



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

Introduction

Full Retail Competition (FRC) in the Queensland gas market commenced on 1 July 2007 allowing all gas customers the option of choosing their retailer. At the commencement of FRC, the prices payable by small-reticulated natural gas customers (those consuming less than 1 terajoule (TJ) of gas per annum) were deregulated.

Clause 6.5.1 of the Queensland Gas Industry Code (the Code) requires the Queensland Competition Authority (the Authority) to monitor and publish annually data collected from Queensland gas retailers on the number of small customers disconnected and complaints received from small customers.

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

Customer disconnections

Table 1 shows the number of small customer disconnections due to non-payments by retailer and the number of those customers subsequently reconnected, over the year to 30 June 2008.

Table 1: Small customer disconnections and reconnections for year ended 30 June 2008.

| <i>Retail Entity</i> | <i>Small customers</i> | |
|----------------------------------|---|----------------------|
| | <i>Disconnection due to non-payment</i> | <i>Reconnections</i> |
| AGL Sales Pty Ltd | 0 | 0 |
| AGL Sales (Queensland) Pty Ltd | 0 | 0 |
| Origin Energy Pty Ltd | 784 | 290 |
| Origin Energy (Victoria) Pty Ltd | 0 | 0 |
| Australian Power and Gas Pty Ltd | 1 | 0 |
| Energy Australia Pty Ltd | 0 | 0 |
| Dodo Power and Gas Pty Ltd | 0 | 0 |
| Dalby Regional Council | 41 | 39 |
| Roma Regional Council | 24 | 4 |
| Total | 850 | 333 |

As Table 1 indicates, 850 small customers were disconnected due to non-payment. Of these, 333 (39.2%) were reconnected within seven days

Of the retail entities identified in Table 1, four have not commenced retailing in the Queensland gas market (Dodo Power and Gas Pty Ltd, Energy Australia Pty Ltd, Origin Energy (Victoria) Pty Ltd and AGL Sales Pty Ltd).

Customer complaints

Table 2 shows the number of complaints received, by category, by individual gas retailers for the financial year ending 30 June 2008.

Table 2: Total complaints received by small customers for the year ended 30 June 2008

| <i>Retail entity</i> | <i>Billing or account related complaints</i> | <i>'Other' complaints</i> | <i>Total complaints</i> |
|---|--|---------------------------|-------------------------|
| AGL Sales Pty Ltd and AGL Sales (Queensland) Pty Ltd ¹ | 5,335 | 4,897 | 10,232 |
| Origin Energy Pty Ltd ² | 205 | 226 | 431 |
| Origin Energy (Victoria) Pty Ltd | 0 | 0 | 0 |
| Australian Power and Gas Pty Ltd | 0 | 0 | 0 |
| Energy Australia Pty Ltd | 0 | 0 | 0 |
| Dodo Power and Gas Pty Ltd | 0 | 0 | 0 |
| Dalby Regional Council | 58 | 10 | 68 |
| Roma Regional Council | 17 | 19 | 36 |
| Total | 5,615 | 5,152 | 10,767 |

1 AGL was unable to provide separate complaints data for its two retail entities as required under the Code. The data provided by AGL also includes complaints received from gas customers in Victoria and South Australia and complaints received from customers who are on dual-fuel and 'unclassified' contracts.

In aggregate, gas retail entities reported receiving 10,767 complaints in the 12 months since the commencement of FRC, with the majority (52.2%) of complaints received being complaints related to billing or accounts issues.

As noted above, AGL was unable to report data that meets the requirements of the Code and, as a result, some caution needs to be exercised when interpreting this table.

As noted previously, four retail entities have not commenced retailing in the Queensland gas market.