



Complaints, Enquiries & Dispute Management process

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SA Power Networks.

www.sapowernetworks.com.au

Complaints, Enquiries & Dispute Management process

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Acronyms

1	EWOSA	Energy & Water Ombudsman of South Australia
2	ESCOSA	Essential Services Commission of South Australia
3	SAPN	SA Power Networks
4	Code	South Australian Distribution Code
5	EMG	Executive Management Group
6	MP	Member of Parliament
7	CEO	Chief Executive Officer
8	NERL	National Energy Retail Law (South Australia)
9	NERR	National Energy Retail Rules
10	NECF	National Energy Customer Framework

Terms & Definitions

1	Complaint (AS/NZS 10002:2014)	Expression of dissatisfaction made to an organisation related to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
2	Complaint (SA Power Networks)	Any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, an electricity entity.
3	Enquiry	A request for information (which requires further investigation) received from a customer or their representative via nominated enquiry channels.
4	Complainant	person, organisation or its authorised representative, making a complaint
5	Customer	organisation or person that receives a product EXAMPLE Consumer, client, end-user, retailer, beneficiary and purchaser.
6	Customer Satisfaction	customer's perception of the degree to which the customer's requirements have been fulfilled
7	Customer Service	interaction of the organisation with the customer throughout the life cycle of the product or service.
8	Feedback	opinions, comments and expressions of interest in the products or the complaints-handling
9	Interested Party	person or group having an interest in the performance or success of the organisation.
10	Objective	something sought, or aimed for, related to complaints handling.
11	Policy	overall intentions and direction of the organisation related to complaints handling, as formally expressed by management.
12	Process	set of interrelated or interacting activities which transform inputs in to outputs.

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Section 1: References

- Australian/New Zealand Standard – Guidelines for complaint management in organizations (AS/NZS 10002:2014)
- National Electricity (South Australia) Act 1996
- National Electricity Rules
- National Electricity (South Australia) Regulations
- National Energy Retail Law (South Australia) Act 2011
- South Australian Electricity Distribution Code
- National Energy Retail Rules

Section 2: Our Guiding Principles

General

SA Power Networks is committed to the following complaints management guiding principles:

People focus

Everybody has a right to complain. People making complaints will be treated with respect, and as far as practicable and appropriate in the circumstances, will be actively involved in the complaints process.

Visibility

SA Power Networks will provide information about the how and where to complain to customers, staff and other stakeholders.

Accessibility

Complainants can easily access the complaints management process and information on the process.

Responsiveness

All complainants should receive timely acknowledgment that their complaint has been received. Complainants will be kept informed of the progress of their complaint through the process.

Objectivity

Each complaint should be addressed in an equitable, objective and unbiased manner through the complaints management process.

Charges

No fees will be charged to manage legitimate customer complaints and enquiries.

Confidentiality

Personally identifiable complainant information should be available where needed, but only for the purposes of addressing the complaint within SA Power Networks. The complainant's information will be actively protected from disclosure, unless the customer expressly consents to its disclosure.

Customer Focussed Approach

SA Power Networks has a customer-focussed approach. We will be open to feedback, including complaints, and will demonstrate our commitment to resolving complaints through our actions. Complainants shall not be adversely affected because of a complaint made by them or on their behalf.

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Accountability

SA Power Networks will ensure that accountability for and reporting on the actions and decisions of the organisation with respect to complaints management is clearly established.

Continual Improvement

The continual improvement of the complaints management process and our ongoing commitment to excellence in customer service will remain a key focus and an ongoing business objective.

Section 3: Objective

The SA Power Networks Complaints, Enquiries and Dispute Management process details the process for recording, managing and responding to complaints, enquires and escalations which are received by SA Power Networks.

The process applies to all complaints and enquiries whether they are received verbally, in writing, in person or electronically.

The process has been implemented to ensure that:

Employees recognise the importance of resolving, or if necessary escalating any complaints as well as responding to customer enquiries.

Accurate information is effectively gathered so it may be utilised as a management tool to analyse trends and identify areas for improvement.

Customer satisfaction is maximised through employees:

- targeting an early resolution to the complaint/enquiry and where possible resolving the matter in the first instance;
- managing expectations through keeping customers informed and adhering to any timeframes which have been communicated; and
- adopting a fair and reasonable approach to all complaints and enquiries.

Section 4: Introduction

SA Power Networks Pty Ltd was issued with a license for the distribution of electricity on 11 October 1999. The S.A. Distribution Code was issued in conjunction with the license and outlines the requirements for compliance with the service standards which have been set by the Essential Services Commission of South Australia (ESCOSA).

On 1 February 2013, SA Power Networks transitioned to the National Energy Customer Framework (NECF) and in doing so, commenced its obligations under the National Energy Retail Law (NERL). Clause 81 of the NERL requires SA Power Networks to maintain and publish resolution procedures for the management of customer complaints and enquiries. The procedures must be substantially consistent with AS/NZS 10002/2014 (Guidelines for complaint management in organisations).

The SA Power Networks Customer Response Department was established to act as a reference point to manage, track and coordinate responses for all complaints received by SA Power Networks.

The SA Power Networks Customer Response Department will act as a point of reference for the business on all matters which may potentially impact customers.

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Section 5: Definition

Complaints are expressions of dissatisfaction voiced by our customers and as such, provide a valuable source of information and a measure of services provided by SA Power Networks.

To allow us to be consistent in our recognition of a complaint SA Power Networks has a set complaint definition.

SA Power Networks defines a complaint as;

“Any expression of dissatisfaction with an action, a proposed action, or failure to act, or in respect of a product or service offered or provided by, an electricity entity”

This includes any scenario where by SA Power Networks has a responsibility to a customer under the Distribution Code and the NERR, even if the expression of dissatisfaction has been received via a retailer.

A complaint is not:

- When a customer is reporting a fault with their electricity supply or with the distribution network infrastructure.
- A request for information.
- A request or demand which is deemed frivolous and vexatious.

Section 6: Training

SA Power Networks' Customer Response is committed to training staff in the area of complaints and enquiry handling. This will allow staff to accurately identify and record both complaint and enquiry information.

An extensive induction program has been developed to ensure all Customer Response staff receives training in systems, policy and procedure.

Section 7: Regulation

The South Australian Distribution Code outlines the conditions for the safe, efficient and reliable supply of electricity to customers.

SA Power Networks will use its best endeavours to meet and where possible exceed the Service Standards as set in the Distribution Code.

Section 8: National Energy Retail Rules

Schedule 2 of the NERR (SA Power Networks' 'Model terms and conditions for deemed standard connection contracts 3603') details the services which cover connection of your premises to our distribution system, and the energy supplied to the premises. This document is also referred to as your 'ongoing supply contract' and the services offered by SA Power Networks associated with your electricity supply are called 'customer connection services'.

In addition to this contract, we are required to comply with energy laws and other consumer laws in our dealings with you.

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You also have a separate contract with your retailer dealing with the sale of energy to the premises.

Clause 16 of SA Power Networks' 'Model terms and conditions for deemed standard connection contracts 3603' outlines our obligations for handling complaints in line with our Complaints, Enquiries & Dispute Management process.

Section 9: Requests for SA Distribution Code / Customer Charter

If requested by a customer, a copy of the Distribution Code, the Model Terms and Conditions for Deemed Standard Connection Contract (Ongoing Supply Contract), or the Customer Charter will be sent to the customer within 10 business days.

A maximum of three copies will be provided to each customer free of charge. Thereafter, a \$5.00 fee per copy may apply.

Large print versions of the SA distribution Code/Customer Charter will also be made available on request. A nominal fee may be charged for this service depending upon the number of copies requested.

Section 10: Customer Charter

Our Customer Charter sets out the rights and obligations of both SA Power Networks and its customers in plain language. Furthermore the Charter outlines our service standards and key commitments to our customers in the areas of Safety, Service and Satisfaction as shown below.

Your Safety

To ensure your safety and the safety of our employees we will;

- conduct our business in a manner which ensures a safe environment for our customers and employees;
- ensure safety is our number one priority and that safety underpins all we do as a business; and
- provide a 24 hour faults and emergency service for our customers.

Your Service

To provide the best in customer service, we will:

- deliver a reliable, high quality supply of electricity;
- strive for prompt restoration of your electricity supply should you experience a power interruption;
- welcome new customers with timely connections to supply and relevant information on our services;
- be easy to contact through multiple communication channels;
- provide an effective complaint and dispute resolution service;
- be positive, fair, professional and courteous in our dealings with our customers; and
- provide four days notice of planned power interruptions.

Your Satisfaction

To ensure our customers are satisfied we will:

- take personal responsibility for resolving customer concerns;
- listen to our customers' needs and concerns and appropriately address the issues raised;
- honour the commitments we make to our customers;
- provide information that is helpful, accurate, up to date and easily understood; and
- regularly review our performance with our customers and employees to identify opportunities for improvement.

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Section 11: Special requirements

Critical Customers

When SA Power Networks is notified, by a registered medical practitioner, hospital or via an electricity retailer that a customer requires approved life support equipment, the customer's residential address details will be maintained on a dedicated database which documents all critical customers.

Should it be necessary to conduct planned work on a section of the network supplying a critical customer, SA Power Networks will provide a minimum of four business days written notice of the planned interruption to electricity supply. This notice includes a contact telephone number which the customer can call to obtain any further information on the interruption to enable the customer to make alternative arrangements for the duration of the interruption.

A fact sheet is readily available which details the process for registration of life support equipment and outlines the respective responsibilities of SA Power Networks and its customers.

Interpreter services

A language interpretation service is available for customers who may require assistance to facilitate communication with SA Power Networks.

The service may be accessed by contacting **13 14 50** and caters for the following languages:

Arabic

المجاندة ال ترجمة ب خدمة الات صال يُرجى م ترجم؟ إلى ت د تاج هي **13 14 50** م نهم واط لب
الرقم على
الكهرباء ش بكات أسد ترال يا جنوب الات صال.

Chinese

您需要口译吗？请致电免费翻译服务电话 **13 14 50** 帮您联系 SA Power Networks。

Greek

Μήπως χρειάζεστε διερμηνέα; Παρακαλούμε τηλεφωνήστε την δωρεάν Μεταφραστική Υπηρεσία στο **13 14 50** και ζητήστε να επικοινωνήσουν με την Υπηρεσία παροχής ηλεκτρικής ενέργειας της SA Power Networks.

Italian

Avete bisogno di un interprete? Chiamate il servizio gratuito del Translation Service al numero **13 14 50** e richiedete che si mettano in contatto con SA Power Networks.

Polish

Czy potrzebujesz tłumacza? Zadzwoń do bezpłatnej Służby Tłumaczy na numer **13 14 50** i poproś żeby skontaktowali się z SA Power Networks.

Serbian

Да ли Вам је потребан преводилац? Молимо Вас назовите бесплатну Преводилачку службу на телефон број **13 14 50** и од њих затражите да контактирају SA Power Networks.

Somali

Ma u baahan tahay turjumaan? Fadlan ka wac Adeega Turjumaanada bilaashka ah **13 14 50** oo weydii inay la xiriiiraan SA Power Networks.

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Vietnamese

Bạn có cần thông dịch viên không? Xin hãy gọi cho Dịch Vụ Phiên Dịch miễn phí theo số **13 14 50** và yêu cầu họ liên lạc với SA Power Networks.

National Relay services

For the deaf, hearing impaired or for those with a speech impediment, contact can be made via the National Relay Service.

Contact can be made by the following communication channels.

24-hour relay call numbers

TTY/voice calls **133 677**

Speak & Listen **1300 555 727**

Email: helpdesk@relayservice.com.au

Website: www.relayservice.com.au

Section 12: How to contact SA Power Networks

Contact can be made by the following communication channels.

Customer Response
SA Power Networks
GPO Box 77
ADELAIDE SA 5001

Or

1 Anzac Highway
Keswick SA 5035

Email: customerrelations@sapowernetworks.com.au

Website: www.sapowernetworks.com.au



/SAPowerNetworks



@SAPowerNetworks

General Enquiries	13 12 61
Builders & Electrical Contractors Services	1300 650 014
Customer Feedback Line	1800 088 667
Faults & Emergencies	13 13 66
Streetlight Out Service	1800 676 043

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Section 13: Commitment to Complaint Resolution

SA Power Networks is committed to successful complaint resolution. A customer's right to complain is recognised, as is the expectation that the customer's concerns will be addressed in a timely and efficient manner, with a view to resolving issues in a non-confrontational, non-adversarial environment.

Courtesy

We will:

- listen to your concerns;
- identify ourselves;
- our correspondence will always have a contact name and number;
- respect your right to privacy;
- provide you with high quality information and advice; and
- provide information and guidelines in plain language.

We ask our customer to:

- treat us with courtesy;
- be honest in all your dealings with us; and
- provide us with information when requested to help us deal with the issue.

SA Power Networks will:

- respond or acknowledge your complaint or enquiry within five business days; and
- respond to any request for written information on power interruptions within 10 business days.

Our method of response

SA Power Networks will respond to complaints and enquiries via the most practical and time efficient medium, whether this be via written correspondence, social media, email, online via our website, or telephone.

SA Power Networks will accommodate any requests whereby a customer has advised they require a particular medium of communication.

Section 14: Complaint Escalation

Should our customers not be satisfied with a response or suggested resolution, we will advise what options are available to them in order to escalate their concerns.

This will include referral to a Team Leader or Manager in the first instance and subsequent escalation to Customer Response if required.

If the matter can not be resolved the customer will be advised of their option to escalate their grievance to the Energy & Water Ombudsman of South Australia.

Customers will be informed that this service is free of charge and the Energy & Water Ombudsman is a totally independent industry body and will act as a mediator between the customer and SA Power Networks.

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The customer will be advised of the Ombudsman's contact details:

Energy & Water Ombudsman of South Australia

GPO Box 2947
ADELAIDE SA 5001

Telephone 1800 665 565 (Free Call)
Facsimile 1800 665 165 (Free Fax)
Email contact@EWOSA.com.au

Business hours: 8:30am - 5:00pm Monday to Friday

Section 15: Analysis and Continual Improvement

Through monthly reporting, SA Power Networks will monitor complaint trends and identify areas shown to have the greatest concern by our customers. Customer interface surveys will be conducted for key service areas. This will be used to assess customer satisfaction levels in relation to customers' experience as to their dealings with SA Power Networks.

SA Power Networks will use information provided from this research to:

- Gauge customer's perceptions of the organisation's service quality;
- Gain an insight into what customers deem to be important to them;
- Identify the service of which customers are least and most satisfied with;
- Benchmark and measure our efforts in regards to customer service;
- Measure the success of our communication with our customers; and
- Identify trends appearing from these surveys that can assist in driving changes in business process or communication with our customers.

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Section 16: SA Power Networks Privacy Policy

SA Power Networks views the personal privacy of its customers as a very important issue. SA Power Networks is committed to the protection of your personal information. This Privacy Policy is provided to make you aware of how SA Power Networks collects uses and manages personal information that it receives from its customers.

Our Privacy Policy contains the following information:

- The Privacy Amendment (Private Sector) Act 2001;
- Collection, use and disclosure of your personal information;
- Disclosure of your information;
- Protection of your personal information;
- Your rights of access to personal information we hold about you;
- How to contact us.

Privacy Amendment (Private Sector) Act 2001

New privacy laws, in the form of changes to the Privacy Act 1988 ("the Privacy Act"), regulate the way in which many private sector organisations including SA Power Networks collect, use, keep secure and disclose personal information. The private sector provisions aim to give people greater control over the way information about them is handled by requiring organisations to comply with ten National Privacy Principles or an approved privacy code. The new privacy laws commenced operation for many organisations, including SA Power Networks, on 21 December 2001.

The National Privacy Principles apply to SA Power Networks. They cover such areas as collection, use and disclosure of personal information, data quality and security and access and correction rights for individuals.

Collection, use and disclosure of your personal information

When you request a service from SA Power Networks, for instance, to obtain a connection or for provision of electricity we collect the following personal information from you: your name, your postal address, your telephone number; address of premises at which SA Power Networks' service is provided (if applicable); type of service requested; payment arrangement; credit card details, where payment is made electronically. We obtain this information from you so we can provide you with a connection and contact you as necessary. We cannot provide a connection if you do not give us this information.

Where your personal information is not collected directly from you, it may be obtained from your electrical retailer. Your retailer generates the billing information for SA Power Networks. Information provided to SA Power Networks by your electrical retailer would normally include your name and address, and periodic details as to your electricity consumption. Over time, we may also collect records of your electricity consumption, your payment history, and if applicable, your load profile.

Your personal information is kept by SA Power Networks for billing purposes and to ensure efficient service is provided to you as a consumer. Similarly, your information will be kept for quality control purposes, should you call us again, we can check your records in order to provide efficient and appropriate service to you.

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When you submit feedback or questions via the internet or email, or contact us for information we will request your name and email address. We will use this information solely to respond to your enquiries.

From time to time SA Power Networks is required by law to make disclosures to the Technical Regulator or for the purposes of review by the Essential Services Commission of South Australia (ESCOSA). Where possible this information will be provided on an aggregated basis with no personal identifiers, however, ESCOSA has a right to access SA Power Networks' records for inspection purposes if it deems it necessary.

We may provide you with information with respect to related products or services. You will be given an option to opt out of receiving information we provide by ticking appropriate boxes on the relevant forms. Promotional materials will not be sent to you unless your prior consent has been obtained.

When you enter a contest or other promotional feature, we may ask for your name, address and email address so we can administer the contest and notify winners.

In exceptional circumstances, we may keep sensitive personal information on a customer which the customer or third parties, such as health authorities, provide to us with the person's consent, which relates to electricity outages, where an individual has special health needs (for example, dependence on a dialysis machine). Such information will be kept separately and not disclosed without the individual's prior written consent.

From time to time we may use your personal information for management or statistical purposes. In that case all personal information will be de-identified and congregated so that you personally will not be identified in that information.

Information collected will not be disclosed to any other organisation other than our mailing houses which distribute the information to you.

Protection of your personal information

We do not share, sell or rent any identifiable personal information to any third party without your permission.

Where SA Power Networks contracts out some of its activities, for example data processing or analysis, we will take reasonable steps so that your information is duly protected.

We store your information on computer databases as well as in hard copy. We will take all reasonable steps to ensure safe security and privacy of your information. We take reasonable measures so that your personal information is protected from unauthorised access and misuse.

Your records are kept whilst you are connected and otherwise for the periods required by law and on expiry of that period they will be destroyed. Records of personal information no longer required will either be destroyed or permanently de-identified.

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Yours rights of access to personal information we hold about you

You can ask us to provide you with access to personal information we hold about you. We will comply with any such request to the extent required by the Privacy Act. There is no fee for making such a request. However we may charge you a small administrative fee for providing access to your personal information. We will endeavour to respond to your request within 14 days. Requests must be made in writing to the mailing address provided below.

Customer Response
SA Power Networks
GPO Box 77
ADELAIDE SA 5001

or

1 Anzac Highway
Keswick SA 50351

Privacy concerns, more information and our contact details

By calling our Customer Response service on 13 12 61 you can:

- complain to us if you believe that your personal privacy has been breached;
- get more information about the way we manage personal information that we hold; and
- request access to personal information we hold about you.