



# Infrastructure Operating Plan (IOP)



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# Retail Supply Management Plan



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# Complaints and Dispute Resolution Policy

## Our Policy and Code of Conduct

If you are a customer of Flow Systems Pty Ltd (**Flow**) in relation to any of the following services:

- water services<sup>1</sup>
- electricity services
- thermal services<sup>2</sup>

this policy applies in relation to those services.

For us, the term 'customer' means:

- the owner of premises to which we supply services, or
- a tenant of the premises to which we supply services and who uses those services, or
- a consumer of Flow's services.

At Flow, our mission is to create next generation utilities that enable self-sufficient communities, exceeding the expectations of our customers through sustainable innovation, leadership and smart thinking.

We are a customer-focused organisation, certified to the international standard for quality management (ISO 9001), and welcome all feedback including complaints.

If you are not happy with our services, or you want to give us any other feedback, we welcome your response. Please get in touch and we will try to resolve your issue as quickly as we can.

We are committed to treating complaints and disputes promptly, equitably, confidentially and professionally, at no cost to our customers. Our goal is to manage complaints and disputes in a way that results in continuously improving our customer services.

This Complaints and Dispute Resolution Policy<sup>3</sup> is made publicly available on our website.

Our complaints management and dispute resolution processes are in line with the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. We are committed to following the guiding principles set out in the Standard.

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<sup>1</sup> Water services comprise drinking water, sewerage and recycled water services.

<sup>2</sup> Thermal services comprise central hot water, cooker gas and air conditioning services.

<sup>3</sup> This policy is also our code of conduct for customer complaints as required under the Water Industry Competition (General) Regulation 2008 as well as our standard complaints and dispute resolution procedure as required under the National Energy Retail Law 2011.

# Complaints and Dispute Resolution Policy

## What is a complaint?

We use the same definition as the Australian Standard *AS/NZS 10002:2014 Guidelines for complaint management in organizations*. A complaint is an **'expression of dissatisfaction made to or about an organization, related to its products, services, staff, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required'**.

## How to make a complaint?

You can contact us in the following ways:

- if you buy your electricity directly from Flow as authorised retailer, by calling us on **1300 806 806** or emailing us at **hi@flowsystems.com.au**
- for all other accounts (ie. electricity from Flow as agent for a body corporate/owners corporation, water services, or thermal services), by calling us on **1300 803 803** or emailing us at **contact@flowsystems.com.au**

## How are complaints handled?

Once we receive your complaint, we will acknowledge, investigate, and respond promptly to resolve your complaint as quickly as we can.

Your complaint will be recorded, classified and tracked in our Customer Relationship Management system (CRM). You will be provided a unique ticket number which you can use for future reference relating to your enquiry.

Your complaint will be investigated by a Customer Services Agent. All comments, actions and resolutions are recorded in our CRM against the corresponding ticket number. After the complaint is investigated, you will be advised about the outcome.

## How are complaints resolved?

If your complaint cannot be resolved immediately we will contact you to provide an update within two business days from receiving the complaint, unless a response is required in writing by post which may take longer.

More complex complaints may need to be investigated further and we will attempt to resolve complaints within 20 business days after notification. During this time, we may contact you for further information or you can contact us for an update. We will first confirm with you how, and how frequently, you want to be informed.

We will protect your personal information generated as part of handling your complaint and in accordance with our Privacy Policy, which is available on our website.

We will inform you of the outcome of your complaint, and if you are not satisfied with our response, you have the right to refer your complaint to the relevant Ombudsman.



# Complaints and Dispute Resolution Policy

## How are complaints escalated?

You can let us know at any time if you want us to escalate your complaint to a higher level of management within Flow. If you are still not satisfied with our final resolution to your complaint, you are able to contact the relevant Ombudsman in the state in which your premises is located.

Ombudsman schemes provide an independent way to resolve complaints and can make decisions without any interference, based on what is fair and reasonable in the circumstances of each case. Ombudsman services are free to customers.

The details for the relevant Ombudsman scheme in each state and for each service are provided below.

Ombudsman for water and electricity customers in New South Wales

**Energy and Water Ombudsman NSW (EWON)**

**Freecall:** 1800 246 545

**Freepost:** Reply paid K1343, Haymarket NSW 1239

**Email:** [omb@ewon.com.au](mailto:omb@ewon.com.au)

**Website:** [www.ewon.com.au](http://www.ewon.com.au)

Ombudsman for electricity customers on Electricity Supply Agreements with Flow in Queensland

**Energy and Water Ombudsman Queensland (EWOQ)**

**Freecall:** 1800 662 837

**Freepost:** PO Box 3640, South Brisbane QLD 4101

**Email:** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

**Website:** [www.ewoq.com.au](http://www.ewoq.com.au)

Assistance for electricity and water customers on other contracts in Queensland

Electricity and water customers on other contracts in Queensland also have a right to refer complaints or disputes to the Queensland Civil and Administrative Tribunal (QCAT) or any other relevant external dispute resolution body. Details on QCAT's services are available on the QCAT website <http://www.qcat.qld.gov.au> or by calling QCAT on 1300 753 228.



# Missed Payments

## Purpose

This document outlines our code of conduct for customers that have missed one or more payments.

## Applicable to

This policy applies to all customers.

## Code of Conduct

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, Flow will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or,
- access to a Payment Assistance Scheme that operates through local welfare agencies.

## Collection

### Reminder Notice:

If a customer fails to make a payment on the due date, Flow will contact the customer, including sending a reminder notice.

### Warning Notice:

At least 7 days prior to taking action for non-payment, Flow Systems will send a payment warning notice that:



- a. provides information about help that is available to the customer, including information about EWON and Flow's payment assistance policy; and
- b. advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- c. caution that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions.

### In the case of a tenant

Our legal and billing relationship is with the owner of the property. We do not bill tenants for our services. Any arrangement that a tenant has with the landlord is a private matter between them.

If a landlord has missed an account payment, Flow may allow a short extension of time so the tenant can contact the property owner or managing agent. Flow will not begin any recovery action during this agreed period.

### In the case of a business

For business customers, Flow may offer a short extension of time to allow settlement of the account, based on reasonable commercial considerations. In considering these options, overdue accounts attract interest charges.

## Actions for Non Payment

### Restriction and Legal Action

As a last resort, Flow may restrict the supply of services to a property and/or take legal action. This will happen if:

- a. more than 14 days have elapsed since the issue of the reminder notice to the customer;
- b. more than 7 days have elapsed since the issue of the warning notice to the customer;
- c. Flow or its agent has attempted to make contact with the customer by telephone, email or in person, about the non-payment;
- d. the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing the restriction device; and,
- e. the customer has;
  - i. been offered a flexible payment plan and has refused or failed to respond; or
  - ii. agreed to a flexible payment plan and has failed to comply with the arrangement.



### Limits on restriction and legal action

Flow will not begin legal action or take steps to restrict a customer's service due to non-payment if:

- a. the customer has lodged an application for a government funded concession relating to amounts charged by Flow and the application remains outstanding; or
- b. the customer is a landlord, and:
  - i. the amount is in dispute between the Customer and the tenant; or
  - ii. the amount in dispute is subject to an unresolved complaint procedure in accordance with Flow's Customer Complaints Code.

### Additional limits on restriction

Flow will not take steps to restrict a Customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, Flow will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either by email or a phone call when the supply is restricted.

### Removal of restrictions

Flow will restore a restricted service within 24hours of becoming aware that the reason for the restriction has been resolved.

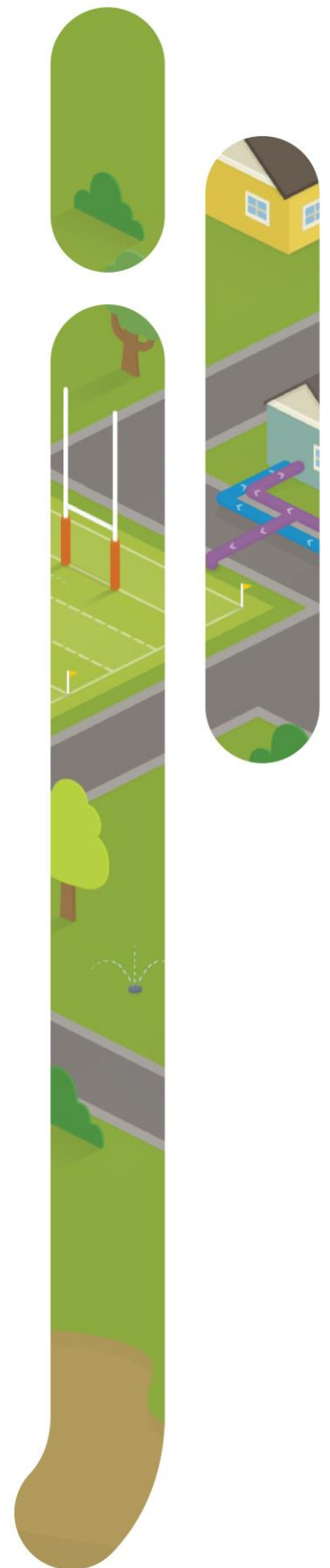
Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. Flow may impose a reasonable charge to cover its costs for the removal of the restriction.

Flow always prefers to help customers (and customer's tenants) with financial difficulties, rather than restrict its services.

If you have a problem with a missed payment please get in touch with us asap at [contact@flowsystems.com.au](mailto:contact@flowsystems.com.au) or 1300 803 803.



# Incident Management Plan (IMP)



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