

SKYE RENEWABLES PHILIPPINES INC.
Complaint Handling Procedures

Purpose:

- (1) To establish a clear and efficient process for handling customer complaints, ensuring timely resolution and customer satisfaction.
- (2) To comply with Energy Regulatory Commission (ERC) Resolution No. 13, Series of 2024 and other related issuances and regulations

Scope: This procedure applies to all complaints received by Skye Renewables Philippines Inc. ("SRPI") from customers regarding retail supply contracts.

Procedure:¹

1. Filing of Complaints:²

- **Channels:** Customers may file complaints through the following channels:
 - Email at cdizon@skyerenewables.com
 - In-person; and
 - Written correspondence.

Any written correspondence or in-person meeting may be made at the following address:

26th Floor, The Podium W. Tower, 12 ADB Avenue, Ortigas Center, Mandaluyong City, 1550, Metro Manila

Addressed to:

Clarissa Dizon

RES Director

Skye Renewables Philippines Inc.

- **Recording: All complaints shall be recorded indicating the following details:**
 - (a) Complainant details: Full name, address, phone number, and email address of the complainant.
 - (b) Complaint details: Nature, date, and time of complaint; including a clear and concise description of the issue.
 - (c) Supporting documents: Any relevant documents such as bills, receipts, or correspondence.

All complaints will go through the RES Director who shall register all complaints in the SRPI system.

2. Initial Assessment:

- **Acknowledgment:** SRPI shall acknowledge the complaint immediately upon receipt thereof and generate a reference number for such complaint within five (5) business days. SRPI shall inform the customer that their complaint is being investigated.

¹ Compliant with Omnibus Rules (ref. L15.2(b)).

² Compliant with Omnibus Rules (ref. L15.2(a)).

- **Classification:** Upon its receipt, SRPI shall classify each received complaint as minor and major:
 - Minor complaints are those that will not require fact-finding or formal investigation such as, but not limited to, incorrectly addressed letters, minor miscommunication issues or minor delays. Complaints of this nature are suited for informal resolution. A minor complaint may be escalated to a major one if requested by the customer or that the customer is dissatisfied with prior attempts by the *RES Director*.
 - Major complaints are those which would involve complex issues and require expertise such as conflicting interpretation of the provisions of the Retail Supply Contract (RSC), interpretation or change in law scenarios, and the like.

The *RES Director* shall categorize the complaint based on its nature (e.g., product quality, service delivery, billing) and shall seek advice from relevant functional office, as needed.

3. Investigation:

- **Gather Information:** SRPI shall collect relevant information from the customer, internal organization or any third-party involved. SRPI may reach out to the customer through various channels, including email, phone calls, or scheduled in-person meetings.
- **Analysis:** It shall analyze the complaint to identify the root cause and potential solutions.
- **Timeline:** SRPI shall endeavor to complete the investigation within fifteen (15) business days from receipt of the complaint.

4. Resolution:

- **Action Plan:** SRPI shall thereafter develop an action plan to address the complaint, considering the root cause and customer expectations.

5. Method of Response to Complaints:³

- **Communication:** SRPI shall respond to complaints in writing, either by email or registered mail. The response shall include the following details:
 - (a) A summary of the customer's issue;
 - (b) The findings of the investigation and the rationale behind the decision;
 - (c) Details of any proposed resolution; and
 - (d) Information on the steps the customer can take if they are dissatisfied with the outcome, including how to escalate the complaint to the ERC.
- **Timeline of Response:** Within thirty (30) business days ⁴ from completion of investigation, SRPI shall communicate the resolution to the customer, providing clear and concise information about the steps taken and the outcome.

³ Compliant with Omnibus Rules (ref. L15.2(c)).

⁴ Compliant with Omnibus Rules (ref. L15.2(b)).

6. Escalation

- **Escalation to Higher Management:** After the *RES Director* has acknowledged the complaint and issued a written reply, and the complaint is still not fully addressed or resolved, the customer may formally request for a meeting between the parties' higher management counterparts to agree on mutually acceptable arrangements to address the complaint/issue. The customer may provide a detailed explanation of the complaint for reference and endorsement to SRPI's higher management.
- **Escalation to Arbitration:** Follow Arbitration/Dispute Resolution process as provided in RSC. In the unlikely event that an agreement is not reached, then the complaint/issue shall be settled following the Arbitration / Dispute Resolution clause of the RSC.
- **Referral of Complaints to the ERC⁵:** If the customer remains dissatisfied with the resolution provided by SRPI after all remedies under this Complaints Handling Procedure have been exhausted, they may escalate the issue to the ERC. This can be done by filing a formal complaint through the ERC's Consumer Complaints Ticketing System (CCTS).
- **Escalation the Regular Courts, Board, or Tribunal⁶:** The customer may also file the appropriate case with the regular court, board, or tribunal after exhaustion of all remedies under this Complaints Handling Procedure.

7. Closure:

- **Customer Satisfaction:** After its communication with the customer, SRPI shall verify that the complaint has been resolved to their satisfaction.
- **Documentation:** SRPI shall further document the resolution and close the complaint in the complaint tracking system.

8. Data Retention⁷

SRPI will maintain accurate records of all complaints for at least three (3) years from the date of resolution of the complaint. These records will include, but are not limited to, details of the complainant and the complaint, investigation, resolution, and customer feedback. All records and information obtained or created in connection with this Complaints Handling Procedure shall be kept strictly confidential and shall not be disclosed to any third party, except as required by law or upon the written request of a duly authorized legal or regulatory body, pursuant to a valid court order, subpoena, or other legal process.

9. Continuous Improvement:

- **Analysis:** SRPI shall continue to analyze trends in complaints to identify areas for improvement in products, services, or processes.
- **Training:** Apart from its analysis of root cause, SRPI shall provide training to employees on complaint handling procedures and customer service best practices.

⁵ Compliant with Omnibus Rules (ref. L15.2 (d)) and Module M3.1 of the Omnibus Rules.

⁶ Compliant with Omnibus Rules (ref. L15.2 (d)) and Module M3.1 of the Omnibus Rules.

⁷ Compliant with Omnibus Rules (ref. L15.3).