



United Energy and Multinet Gas Complaint and Claim Resolution Procedure

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Complaint and Claim Resolution Procedure

Background

In delivering our vision to create The Intelligent Utility, United Energy and Multinet Gas strives to meet the needs of our customers now and into the future. This means that customer service is our primary focus and customer queries, complaints and feedback provides us with key information to ensure we respond accordingly in meeting customer expectations.

United Energy (UE) and Multinet Gas (MG) has implemented information systems to record, manage and assess customer complaints and claims. The complaints and claims resolution processes and systems are based on best industry practice and comply with the Australian Standard / ISO 10002 – 2006 Customer Satisfaction Guidelines for complaints handling in organisations.

United Energy and Multinet Gas are striving to ensure that all customer interactions, including the resolution of complaints and claims, are as effortless as possible.

United Energy and Multinet Gas staff and agents are trained to be professional and sensitive in managing customer complaints and claims and represent a culture where, regardless of the subject or issue, engagement with customers is open and welcome.

Purpose

The purpose of this policy is to ensure that every customer who is not satisfied with the service provided by UE and MG has the right to submit a complaint or claim and that they will be treated openly, fairly and objectively. This policy aims to set out the following:

- To establish and define how UE & MG will resolve complaints and claims and to ensure that the resolution process is effective, fair and transparent
- To publish the UE and MG complaint and claim resolution procedure and ensure that customers have access to the procedure
- To establish and maintain the highest possible level of customer service; compliant to Australian Standard / ISO 10002 – 2006, in resolving complaints and claims

Guiding Principles

This policy applies the following principles:

- The policy applies to all customers within the UE and MG network areas that wish to submit a complaint, claim or enquiry
- Customers complaints and claims will be managed in a timely manner and with a sense of urgency
- All complaints and claims will be treated openly and fairly and will seek to conduct any investigation in an objective manner
- Staff will be professional, courteous and sensitive in all engagement with customers. Private and confidential customer information will be treated with the appropriate respect; and remain compliant to Privacy Laws and UE and MG related policies.
- The complaints and claims resolution procedures and processes will comply with AS / ISO 10002 – 2006 (this includes the incorporation of continuous process improvement for managing complaints and claims).

That the complaint and claims resolution policy is supported by the following UE MG policies and procedures

- Customer Charter
- Guaranteed Service Levels Scheme
- Code of Conduct
- Privacy Policy

Complaint Process – Electricity and Gas

1. Customers may submit a complaint via:
 - a. Telephone
 - b. Facsimile
 - c. Letter via standard mail
 - d. Email
 - e. Online feedback on UE MG website
 - f. Face to Face with our field staff or service providers (where a situation presents itself)
2. All complaints are allocated to a customer resolution staff member or appropriate agent.
3. Each complaint is logged into UE and MG's complaint and claim information management systems.
4. Each complaint is then either resolved at the initial point of contact or an investigation commenced to obtain further information prior to resolution.

Note: This may require further discussions with the customer as well as discussion with staff from other company departments; or investigation and resolution by our Service Providers.
5. All complaints and enquiries will be treated seriously and respectfully
6. At a minimum, customer queries and complaints will be acknowledged within 2 days.
7. UE & MG will endeavour to resolve or gain customer acceptance of an action plan within 5 days of receiving a customer's complaint.
8. UE & MG will complete the action plan by the date agreed with the customer.
9. If a complaint is unresolved, then in the agreed time frame the customer can request the complaint is escalated to a senior customer resolution staff member to assess.
 - a. If a complaint remains unresolved to the customer's satisfaction, even after the escalation process, the customer may contact the Energy and Water Ombudsman of Victoria (EWOV).
 - i. EWOV receives, investigates and facilitates the resolution of electricity and gas complaints raised by customers. This is an independent service and is free of charge.
 - ii. UE MG will always advise the customer that they may escalate unresolved issues to the EWOV; and provide the customer with the EWOV's contact information.

UE & MG continually reviews and analyses complaints to determine trends and recurring issues. This analysis is used as part of UE MG's continuous improvement process to identify and implement opportunities for process improvement, ensuring we continue to improve the level of service we provide our customers, and if possible, prevent situations from reoccurring. Feedback from customers, as well as complaint analysis is provided to the relevant departments within UE MG including service providers to improve current practices.

Contact Information

Customers are able to submit a complaint or dispute relating to United Energy and Multinet Gas by:

Freecall - UE: 1300 131 689
Freecall – MG: 1300 887 501
Online: uemg.com.au/contact-us/give-feedback
Email: ueservicedesk@ue.com.au
Postal: Attention Complaint
Department, PO Box 449,
Mount Waverley, VIC 3149

Additional Contact Information

Energy and Water Ombudsman of Victoria
Freecall: 1800 500 509
Website: www.ewov.com.au
Email: ewovinfo@ewov.com.au
Postal: Reply Paid 469
Melbourne VIC 806

Claim Process - Electricity and Gas

Any customer within the UE network who believes they have sustained loss or damage to their appliances/equipment/property, due to voltage variation or actions by UE or its service providers, is within their rights to lodge a claim for compensation.

Customers have a choice to either:

- Lodge a claim with us and we will follow the appropriate guidelines; or
- Lodge a claim with the customer's insurer; for which we can provide confirmation details on behalf of the customer to the insurer upon request.

Note: If a claim is lodged with the customer's insurance agent and written confirmation of the details of the incident is required, then this must be requested in writing to us (refer to contact information below). UE will provide a response to insurance agent requests for confirmation of the details of an incident within 5 business days of receiving the request.

If the claim meets the appropriate guidelines (available on our website - <http://uemg.com.au/customers/your-electricity/customer-claims.aspx>), we will provide compensation, and if it is deemed that the customer is not entitled to the full compensation, we will consider the claim in accordance with any other applicable law.

To lodge a claim, please follow these steps:

1. Print out and complete the UE Claim Form from our website (available here: <http://uemg.com.au/customers/your-electricity/customer-claims.aspx>). If you are unsure, please contact our staff by telephone for assistance.
2. Source and attach the following as evidence to support your claim:

Evidence for Electrical Claims:

Appliance Damage

Documentation from a registered and licensed repairer or Registered Electrical Contractor (REC) outlining:

Evidence Required
Damaged item's make, model number
Cause and extent of damage
Cost of parts (and labour where applicable)

Food Loss

Evidence of the amount you have claimed for food loss such as:

Evidence Required
Photographs of perished items or
Receipts for purchase of perished items or
Receipts for purchase of replacement items

Evidence for Gas claims:

Appliance Damage

Documentation from a registered and licensed repairer outlining:

Evidence Required
Damaged item's make, model number
Cause and extent of damage
Cost of parts (and labour where applicable)

Plumber's Call out Fees

Documentation from a registered Plumber outlining:

Evidence Required
Report or statement of the reason for the work completed
Invoice for the work completed



3. Return the completed claims form and attachments to our postal address or email address (see contact information below).
4. Once the completed claim form and evidence documents is received, it will be allocated to a customer resolution agent.
 - a. You may be contacted by our customer resolution agent for further information as part of our claims management process.
5. UE will acknowledge all claims received within 2 business days and aims to provide a resolution to the customer within 4 weeks of receiving the claim. It is important to note that we will compensate applicable claims on the basis of reasonable repair costs or fair market value for replacement. As we are not an insurance agent, we do not provide compensation on a new-for-old basis.

Contact Information

Customers are able to submit a complaint or dispute relating to United Energy and Multinet Gas by:

Freecall: 1300 792 456
Fax: 8846 9999
Online: uemg.com.au/contact-us/give-feedback
Email: customerresolution@ue.com.au
Postal: Attention Claim Department, PO Box 449, Mount Waverley, VIC 3149

Additional Contact Information

Energy and Water Ombudsman of Victoria
Freecall: 1800 500 509
Website: www.ewov.com.au
Email: ewovinfo@ewov.com.au
Postal: Reply Paid 469
Melbourne VIC 806