

Dispute Resolution Policy

BQSPower — How to Resolve a Complaint or Dispute About Your Energy Supply

Business:	BQSPower (trading name of Blue Quality Studios)
ABN:	21 269 363 940
Email:	energy@bqspower.com.au
Phone:	1300 130 653
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Complaint Resolution at a Glance

Step 1 Contact BQSPower	Step 2 Formal Complaint Review	Step 3 External Escalation
Contact us by phone or email. We aim to resolve most issues on first contact.	If unresolved in Step 1, lodge a formal written complaint. We will respond within 15 business days.	If still unresolved, contact EWOQ (residential) or the AER (all customers) — both free services.

1. Purpose and Scope

BQSPower is committed to resolving customer complaints and disputes fairly, quickly, and transparently. This policy applies to all customers at BQSPower embedded network properties. It has been developed in accordance with Condition 16 of the AER Retail Exempt Selling Guideline (Version 7, August 2025).

A complaint or dispute may relate to any aspect of your electricity supply including billing, metering, disconnection or reconnection, tariffs, or the quality of our service.

2. Step 1 — Contact BQSPower Directly

Most issues can be resolved quickly through a direct conversation. Please contact us in the first instance:

BQSPower Contact Details
 Email: energy@bqspower.com.au
 Phone: 1300 130 653
 We aim to acknowledge your contact within 2 business days and resolve the matter within 10 business days.

When you contact us, please provide:

- Your name and property address
- A description of the issue and what outcome you are seeking

- Any relevant dates, bill references, or meter readings

3. Step 2 — Formal Complaint Review

If your complaint is not resolved to your satisfaction through initial contact, you may lodge a formal written complaint by emailing energy@bqspower.com.au with the subject line "Formal Complaint".

When you lodge a formal complaint, BQSPower will:

- Acknowledge receipt within **2 business days**
- Investigate the complaint thoroughly and impartially
- Provide a written response with our findings and any proposed resolution within **15 business days**
- If we need additional time, notify you with reasons and an updated timeframe
- Keep records of all formal complaints for at least 3 years

BQSPower will not disconnect your energy supply while a complaint or dispute about your bill is being investigated and is unresolved.

4. Step 3 — External Escalation

If you are not satisfied with the outcome of BQSPower's formal complaint process, or if your complaint has not been resolved within the timeframes above, you may escalate your complaint to an external body at no cost to you.

Residential customers — EWOQ

Energy and Water Ombudsman Queensland (EWOQ)

EWOQ is a free, independent dispute resolution service for residential energy customers.

Phone: 1800 662 837 (free call)

Website: www.ewoq.com.au

Post: PO Box 3640, South Brisbane QLD 4101

You can contact EWOQ at any time. BQSPower will cooperate fully with any EWOQ inquiry.

All customers — Australian Energy Regulator (AER)

Australian Energy Regulator (AER)

The AER oversees compliance with the Retail Exempt Selling Guideline.

Phone: 1300 585 165

Website: www.aer.gov.au

Email: AERexemptions@aer.gov.au

5. Billing Disputes

If you dispute a bill or meter reading, BQSPower will:

- Investigate the matter promptly and, where applicable, arrange for a meter test
- Not disconnect your supply while the dispute is being investigated
- Issue a corrected bill or credit note promptly if an error is found
- Waive meter test fees if the meter is found to be inaccurate

- Back-bill a customer for undercharging for a period of no more than 9 months (unless the undercharging was caused by customer fault or fraud)

6. Overcharging

If BQSPower determines that a customer has been overcharged, we will:

- Notify the customer within 10 business days of identifying the overcharging
- Refund the overcharged amount within 10 business days of the finding, or apply it as a credit to the customer's account as agreed
- Provide an explanation of how the overcharging occurred and steps taken to prevent recurrence

7. Record Keeping

BQSPower will maintain records of all complaints and disputes, including how they were investigated and resolved, for a minimum of 3 years. These records are available to the AER or EWOQ upon request.

8. Continuous Improvement

BQSPower will regularly review complaint data to identify systemic issues and improve our service. We welcome feedback from customers to help us do better.

This policy has been developed in accordance with Condition 16 of the AER Retail Exempt Selling Guideline (Version 7, August 2025). This is an internal dispute resolution procedure for BQSPower's exempt selling activities.