

OPIS Complaint Handling Policy

Latest update: August 2026

Complaints or Questions

OPIS is committed to transparency, accountability and continual improvement. Stakeholders may submit a complaint or question regarding any aspect of the price assessment process, including:

- Whether a published price assessment reflects the market
- The application of methodology to a specific price assessment
- The overall assessment determination process
- Other decisions related to OPIS spot prices

Formal complaints or questions may be submitted by email to: energy_compliance@dowjones.com.

Complaint Handling Policy

Upon receipt of an emailed complaint, the OPIS will:

- Acknowledge the complaint in writing within five business days
- Conduct an independent and timely investigation, separate from any individual involved in the original assessment
- Communicate the outcome of the investigation within 60 calendar days, or notify the complainant if additional time is required
- Retain all complaint documents for five years

If a complainant is unsatisfied with the outcome or process, they may request a referral to an independent third party within six months of the decision.