

RWG Complaints MoU

This Memorandum of Understanding (MoU) has developed by the RWG to support wholesalers and retailers in their working practice for the resolution of wholesaler related complaints or issues within the non-household water market.

General Principles

- Retailers are responsible for responding to customer complaints, including when the complaint may relate to an issue with the wholesale service.
- Wholesalers and retailers should work together fairly, transparently and with the customer’s best interests at heart
- Wholesalers should have a formal say in representing their position in relation to each case (where there is a wholesale element to the complaint); Information, support and evidence should be provided to the retailer and customer in a timely manner in plain and clear language and in line with code obligations
- Where necessary the wholesaler will agree to participate in appropriate telephone conferences or meetings facilitated by the retailer in order to ensure clear conversations and agreement of the right direction of resolution
- Where a complaint has been identified to have retailer and wholesaler issues to resolve, parties will work together in the true spirit of the RWG to reach a suitable solution within the code timelines
- Wholesalers agree to abide by the rulings or advice given through the independent redress scheme selected by the retailer (WATRS, ADR Group or other recognised independent redress scheme)
- Where the ruling or advice relates to a wholesale activity, wholesalers bilaterally engage with retailers to agree back-to-back arrangements

It is agreed that all relevant information related to the customer’s complaint will be shared with the wholesaler including steps taken and any further information or comments supplied by the Consumer Council for Water (CCW). Wherever possible complaints information should be shared using the appropriate bilateral hub form as outlined in the market codes.

Where a Third Party or Broker is acting on behalf a customer, a relevant Letter of Authority (LOA) must be seen and if wholesaler contact is needed, shared with the wholesaler again using wholesale forms where appropriate and this must be dated within the last 12 months and be signed by a director or an individual with appropriate business authority to act on behalf of the customer.

All associated costs will be shared by the wholesaler and retailer as suggested by the retailer’s suggested independent redress scheme or agreed and apportioned dependent upon the issue being discussed. It is encouraged that all wholesalers, retailers and other relevant industry groups and influencers sign up to this MoU to ensure consistency across the market and the best possible customer outcomes.

Signed

Signed

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Lissa Balmer
Subgroup Chair

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Trading Party
