

COMPLAINTS & DISPUTE RESOLUTION



Disputes & Complaints – METER2CASH Solutions adheres to the legislation under the AER Exempt Selling Guidelines and this includes dispute resolution processes.

The Energy & Water Ombudsman Queensland (EWOQ) currently are unable to investigate complaints from embedded networks. The rules about embedded networks are under review in Queensland. The Queensland Government is considering changes to allow EWOQ membership for exemption holders and to provide access to exempt customers. This means that EWOQ may be able to investigate complaints from embedded network customers in the future.

However in NSW, The Energy and Water Ombudsman NSW (EWON) can investigate complaints from embedded networks and exempt entities operating embedded networks must become members of EWON in accordance with the Australian Energy Regulator's (AER) recently revised Retail Exempt Selling Guideline and Electricity Network Service Provider – Registration Exemption Guideline.

Meter2Cash Solutions is committed to resolving any disputes or complaints. We will always assist in working through any disputes with you and will communicate these in person, over the phone, fax, email or in writing. Please refer to Stage 1, 2 and 3 as part of our dispute resolution process.

STAGE 1

If you have a dispute or complaint, please contact METER2CASH Solutions in the first instance on (07) 3350 5999 (8:30am to 4:45pm Mon – Fri) or email us at disputes@meter2cashesolutions.com.au. After the initial contact, if we have not answered your queries and you believe there is still a dispute then we will record your complaint either via a phone conversation or you can submit this in writing by electronic means or by post.

We will then respond to your query either by phone or in writing within 48hours. Once we receive your complaint we will place your account on hold from debt collection processes until we have investigated and responded to you. Once we have supplied you with a resolved response your account is then off hold and we will continue in accordance with our normal debt processes.

Note: If you have more than one utility billed by METER2CASH Solutions, utilities not in dispute will remain payable by the due date.

STAGE 2

If you are not happy with our Stage 1 response you must again contact us either by phone or in writing or via electronic means or post your revised dispute based on the information we provided during Stage 1. Please send your response to disputes@meter2cashesolutions.com.au or PO Box 404 NUNDAH QLD 4012 or call us on (07) 3350 5999 and request that your query be escalated to Stage 2 for further verification and explanation with our senior staff and we will respond within

48hours. Again, once we receive your complaint we will place your account on hold from debt collection processes until we have investigated and responded. Once we have supplied you with a resolved response your account is then off hold and we will continue in accordance with our normal debt processes.

STAGE 3

If after following Stages 1 and 2 and you believe that the dispute has not been resolved to your satisfaction you will need to make an official lodgement with the relevant departments listed below:

1. **QCAT** - <http://www.qcat.qld.gov.au/about-qcat/contact-us>
2. **Justice & Attorney General** - <http://www.justice.qld.gov.au/corporate/contact-us>
3. For our NSW customers, all our customers have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance.

Note: Unless you lodge your dispute with one of the above listed departments and provided a case number to METER2CASH Solutions along with full lodgement details to us, we do not put a hold on your account and continue with our normal processes. For all other states outside QLD and NSW please contact your relevant state Ombudsman or call our office for assistance.

Qld Customers

Additional information is also available through the below Authorities/Legislations:

1. **AER** - <http://aer.gov.au>.
2. **Office of the Commissioner for Body Corporate and Community Management** - If you are an **owner** of the property go to <https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/>
3. **Rental Tenancies Authority** - If you are a **tenant** at the property go to <https://www.rta.qld.gov.au/>

NSW Customers

For our NSW customers, all our customers have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance. However, we do hope you will contact us directly to allow us the opportunity to rectify any issues. EWON's contact details are below.

Energy & Water Ombudsman NSW
Freecall 1800 246 545
Freefax 1800 812 291
Post: Reply Paid 86550, Sydney South NSW 1234
On-line Complaints: www.ewon.com.au/complaints
Email: <mailto:complaints@ewon.com.au>
Website: www.ewon.com.au

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