



COMPLAINT AND DISPUTE RESOLUTION POLICY

Our commitment

At Lumo Energy we work hard to provide our customers and our community with something better and we strive to do the right thing by our customers every time. Sometimes things can go wrong and if that happens, we encourage you to tell us. We believe feedback and complaints help us to continuously improve, take ownership and learn from our mistakes.

How we will work with you

At Lumo Energy we have a clear and accessible process for you to raise a concern. In receiving and resolving complaints we strive to be open, impartial and fair. Most importantly, we will endeavour to find a reasonable solution to your concern as quickly as possible.

While we're investigating and resolving your complaint, we will keep your personal information confidential and will not disclose it to third parties unless required and / or permitted under relevant privacy legislation. Lumo Energy's Privacy Policy is published on our website and is available upon request.

How to make a complaint

If you have a complaint about our products or services, we encourage you to contact us. We are available Monday to Friday from 8am to 8:30pm and Saturday 9am to 5.30pm (AEST) and (AEDT). Our team is trained in the effective handling of complaints and will endeavour to resolve your concerns at the first point of contact. If your complaint isn't resolved to your satisfaction you may request to have your complaint escalated and we will work to find a reasonable solution. We will contact you within a reasonable time after receipt of your complaint and aim to resolve your complaint in a timely and appropriate manner.

Phone	1300 115 866
Email	info@lumoenergy.com.au
Web	www.lumoenergy.com.au
Post	Lumo Energy Pty Ltd PO Box 4136 East Richmond, VIC 3121

Estimated meter reads

If we have rejected your customer meter read, we will promptly notify you in writing and provide reasons. If you are not satisfied with the reasons provided for the rejection of your customer meter read, you may contact us to make a complaint and we will attempt to resolve the matter in accordance with this Policy.



Ombudsman

If you are dissatisfied with our resolution, you may refer your complaint to the relevant State energy Ombudsman. The Ombudsman provides an independent and free dispute resolution service for customers when they have been unable to resolve their concerns directly with their energy retailer. The Ombudsman will try to negotiate a resolution through discussion and agreement. Where this is not possible, the Ombudsman may make a final and binding decision.

Victoria

Energy and Water Ombudsman (Victoria)

Telephone: 1800 500 509

Website: www.ewov.com.au

New South Wales

Energy & Water Ombudsman NSW

Telephone: 1800 246 545

Website: www.ewon.com.au

South Australia

Energy Industry Ombudsman South Australia

Telephone: 1800 665 565

Website: www.ewosa.com.au

Australian Capital Territory

ACT Civil and Administrative Tribunal

Telephone: 02 6207 1740

Website: www.acat.act.gov.au

Queensland

Energy and Water Ombudsman Queensland

Telephone: 1800 662 837

Website: www.ewoq.com.au