

### Our Policy and Code of Conduct

If you are a customer of Altogether Group Pty Ltd (**Altogether**) in relation to any of the following services:

- water services<sup>1</sup>
- electricity services
- thermal services<sup>2</sup>

this policy applies in relation to those services.

For us, the term ‘customer’ means:

- the owner of premises to which we supply services, or
- a tenant of the premises to which we supply services and who uses those services, or
- a consumer of Altogether’s services.

At Altogether, our mission is to create next generation utilities that enable self-sufficient communities, exceeding the expectations of our customers through sustainable innovation, leadership and smart thinking.

We are a customer-focused organisation, certified to the international standard for quality management (ISO 9001), and welcome all feedback including complaints.

If you are not happy with our services, or you want to give us any other feedback, we welcome your response. Please get in touch and we will try to resolve your issue as quickly as we can.

We are committed to treating complaints and disputes promptly, equitably, confidentially and professionally, at no cost to our customers. Our goal is to manage complaints and disputes in a way that results in continuously improving our customer services.

This Complaints and Dispute Resolution Policy<sup>3</sup> is made publicly available on our website.

Our complaints management and dispute resolution processes are in line with the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. We are committed to following the guiding principles set out in the Standard.

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<sup>1</sup> Water services comprise drinking water, sewerage and recycled water services.

<sup>2</sup> Thermal services comprise central hot water, cooker gas and air conditioning services.

<sup>3</sup> This policy is also our code of conduct for customer complaints as required under the Water Industry Competition (General) Regulation 2008 as well as our standard complaints and dispute resolution procedure as required under the National Energy Retail Law 2011.

### What is a complaint?

We use the same definition as the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. A complaint is an ‘expression of dissatisfaction made to or about an organization, related to its products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required’.

### How to make a complaint?

You can contact us in the following ways:

- if you buy your electricity directly from Altogether as authorised retailer, by calling us on 1300 806 806 or lodging your feedback via our website [altogethergroup.com.au/contactus](https://altogethergroup.com.au/contactus)
- for all other accounts (ie. electricity from Altogether as agent for a body corporate/owners corporation, water services, or thermal services), by calling us on 1300 803 803 or lodging your feedback via our website [altogethergroup.com.au/contactus](https://altogethergroup.com.au/contactus)

### How are complaints handled?

Once we receive your complaint, we will acknowledge, investigate, and respond promptly to resolve your complaint as quickly as we can.

Your complaint will be recorded, classified and tracked in our Customer Relationship Management system (CRM). You will be provided a unique ticket number which you can use for future reference relating to your enquiry.

Your complaint will be investigated by a Customer Services Agent. All comments, actions and resolutions are recorded in our CRM against the corresponding ticket number. After the complaint is investigated, you will be advised about the outcome.

### How are complaints resolved?

If your complaint cannot be resolved immediately, we will contact you to provide an update within two business days from receiving the complaint, unless a response is required in writing by post which may take longer.

More complex complaints may need to be investigated further and we will attempt to resolve complaints within 20 business days after notification. During this time, we may contact you for further information or you can contact us for an update. If we cannot resolve your complaint within 20 business days, we will provide you a regular update on the status of your query.

We will protect your personal information generated as part of handling your complaint and in accordance with our Privacy Policy, which is available on our website.

We will inform you of the outcome of your complaint, and if you are not satisfied with our response, you have the right to refer your complaint to the relevant Ombudsman.

If your complaint is about an estimated bill, and you request an adjustment before the due date for payment, we may adjust your bill if you provide us with an acceptable self-read. For more information about estimated bills and how to provide an acceptable self-read, please visit <https://askus.altogethergroup.com.au/hc/en-us/articles/5450040891161>.

### How are complaints escalated?

You can let us know at any time if you want us to escalate your complaint to a higher level of management within Altogether. Please note that you also always have the option to contact the Energy & Water Ombudsman at any time for independent advice and assistance.

Ombudsman schemes provide an independent way to resolve complaints and can make decisions without any interference, based on what is fair and reasonable in the circumstances of each case. Ombudsman services are free to customers.

The details for the relevant Ombudsman scheme in each state and for each service are provided below.

#### **Ombudsman for water and electricity customers in New South Wales**

Energy and Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Freepost: Reply paid 86550, Sydney South NSW 1234

On-line Complaints: [www.ewon.com.au/complaints](http://www.ewon.com.au/complaints)

Website: [www.ewon.com.au](http://www.ewon.com.au)

#### **Ombudsman for water and electricity customers in Queensland**

Energy and Water Ombudsman Queensland (EWOQ)

Freecall: 1800 662 837

Freepost: PO Box 3640, South Brisbane QLD 4101

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

Website: [www.ewoq.com.au](http://www.ewoq.com.au)