

HighFlow Energy Complaints Handling Process

Highflow Energy Pty Ltd

Effective Date: 18 February 2026

1. Introduction

This document explains how HighFlow Energy handles complaints.

It applies to our past, current and prospective customers, including customers participating in our Bill-Free Electricity Allowance and Virtual Power Plant programs.

Our goal is simple - we want to resolve complaints openly, fairly and as quickly as possible.

2. What is a complaint?

A complaint is an expression of dissatisfaction about our products, services, staff, processes or decisions, where you expect a response or resolution.

You have the right to make a complaint at any time.

We see complaints as an opportunity to improve our service.

3. How to make a complaint

You can contact us using any of the following methods:

- Email: enquiries@highflowenergy.com.au
- Website: www.highflowenergy.com.au

You can also make a complaint through an authorised representative or advocate.

There is no charge for making a complaint.

4. If you need assistance

We will assist you to lodge and progress your complaint if you need help, including where:

- You are experiencing financial hardship
- English is not your first language
- You have a disability
- You require an authorised representative or advocate

Please let our team know how we can assist you.

5. Our commitment to resolving complaints

We will:

- Treat you with respect
- Use clear, everyday language
- Investigate your complaint properly
- Keep you informed of progress
- Provide reasons for our decisions
- Work to resolve the root cause of the issue

A complaint is considered resolved when it has been brought to a conclusion in accordance with regulatory requirements, whether or not the outcome is in your favour.

6. Acknowledgement

If you make a complaint by phone to a team member, we will acknowledge it immediately.

If you contact us by email or website form, we will acknowledge your complaint no later than the next business day.

When we acknowledge your complaint, we will provide:

- A unique case reference number
- An indicative timeframe for resolution
- Information about how to access this Complaints Handling Process

7. Response timeframes

We aim to resolve complaints as quickly as possible.

Standard complaints

- We will aim to resolve your complaint on first contact where possible.
- If not resolved immediately, we will propose a resolution within 10 business days.

Urgent complaints

We treat a complaint as urgent if:

- You are experiencing financial hardship and the issue may worsen that hardship
- Disconnection is imminent or has occurred and due process may not have been followed
- You are registered as a life support or Priority Assistance customer and the complaint relates to your energy supply

For urgent complaints:

- We will respond within two business days
- We will either propose a resolution or explain the delay and timeframe

8. Delays

If we cannot meet the expected timeframe, we will:

- Explain why there is a delay
- Provide a revised timeframe
- Inform you of your external dispute resolution options if required

9. Proposed resolution

When we propose a resolution, we are outlining how we believe the issue can be resolved.

We will not implement a proposed resolution until you accept it.

Once accepted, we will action it as soon as reasonably practicable.

10. Internal escalation

If you are not satisfied with the handling of your complaint, you may request escalation at any time.

Your complaint may also be automatically escalated if:

- A response timeframe has been exceeded
- It becomes urgent
- You advise us of circumstances that increase its seriousness

Escalation may involve review by a senior team member or Customer Advocate.

11. Credit management during disputes

If you have lodged a complaint about a disputed amount, and:

- The complaint has not been resolved, and
- It is being investigated internally or by an Ombudsman

We will not take credit management action on the disputed amount during that time.

We will also not commence legal proceedings while the complaint is being handled internally, or within seven business days after providing our final response.

12. Closing your complaint

We will only close your complaint when:

- You agree it has been resolved, or
- We have provided our final response and advised you of your external dispute resolution options

13. External dispute resolution

If you are not satisfied with our response, you may contact your relevant State Energy Ombudsman.

The Ombudsman is an independent and free service.

Queensland

Energy and Water Ombudsman Queensland (EWOQ)

www.ewoq.com.au

1800 662 837

New South Wales

Energy and Water Ombudsman NSW (EWON)

www.ewon.com.au

1800 246 545

If your complaint relates to privacy, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

14. Cancellation of service

If:

- You have made a complaint
- The complaint remains unresolved
- You are pursuing external dispute resolution

We will not cancel your service solely because you have made the complaint.

15. Continuous improvement

We monitor complaints to:

- Identify systemic issues
- Improve our processes
- Improve customer outcomes

Our complaints handling process is reviewed regularly to ensure compliance with applicable energy rules and standards.

16. Contact us

HighFlow Energy Customer Care

Email: enquiries@highflowenergy.com.au

Website: www.highflowenergy.com.au