

**SMALL ELECTRICITY CUSTOMER DISCONNECTION AND COMPLAINTS DATA  
YEAR ENDED 30 JUNE 2008.**

**Introduction**

Clause 8.5.1 of the Electricity Industry Code (the Code) requires the Queensland Competition Authority (the Authority) to monitor and publish annual customer disconnection and complaints data collected from retail entities.

This report provides a summary, by retailer, for the financial year ended 30 June 2008. This covers the first 12 months of operation under the Code and is the first report of this kind since the commencement of full retail competition (FRC) on 1 July 2007.

Some caution needs to be exercised when interpreting these statistics as some retailers have been unable to provide data in the format required by the Code. The affected retailers have been made aware of their data deficiencies and are working to ensure that this situation will not recur in future reports.

**Customer Disconnections and Reconnections**

Clause 8.5.3 of the Code requires all electricity retail entities to provide information for the previous year relating to:

- (a) the number of small business and residential customers who have been *disconnected due to non-payment* [clauses (a) and (b)];and
- (b) the number of small business and residential customers who have been disconnected due to non-payment, but have been *reconnected within seven days* with the same name at the premises [clauses (c) and (d)],

Table 1 indicates that, for the 12 months ended 30 June 2008, 21,784 small customers were disconnected due to non-payment. Of these, 8,578 (39.4%) were reconnected within seven days.

**NOTE**

**Following release of the attached disconnection numbers reported by retailers, the Authority was concerned about apparent disparities between some (similar sized) retailers and, more importantly, between the numbers reported by some retailers and some matching data provided by distributors.**

**As a result of its investigation, the Authority is of the view that the likely level of disconnections by Origin Energy was probably around 11,000 as opposed to the 84 reported initially by Origin Energy.**

**The Authority is also of the view that the number reported by AGL may be somewhat too high. However, AGL does not concur with that view and believes its original reported numbers to be accurate.**

**Country Energy advised the Authority that it had discovered a very minor error in its reported numbers which have been corrected in Table 1.**

**As a result, primarily due to the significant under-reporting by Origin Energy, it is likely that the total level of disconnections in 2007-08 was around 30,000.**

**Table 1: Small customer<sup>1</sup> disconnections for the year ending 30 June 2008.**

<i>Retail entities</i>	<i>Disconnection due to non-payment</i>		<i>Total</i>	<i>Disconnection due to non-payment but have been reconnected within 7 days with the same name at the premises</i>		<i>Total</i>
	<i>Small business customers</i>	<i>Small residential customers</i>		<i>Small business customers</i>	<i>Small residential customers</i>	
AGL Sales Pty Ltd <sup>2</sup>	7,457		<b>7,457</b>	27		<b>27</b>
Aurora Energy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Australian Power and Gas Pty Ltd	0	8	<b>8</b>	0	5	<b>5</b>
Country Energy	0	13	<b>13</b>	0	5	<b>5</b>
CS Energy Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Dodo Power & Gas Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Energy Australia	0	0	<b>0</b>	0	0	<b>0</b>
ERM Power Retail Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Flinders Operating Services Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Independent Electricity Retail Solutions Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Integral Energy Australia	0	1	<b>1</b>	0	0	<b>0</b>
Jackgreen (International) Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Momentum Energy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Origin Energy Electricity Ltd (including Sun Retail Pty Ltd) <sup>3</sup>	8	76	<b>84</b>	8	55	<b>63</b>
OzGen Retail Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Powerdirect Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Qenergy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Queensland Electricity Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Red Energy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Sanctuary Energy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Stanwell Corporation Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Tarong Energy Corporation Ltd	0	0	<b>0</b>	0	0	<b>0</b>
TRUenergy Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
TRUenergy Yallourn Pty Ltd	0	0	<b>0</b>	0	0	<b>0</b>
Ergon Energy Queensland	561	13,657	<b>14,218</b>	246	8,232	<b>8,476</b>
<b>TOTAL</b>			<b>21,784</b>			<b>8,578</b>

1. Small customers are defined as those consuming less than 100MWh of electricity per annum.
2. AGL was unable to provide disconnections and reconnections by customer category as required under the Code.
3. Origin Energy was unable to report customer disconnection and reconnection data separately for Origin Energy Ltd and Sun Retail Pty Ltd as required under the Code. The disconnection and reconnection statistics reported here are an aggregate for both retail entities.

### **Customer complaints**

Clause 8.5.4 of the Code requires all electricity retail entities to provide information relating to the number of complaints received from small business and small residential customers in respect of their actions or omissions as a retail entity.

Table 2 indicates that, in the 12 months since the commencement of FRC, 19,507 complaints were received by retailers from both small residential and small business customers. Of these, 9,852 or 50.5% were complaints related to billing or account issues.

**Table 2: Small customer<sup>1</sup> complaints by retailer for the year ending 30 June 2008.**

<i>Retail entities</i>	<i>Billing or account complaints</i>		<i>Other complaints</i>		<i>Total</i>
	<i>Small business</i>	<i>Small residential</i>	<i>Small business</i>	<i>Small residential</i>	
AGL Sales Pty Ltd and AGL Sales (Queensland Electricity) Pty Ltd <sup>2</sup>	4,681		6,286		<b>10,967</b>
Aurora Energy Pty Ltd	0	0	0	0	<b>0</b>
Australian Power and Gas Pty Ltd	0	120	0	100	<b>220</b>
Country Energy	0	10	0	0	<b>10</b>
CS Energy Ltd	0	0	0	0	<b>0</b>
Dodo Power & Gas Pty Ltd	0	0	0	0	<b>0</b>
Energy Australia	0	7	1	36	<b>44</b>
ERM Power Retail Pty Ltd	0	0	0	0	<b>0</b>
Flinders Operating Services Pty Ltd	0	0	0	0	<b>0</b>
Independent Electricity Retail Solutions Pty Ltd	0	0	0	0	<b>0</b>
Integral Energy Australia	13	318	42	610	<b>983</b>
Jackgreen (International) Pty Ltd	0	27	0	85	<b>112</b>
Momentum Energy Pty Ltd	0	0	0	0	<b>0</b>
Origin Energy Electricity Ltd (including Sun Retail Pty Ltd) <sup>3</sup>	28	676	54	899	<b>1,657</b>
OzGen Retail Pty Ltd	0	0	0	0	<b>0</b>
Powerdirect Pty Ltd	91	15	4	3	<b>113</b>
Qenergy Pty Ltd	0	0	0	0	<b>0</b>
Queensland Electricity Pty Ltd	0	12	0	173	<b>185</b>
Red Energy Pty Ltd	0	0	0	0	<b>0</b>
Sanctuary Energy Pty Ltd	0	0	0	0	<b>0</b>
Stanwell Corporation Ltd	0	0	0	0	<b>0</b>
Tarong Energy Corporation Ltd	0	0	0	0	<b>0</b>
TRUenergy Pty Ltd	0	47	0	41	<b>88</b>
TRUenergy Yallourn Pty Ltd	0	0	0	0	<b>0</b>
Ergon Energy Queensland	784	3,023	99	1,036	<b>5,128<sup>4</sup></b>

1. *Small customers are defined as those consuming less than 100MWh of electricity per annum*
2. *AGL was unable to provide complaints data by customer class as required under the Code. The data reported by AGL also includes complaints received from Queensland and Victorian electricity customers as well as for customers on dual-fuel and "unclassified" fuel contracts.*
3. *Origin Energy was unable to provide customer complaints data separately for Origin Energy Pty Ltd and Sun Retail Pty Ltd as required under the Code. The complaints data reported here are an aggregate for the two retail entities*
4. *"Total complaints" includes 'unknown complaints'. The 'unknown' category reflects complaints where there was insufficient information recorded to determine the nature of the customer.*