

Complaints and Dispute Resolution Procedure for Tariff Reassignment



About Ausgrid

Ausgrid is one of the largest electricity networks in the country with more than 100 years of experience in providing a safe and reliable supply of electricity in Sydney, the Central Coast and the Hunter Region of New South Wales.

What is a complaint?

A complaint is an expression of dissatisfaction.

Information about this procedure and tariff reassignment

This procedure is Ausgrid's Complaints and Dispute Resolution Procedure for the annual review of tariff class and tariff reassignment. It has been prepared to be consistent with Australian/New Zealand Standard AS/NZS 10002:2014 'Guidelines for complaint management in organizations'.

Ausgrid is required to comply with the tariff class reassignment procedure set out in accordance with Attachment 18 of the Australian Energy Regulator (AER) Final Decision. To comply with this procedure, Ausgrid is required to undertake an annual assessment of the nature of each retail customer's connection (i.e. type and voltage of the metering point) and usage of the network over the past 24 months based on volume data as at 31 December.

Steps and obligations involved in this procedure

Below are the steps involved after Ausgrid has issued a notice to the customer's retailer regarding the proposed tariff reassignment.

1. Ausgrid is under the obligation to inform the customer's retailer that they may request further information from us and that the customer or their retailer has the right to object to the proposed tariff reassignment.
2. Ausgrid must provide further information within a reasonable timeframe if we receive requests from retailers or customers. However, we are not required to provide that information if any of the information requested is confidential.
3. While it is not an obligation, the customer's retailer should provide the customer with advice regarding whether further information should be requested from Ausgrid or an objection to the tariff reassignment should be made as the retailer has expertise in assessing the impact of the reassignment for the customer.
4. Ausgrid must acknowledge complaints within 2 business days of receiving them, contact the complainant every 10 business days regarding the progress and provide a resolution to complaints within 28 business days or provide a justification for why a resolution has not occurred.
5. Ausgrid must review the proposed reassignment if the customer or their retailer makes a complaint. The tariff assignment factors must be considered and the retailer notified in writing of our decision and the reasons for that decision.
6. If the customer is not satisfied at the end of the complaint investigation, the customer can ask us to conduct an internal review. The complaint will be upgraded to a dispute and escalated to a specialised Dispute Review Team. The team will conduct a review of the investigation and contact the customer to discuss their findings.
7. If the customer is not satisfied with the outcome of Ausgrid's internal dispute resolution process undertaken within a reasonable timeframe, they can escalate their complaint to the relevant regulatory bodies. This is discussed in the next section.
8. If a complaint is deemed valid by the relevant regulatory body, Ausgrid will make adjustments to tariffs as required as part of the next annual tariff review.

Who should use this procedure?

This is the procedure to be followed by customers who wish to complain, raise a dispute or seek a review in relation to their proposed tariff reassignment review that is conducted annually by Ausgrid. Complaints and disputes are handled by Ausgrid in accordance with this procedure at no cost to customers.

If the complaint is not resolved to the satisfaction of the customer under Ausgrid's internal dispute resolution procedure, then to the extent that the matter relates to a small retail customer and resolution of such disputes are within the jurisdiction of the Energy & Water Ombudsman (EWON), the retail customer is entitled to escalate the matter to the EWON. EWON can be contacted on FREECALL 1800 246 545, by writing to Reply Paid 86550, Sydney South NSW 1234 or electronically at <https://www.ewon.com.au/>.

If the objection is not resolved to the satisfaction of the retail customer under Ausgrid's internal review system or EWON processes, then the retail customer is entitled to seek a decision of the AER.

How to make a complaint or raise a dispute with Ausgrid

Complaints or disputes regarding tariff reassessments can be submitted via:

- Ausgrid's website - <https://www.ausgrid.com.au/customercomplaints>
- Telephone – 13 13 65
- Post – GPO Box 4009, Sydney 2001

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