to request a free paper copy.

At any time, you can tell us that you wish to escalate the matter further. If this occurs, we'll refer your query or complaint to a Senior Team Member. This manager will work with you to resolve your issue in line with your contracted terms and applicable legislation.

However, if we fail to provide you with a satisfactory outcome, you can refer the complaint to the Energy and Water Ombudsman Victoria using the following details:

Energy and Water Ombudsman Victoria

Telephone	1800 500 509
Email	ewovinfo@ewov.com.au
Address	Reply Paid 469 Melbourne VIC 8060
Web	www.ewov.com.au

2. Assistance required?

SmartestEnergy has a Family Violence Policy for any small customers in Victoria that require further assistance. If required, you are entitled to receive assistance from us under this policy. Further information and the policy can be requested from us should you need it using the contact information below.

Our Contact Details

If you need any further information on the above, or would like a paper copy of this page, please contact us using any of the methods below:

SmartestEnergy Australia Pty Ltd

Telephone	1300 176 031
Email	help-aus@smartestenergy.com.au

Address Level 4, 36 Carrington Street, Sydney, NSW 2000
Web www.smartestenergy.com