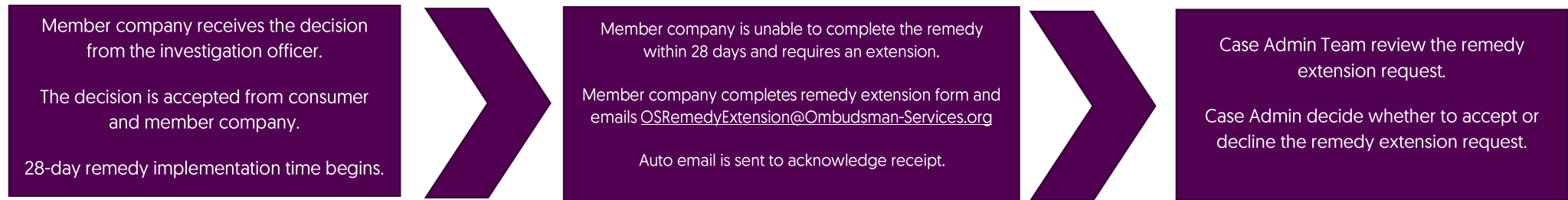
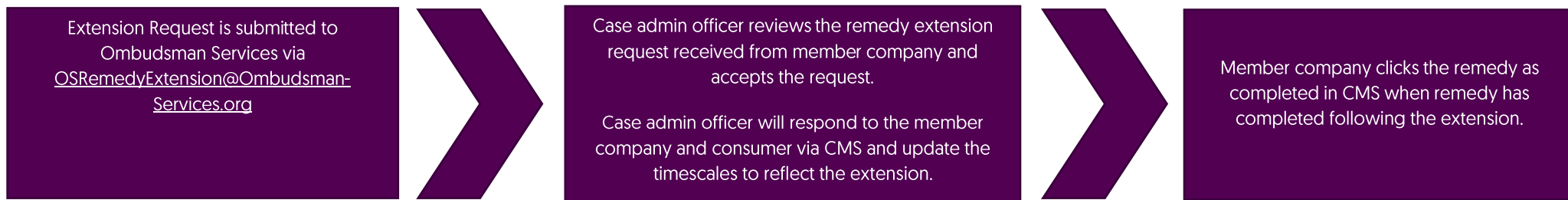


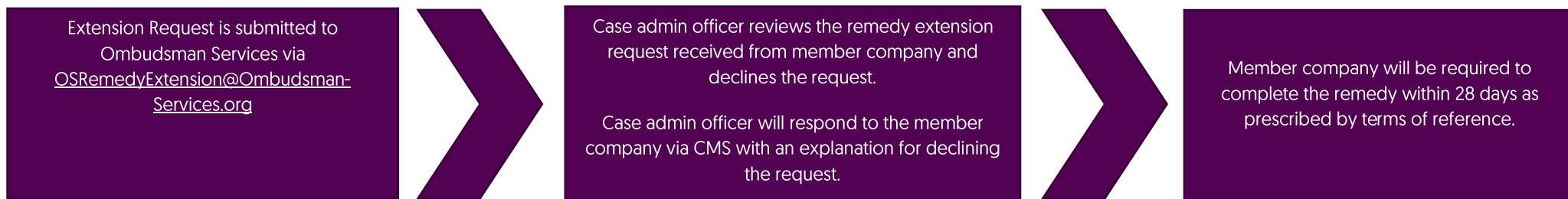
Standard Remedy Extension Request Process.



Ombudsman Services Accepts Remedy Extension [investigation officer decision].



Ombudsman Services Declines Remedy Extension.



Ombudsman Services FCR Remedy Extension.



Standard Remedy Extensions:

- If Covid-19 related, a meter exchange is 84 days. Normally, Ombudsman Services do not grant extensions for meter appointments.
- Database update extensions are 30 days.
- Check meter tests extensions are 40 days [inclusive of installation].
- Erroneous Transfers extensions are 42 days.
- Agreed final reading process extensions are 46 days.
- Anything else is a standard 28-day extension.
- FCR extension is standard 14 days and allowed only once.

Common reasons for declining an extension request:

- Not completed the form.
- Not provided evidence to support the extension request.
- Another extension has been requested for the same remedy with no reason as to why company were unable to complete within the previous extension request.
- No update has been provided to the consumer from the member company.
- The extension request isn't reasonable, and the extension request is disproportionate to what the remedy requires the company to do i.e. letter of apology.
- Related to post-decision.

Member company remedy extension checklist:

- Complete the remedy extension request form.
- Provide case reference number.
- Provide evidence to support the reason for the request.
- Provide evidence to show that the other remedies have been completed.
- Update the consumer on why an extension is required and provide evidence of this to Ombudsman Services.
- Mark individual remedies complete in CMS when required.

Please note that appeals to any decisions will not be able to be dealt with via the remedy extension process and the member company will be required to raise their comments with the investigation officer via messages within CMS.