

COMPLAINTS AND DISPUTES RESOLUTION POLICY APRIL 2026

OUR COMMITMENT

1st Energy recognises that everybody has the right to complain, and we promise to listen and learn from our customers and treat every customer with dignity and respect.

Any individual who makes a complaint has the right to not be discriminated against because of making the complaint. This means customers will not be treated unfavourably, including in the way 1st Energy communicates and provides services both during the resolution of the complaint and once the complaint is resolved.

We will actively encourage our customers to raise issues so that they can be addressed, and we can learn from each complaint.

We aim to meet the standards specified in Australian Standard AS ISO 10002 'Customer satisfaction – Guidelines for complaints handling in organisations' (as amended over time) and the conditions of licences under which we operate our business including the National Energy Retail Rules and the Energy Retail Code of Practice.

HOW WE'LL MANAGE YOUR COMPLAINT

- We'll listen to what you have to say.
- We'll respond to complaints promptly and keep complainants informed of the process and the progress of their complaint.
- 1st Energy will acknowledge all complaints received within 5 days and agree on a resolution timeframe dependent on the nature and complexity of the complaint.
- We'll accurately record the details of the complaint and aim to resolve it immediately, giving it fair and genuine consideration and seek to achieve a fair outcome for both the customer and 1st Energy.

WE AIM TO

- Provide an accessible and transparent complaints management process
- Inform customers how to lodge a complaint via our website, email, phone, call centre, or written correspondence
- Resolve complaints promptly, courteously, and objectively, with outcomes that are fair to all parties
- Ensure staff handling complaints are appropriately trained and supported
- Protect customer confidentiality and manage complaints in line with our privacy obligations
- Record, monitor, and review complaints to improve our services
- Not charge a customer for lodging and resolving a complaint
- Regularly review this policy to ensure it remains effective and aligned with our values and regulatory obligations

- We'll inform you of the outcome of any review we conduct.
- If appropriate, 1st Energy will make changes to remedy the situation to prevent the situation from recurring.
- If a complainant is dissatisfied with a decision, we will inform the customer of their right to have their complaint reviewed by a more senior 1st Energy representative.
- If the complaint is not resolved to the customer's satisfaction, we will inform the customer that they may take their complaint to the relevant external dispute resolution body (i.e., the relevant Ombudsman).

COMPLAINT TYPES

We welcome feedback about any aspect of our products, services, or interactions with us. Some types of complaints may require more specific information or processes to ensure they are handled appropriately and in accordance with regulatory requirements. We've outlined additional information for the below complaint types:

Billing and account disputes



You can raise a billing dispute, and we'll conduct the review in accordance with this policy. Whilst reviewing your bill we may ask you to pay the non-disputed amount or an amount equal to the average amount you paid in the previous 12 months.

Customers can provide a self-read when an estimated bill has been received and have their bill reissued based on the self-read. In some circumstances, 1st Energy may not accept the self-read, for example, when the self-read is lower than the previous actual read. In the circumstances when we can't accept a self-read 1st Energy will:

- let the customer know in writing why we can't accept a self-read;
- advise the customer they can raise a complaint with 1st Energy; and
- advise the customer they can raise a complaint with Ombudsman.

Centrepay related complaints

You can make a complaint about our use of Centrepay, including incorrect, unauthorised or continuing deductions, or deductions not applied as expected.

Please tell us your complaint relates to Centrepay. Accessible options and interpreter support are available.



What we will do

We acknowledge Centrepay complaints within 5 business days, investigate promptly and fairly, keep you informed, and correct any errors (including refunds or adjustments). Where necessary, we may liaise with Services Australia to assist resolution.



Timeframes

We aim to resolve most Centrepay complaints within 15 business days. If more time is required due to complexity, we will explain why and provide a revised timeframe.



Escalation & further assistance

If you are not satisfied, you can seek a senior review, contact Services Australia for Centrepay-related assistance, or contact your state or territory Energy and Water Ombudsman.



Record keeping

We record all Centrepay complaints, actions and outcomes, and retain records in line with Services Australia and regulatory requirements. We may provide this process and related records to Services Australia on request.

TELL US ABOUT YOUR COMPLAINT



Call us on 1300 426 594



Write to us at Customer Experience Team, PO Box 16029, Collins Street West VIC 8007



Online at [1stenergy.com.au/complaints](https://www.1stenergy.com.au/complaints)



Interpreter Services 13 14 50

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Energy and Water Ombudsman
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New South Wales
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