

Using AI to write your complaint?

We have noticed more complaints that appear to be written using artificial intelligence (AI) tools, such as ChatGPT or similar programs.

AI can help you think through an issue. However, complaints written by AI often cause problems. These problems can delay our assessment of your complaint or limit the help we can provide.

You **do not need** to use AI to make a good complaint.

In most cases, complaints are clearer when they are in your own words.

We just need to understand:

- what happened;
- which energy provider was involved;
- what you have already tried to do about it;
- how it has affected you; and
- what outcome you want.

We are not looking for legal arguments - a short, clear description is usually best. If we need you to explain anything, we will ask you.

Our online and paper complaint forms already ask for the information we usually need.

Risks of using AI to write your complaint

Incorrect information

AI may generate information that sounds correct but is wrong.

This can include incorrect laws, processes, dates, names and events. Sometimes the laws and processes don't apply to your complaint or Tasmania.

If your complaint contains incorrect information, we may not be able to consider it properly.

Check the information you get from the AI tool is correct before using it.



Privacy and confidentiality

Any information you share with an AI tool may be used or shared with others, without you knowing. This can include information about yourself and other people.

Privacy risks include:

- information being shared without your knowledge;
- information being misused; and
- information being disclosed to others without your permission.

Once you share information with an AI tool, you may not be able to get it back or have it deleted.



Complaints that are too long or unclear

AI often produces long and complicated documents.

If a complaint is too long, the issues can be hard for us to find. This can slow down our assessment of your complaint.

This means you may have to explain yourself more than once. It could also take us longer to progress your complaint.

Short, clear complaints help us understand your issue more quickly.



Using AI as a thinking tool

If you want to use AI as a guide to help you identify key points:

- be careful about sharing personal information or confidential information;
- check the information generated by AI is accurate;
- add your own words, reasons and summaries; and
- make sure the information generated by AI reflects your real experience.



What we may do if there are problems

If a complaint:

- contains false or misleading information; and/or

- is too long or unclear to identify the issues,

we may ask you to:

- explain your complaint; and/or
- write your complaint again and resubmit it.

We may also decline complaints and attachments longer than **three (3)** pages that appear to have been written using AI.