



Complaints and Dispute Resolution Procedure

Northern Beaches
Business Park, Cromer

PROCEDURE OWNER	EG Funds Management (embedded network operator)
EXEMPT SELLER	The Trustee for EG ACE Trust A OT11 (ABN 23 114 761 970)
SITE	Northern Beaches Business Park, 4-10 Inman Road, Cromer NSW 2099
EXEMPTION	Registrable retail exemption, classes R1 and R5, AER reference REX-000003412
EFFECTIVE DATE	01 October 2026
NEXT REVIEW	Within 12 months of the effective date, or when the exemption conditions change
BASIS	Conditions 15 and 16, Retail Exempt Selling Guideline (version 7, August 2025); AS 10002:2022 Guidelines for complaint management in organizations; Electricity Supply Act 1995 (NSW) section 96CA

About this procedure

This procedure explains how to make a complaint about your solar electricity account at Northern Beaches Business Park, and what we will do about it.

In this procedure, we, us and our mean the exempt seller, The Trustee for EG ACE Trust A OT11. The procedure is published at <http://www.nbbp.com.au/on-site-solar>. It does not limit any other rights you have, including under your lease or New South Wales law.

Our commitment

- Complaining costs you nothing.
- We will treat your complaint fairly, and deal with it in confidence.
- We will tell you who is handling your complaint, how long we expect it to take, and the outcome and our reasons.
- You will not be treated any differently because you made a complaint.

What you can complain about

Anything to do with the solar electricity we sell you, such as a bill, a meter reading, the rate charged, the supply itself, our service, or how we have handled your information.

How to make a complaint

Contact us by any of the following. You do not need to put it in writing, and you do not need to use a particular form.

METHOD	DETAILS
Phone	0493 604 842 (Kamela Shafaie, Senior Property Manager, JLL)
Email	Kamela.Shafaie@jll.com
Post	Kamela Shafaie, JLL, Level 12, 32 Smith Street, Parramatta NSW 2150

You can ask someone to act for you, such as a colleague, an adviser or a financial counsellor. Tell us who they are and we will deal with them.

If you need an interpreter, call the Translating and Interpreting Service on 131 450 and ask them to call us. If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service at accesshub.gov.au.

WHAT WE WILL DO, AND WHEN

STEP	WHAT HAPPENS	TIMEFRAME
Acknowledge	We confirm we have your complaint and tell you who is handling it.	Within 2 business days
Respond	We look into it and tell you the outcome, our reasons, and what we will do to put it right.	Within 20 business days
Update	If we need longer, we explain why and give you a new date.	Every 10 business days

We will respond in the way you prefer, and in writing if you ask.

If your complaint is about a bill

- Ask us to review it. There is no charge for a review.
- While the review is underway you only need to pay the part of the bill that is not in dispute.
- If you are not satisfied with the review, you can ask us to test the meter at no cost to you. If the meter is inaccurate, we will correct your bill.
- If we have overcharged you, we will tell you within 10 business days of finding out, and credit the amount to your next bill or, if it is AUD 50 or more and you ask, refund it. If you no longer buy solar from us, we will use our best endeavours to refund you within 10 business days.
- If we have undercharged you, we can recover only the amount from the 9 months before we tell you. You can pay it in instalments over a period you choose, of up to 12 months but no longer than the period of undercharging.
- If the error resulted from your fault or an unlawful act or omission on your part, the 9 month limit does not apply to an undercharge, and we will repay only the amount overcharged in the 12 months before we found the error. No interest applies either way.



If you are not satisfied with our response

Tell us, and we will escalate your complaint to the EG Funds Management asset team for an internal review by someone who was not involved the first time. We will complete that review and come back to you within 10 business days.

Taking your complaint to EWON

If we cannot resolve your complaint, you can take it to the Energy & Water Ombudsman NSW (EWON). EWON is free and independent, and can also give you information and advice without a formal complaint. *We are a member of EWON.*

Phone 1800 246 545 or visit ewon.com.au. You can go to EWON at any time, although it usually helps to raise the matter with us first.

If you are affected by family violence

Tell us and we will handle your complaint under our Family Violence Policy, which sets out the extra care we take with your information and how we will communicate with you. We will not ask you for evidence, or ask you to repeat your circumstances.

Your privacy

We will only use the information you give us to deal with your complaint. We will not pass it to anyone else without your permission, unless the law requires it.

How we record and review complaints

We record every complaint, what it was about, how it was resolved and how long it took, and review those records at least once a year to improve how we handle complaints and run the network.

