



BILLING CODE – RETAILERS’ PERFORMANCE 19 SEPTEMBER-DECEMBER 2008

Introduction

The *Electricity (Retail Billing Guaranteed Service Level Scheme) Code* (the Billing Code) took effect on 19 September 2008. The Billing Code requires that electricity retailers give customers a rebate (GSL rebate) off their next electricity bill if the customer has received and paid an electricity bill containing a 'material error'.

The Billing Code defines a material error as an error of at least \$0.40. For an error of \$0.40 up to \$10, a \$15 rebate applies and for an error of \$10 or more a \$40 rebate applies. The billing error must relate to:

- the Queensland Government Electricity Rebate;
- the Ambulance Levy; and/or
- an incorrect price or rate charged by the retailer.

Electricity retailers are not required to pay a GSL rebate if:

- they have issued an amended bill that corrects the error before the incorrect bill has been paid by the customer;
- the billing error is clearly outside of the retailer's control, such as a faulty meter or a meter reading error, or if incorrect or insufficient information has been provided to the retailer; or
- the retailer has simply made an adjustment to the customer's bill following an estimated bill being issued to the customer.

Reporting Requirements

Retailers are required to provide the Authority with quarterly data in relation to the Billing Code including the number of:

- GSL rebate claims made;
- GSL rebate claims rejected;
- GSL rebates paid, and the amount of such rebates; including GSL rebates automatically paid to customers; and
- GSL rebate disputes referred to the Energy Ombudsman for resolution.

Table 1 provides a summary of retailers’ performance for the period 19 September 2008 – 31 December 2008:

Table 1: Retailer GSL reports – (19 September 2008 – 31 December 2008)

Retailer	No. of GSL rebates paid			No. of GSL rebate claims rejected	Total GSL Claims Made	Total value of GSL rebates paid	GSL disputes referred to EOQ
	Automatically paid	Not automatically paid (claimed)	Total Paid				
	(A)	(B)	(C) = (A+B)				
TRUenergy	866	0	866	0	866	\$34,460	0
Integral	191	93	284	74	358	\$10,310	0
Origin Energy Electricity Ltd	221	27	248	10	258	\$8,520	2
Sun Retail Pty Ltd (Origin)	108	8	116	0	116	\$4,475	0
AGL Sales Pty Ltd	11 ^a	7 ^a	114 ^a	5 ^b	119^b	\$3,410	0
Jackgreen International	32	0	32	0	32	\$1,255	0
Country Energy	8	0	8	0	8	\$320	0
Queensland Electricity	0	7	7	5	12	\$295	0
Ergon Energy	7	0	7	1	8	\$130	0
Powerdirect Pty Ltd (AGL)	3	0	3	0	3	\$95	0
AGL Sales (Qld Electricity)	0	0	0	0	0	0	0
Energy Australia	0	0	0	0	0	0	0
Sanctuary Energy	0	0	0	0	0	0	0
Totals	1,447	142	1,685	95	1,780	\$63,270	2

a AGL Sales Pty Ltd could not accurately allocate 96 GSL payments as being automatically paid or paid after receiving a claim from a customer.

b AGL has been unable to accurately report the number of GSL claims rejected.