

IOE/SERVICE/2025/01

## IO ENERGY COMPLAINT POLICY

### PURPOSE

1. At iO Energy we take pride in providing a reliable and hassle-free service to our customers. Unfortunately sometimes things will go wrong.
2. We will take customer concerns seriously, attempt to resolve issues quickly and directly, internally escalate matters if customers are unhappy with the resolution, and recommend external assistance if we cannot reach agreement.

### AIM

3. The document sets out the iO Energy policy regarding the handling of complaints, so as to advise customers and staff how to resolve issues in the event of a customer concern.
4. This policy relates to the activities of the iO Energy group, including our licensed electricity retailer **iO Energy (a registered business name of Radian Holdings Pty Ltd ACN 633 200 656)** and its agent **iO Energy Retail Pty Ltd ACN 686 336 265**.
5. References to 'iO Energy,' 'we,' 'us,' or 'our' mean **Radian Holdings Pty Ltd (trading as iO Energy)** and its related bodies corporate and contractors acting on its behalf.
6. Where this policy may conflict with Law, it is Law that takes precedence.

### PROCESS

7. **Initial contact.** To ensure concerns are managed appropriately we request that customers contact us as soon as possible and assist us to resolve the issue.
8. There are two options you can choose from to contact us. Either email us at [hello@ioenergy.com.au](mailto:hello@ioenergy.com.au) or call us on 1300 313 463.
9. Our office hours are Monday to Friday from 9am to 5pm ACST. If you cannot reach us please leave a message so that we can reply or return your call.
10. When you contact us please share:
  - a. your name;
  - b. identifying details such as your:
    - customer number,
    - NMI (National Meter Identifier), or
    - supply address; and
  - c. a description of the issue and (if you know) an outcome you would be happy with.
11. Only registered account contacts or properly authorised agents can contact us about issues. We will not act on the word of non-authorised parties or share information with them.

12. Please contact us directly before you contact anyone else. If you contact an external agency like the ombudsman before you give us a chance to resolve your concerns we will simply inform them of that when they contact us.
13. **Immediate action.** We empower front-line staff to address customer complaints quickly. The fastest form of response will usually be a simple acknowledgement and apology, followed by some simple means of correcting the issue.
14. If the customer is happy with an immediate resolution we may close the matter out. If the customer is not we will happily continue addressing the issue.
15. At our discretion we may also provide compensation up to the value of the issue or the limit of the staff member's financial delegation, whichever is less.
16. **Internal remediation.** Sometimes an immediate resolution is insufficient. For example we may realise an issue affects a larger pool of customers or could be an ongoing issue. When this happens staff will take notes and raise service tickets for other internal teams to review and address.
17. Our teams will make an effort to review and resolve issues within 10 business days. We ask customers to be patient. Teams will often also be dealing with other issues, and resolutions may be dependent on external suppliers such as software vendors.
18. So that you have visibility we will keep your ticket open until resolved and from time-to-time we will provide updates on the progress of the matter.
19. **Internal escalation.** If a customer has waited for longer than 10 business days or is unsatisfied with the resolution offered we invite them to make this known.
20. Team leaders will be notified and asked to expedite your resolution or explain to you what is causing the delay. They should attempt to do this within two business days.
21. **External referral.** If we cannot solve your issue to your satisfaction we will invite you to contact your state's energy and water ombudsman.
22. Ombudsmen are free, fair, unbiased, and independent resolution services available for electricity, gas, and water customers.
23. You must be able to demonstrate to the ombudsman that you gave us the opportunity to resolve your complaint. The ombudsman will contact us to help mediate a solution.

## OMBUDSMEN

### Energy and Water Ombudsman New South Wales

- Freecall: 1800 246 545
- Freefax: 1800 812 291
- Interpreter: 131 450
- NRS: 133 677
- Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)

### Energy and Water Ombudsman Queensland

- [www.ewoq.com.au](http://www.ewoq.com.au)
- PO box 3640, South Brisbane, Queensland, 4101
- Free call: 1800 662 837
- Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

### Energy and Water Ombudsman SA

- [www.ewosa.com.au](http://www.ewosa.com.au)
- GPO Box 2947, Adelaide, SA 5001
- Free Call: 1800 665 565

### Ombudsman Tasmania

- <https://www.ombudsman.tas.gov.au/home/contact-us>
- GPO Box 960 Hobart, TAS 7001
- Free Call: 1800 001 170
- Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

### ACT Civil & Administrative Tribunal

- <https://www.acat.act.gov.au/case-types/energy-and-water-cases>
- GPO Box 370 Canberra, ACT 2601
- Phone: (02) 6207 1740
- Email: [Tribunal@act.gov.au](mailto:Tribunal@act.gov.au)

## TRANSLATION SERVICES

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- TTY/voice calls: 13 36 77
- Speak & Listen: 1300 555 727
- SMS Relay: 0423 677 767

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