

Complaints and Dispute Management

About Amber Electric

Amber Electric has joined forces with Energy Locals to provide a new kind of electricity retail product, selling electricity to customers at real-time wholesale prices, and helping customers use greener, cheaper power.

About Energy Locals

Energy Locals is a social enterprise that offers customers fair and transparent energy products which also help local Australian communities. Energy Locals is a registered retail license holder.

The Parties

This Contract is between Amber Electric Pty Ltd (Amber), Energy Locals Pty Ltd (Energy Locals); and you, the customer to whom this contract applies (in this contract referred to as “you” or “your”). Amber supplies electricity services as an agent for Energy Locals Pty Ltd ABN 23 606 408 879 and not on Amber’s own behalf. You acknowledge and consent to this agency arrangement (this arrangement is referred to in this Contract as ‘Amber powered by Energy Locals’, and also referred to as “we”, “our” or “us”.)

This Policy

We strive to deliver good service. If you feel we have not performed satisfactorily, you can contact Amber Electric at:

info@amberelectric.com.au

or Energy Locals at:

complaints@energylocals.com.au.

We will follow Energy Locals’ Complaints and Dispute Management Procedure that can be found on Energy Locals’ website: energylocals.com.au/complaints.

If you make a complaint, we must inform you of the outcome of your complaint. If you are still unsatisfied with our response, you have the right to complain to the Ombudsman in your State:

Energy and Water Ombudsman SA

GPO Box 2947, Adelaide SA 5001
1800 665 565

Energy and Water Ombudsman NSW

Reply Paid 86550, Sydney South NSW 1234
1800 246 545
complaints@ewon.com.au

Energy and Water Ombudsman Queensland

PO Box 3640 South Brisbane BC Qld 4101
complaints@ewoq.com.au
1800 662 837

Energy and Water Ombudsman Victoria

Reply Paid 469, Melbourne VIC 8060
1800 500 509
ewovinfo@ewov.com.au

Energy and Water Ombudsman Tasmania

Energy Ombudsman, GPO Box 960, Hobart TAS 7001
1800 001 170
energy.ombudsman@ombudsman.tas.gov.au