



## **BILLING CODE – RETAILER PERFORMANCE JUNE QUARTER 2009 (AMENDED)**

### **Introduction**

The Electricity (Retail Billing Guaranteed Service Level (GSL) 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:

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

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

- (a) they have issued an amended bill that corrects the error before the incorrect bill has been paid by the customer;
- (b) 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
- (c) 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:

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

**Table 1** provides details of performance for the 2008-09 year. However, it should be noted that, because the Billing Code took effect on 19 September 2008, the 2008-09 year results are for less than a full year.

Note: On 9 December 2009, TRUenergy advised the Authority that it incorrectly reported its GSL payments for the June quarter 2009. The revised figures are highlighted in **Table 1**.

**Table 1: Retailer GSL reports – Financial Year\* 2008-09 - Revised**

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	5,675	0	5,675	0	5,675	\$227,000	0
Integral	296	151	447	91	538	\$15,755	0
Origin Energy Electricity Ltd	486	166	652	23	675	\$24,030	6
Sun Retail Pty Ltd (Origin)	299	32	331	0	331	\$12,575	0
AGL Sales Pty Ltd	150	260	410	9	419	\$14,100	8
Jackgreen International	47	22	69	0	69	\$2,800	0
Country Energy	19	2	21	0	21	\$840	0
Queensland Electricity	9	10	19	7	26	\$750	0
Ergon Energy	13	0	13	2	15	\$370	0
Powerdirect Pty Ltd (AGL)	3	0	3	0	3	\$95	0
Energy Australia	0	0	0	0	0	0	0
Sanctuary Energy	0	0	0	0	0	0	0
Australian Power and Gas	0	0	0	0	0	0	0
<b>Totals</b>	<b>6,997</b>	<b>643</b>	<b>7,640</b>	<b>132</b>	<b>7,772</b>	<b>\$298,315</b>	<b>14</b>

\* As the Billing Code took effect on 19 September 2008 the 2008-09 year results are for less than a full year.