

# Delta Electricity Retail

## Standard Complaints Handling and Dispute Resolution Procedure for Small Electricity Retail Customers

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## Purpose

This document sets out Delta Electricity's (ABN 75 162 696 335) standard complaints handling and dispute resolution procedure for its **small electricity retail customers** (small customer has the meaning as defined in the applicable legislation).

## Complaints

Delta recognises that, while we strive for operational excellence and providing an exceptional customer experience, from time to time you may be dissatisfied with our performance.

On those occasions where you are dissatisfied, we want you to tell us. We are committed to being responsive to your needs and to resolving any concerns or complaints you may have.

## Our service

We are here to help you. As a valued customer, we value your enquiry and will attempt to resolve any concern or complaint you may have as promptly as possible.

Delta is committed to continuously improving our service and ensuring our performance meets your needs. To demonstrate our commitment, we will:

- recognise your right to raise concerns relating to your electricity supply;
- let you know exactly where and how you can contact us;
- provide you with assistance to register your concern or make your complaint, if requested;
- address your complaint quickly, fairly, and in an objective and unbiased way;
- keep your complaint private and confidential;
- keep you informed regarding our progress when investigating your concern or complaint;
- let you know that you always have the option to escalate your concern or complaint to more senior staff within Delta, or to the relevant Ombudsman;
- proactively review how we handle complaints and be accountable for effective handling of complaints; and
- not charge any fees for the handling of your complaint.



## Complaint handling procedure

If you have a complaint, you can contact our Complaints Officer via the following ways:

- Call us on 02 4352 6468 during business hours on Monday to Friday
- Send us an email on [delta.retail@de.com.au](mailto:delta.retail@de.com.au) (attention of Electricity Retail Complaints Officer)
- Write to us at:

Delta Electricity Retail Complaints Officer  
Attn Marketing Group | National Manager Retail  
PO Box 7285 Mannering Park NSW 2259

We aim to:

- a) Resolve complaints, where possible, at the time you initially make contact with us;
- b) Acknowledge written complaints within 2 business days of receipt of the complaint; and
- c) Resolve most complaints within 10 business days of receipt.

If the matter is more complex we may need some additional time to fully investigate and resolve the matter. If that situation arises, we will inform you within 10 business days and inform you of the new estimated completion date.

If a complaint remains unresolved on the first contact, you can request to escalate the matter further.

## Required information

First, it is important that we can accurately identify you as our valued customer. If you contact us, your Delta Account Number, Invoice Number, Supply Address or National Meter Number (NMI) are all helpful pieces of information.

Second, it's important that we understand your concern or complaint, as well as the resolution that you are seeking.

Finally, we will agree with you what else we might need to help you and, importantly, agree on how and when to contact you on resolving your concern or complaint.



## Complaints involving third parties

In some cases, your complaint might not relate to Delta's services but involve an external party, for example, your complaint may relate to services provided by your distributor.

In these instances, we will either provide you with the relevant contact details for your distributor or obtain your agreement to refer your written complaint to them.

Subject to any regulatory requirements, we may also be obliged to provide your distributor with any relevant information it may require to resolve your complaint.

## Privacy

We respect your privacy and will handle your personal information in accordance with all relevant rules and regulations, and with our [Privacy Statement](#) which is available on our website.

## Escalation

If for whatever reason, you are not satisfied with the way in which your complaint has been managed by the Complaints Officer, you can request that your complaint be escalated in the following ways:

- Write to us at:  
Delta Electricity Retail Complaints Escalation  
Attn Marketing Group | Business Continuity and Risk Management Officer  
PO Box 7285 Mannering Park NSW 2259
- Send an email to [delta.retail@de.com.au](mailto:delta.retail@de.com.au) (attention of Electricity Retail Complaints Escalation)
- Call us on 02 4352 6405 during business hours on Monday to Friday



## Ombudsman

If for any reason, you are not satisfied with the manner in which your concern or complaint has been managed by us, or with its outcome, you may contact your local Ombudsman.

### Queensland

Queensland Energy Ombudsman

Mail: PO Box 3640, South Brisbane, QLD Phone: 1800 662 837

Fax: (07) 3087 9477

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) Web: [www.ewoq.com.au](http://www.ewoq.com.au)

### Australian Capital Territory

ACT Civil and Administrative Tribunal Mail: GPO Box 370, Canberra ACT 2601 Phone: (02) 6207 1740

Fax: (02) 6205 4855

Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au) Web: [www.acat.act.gov.au](http://www.acat.act.gov.au)

### New South Wales

Energy and Water Ombudsman NSW

Mail: Reply Paid 86550, Sydney South, NSW 1234 Phone: 1800 246 545

Fax: 1800 812 291

Email: [omb@ewon.com.au](mailto:omb@ewon.com.au) Web: [www.ewon.com.au](http://www.ewon.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](mailto:contact@ewosa.com.au) Web: [www.eiosa.com.au](http://www.eiosa.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](mailto:ewovinfo@ewov.com.au) Web: [www.ewov.com.au](http://www.ewov.com.au)

## Tasmania

Energy Ombudsman Tasmania

Mail: GPO Box 960, Hobart TAS 7000 Phone: 1800 001 170

Email: [energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au) Web: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)