



**SMALL GAS CUSTOMER DISCONNECTION AND COMPLAINTS DATA
YEAR ENDED 30 JUNE 2009.**

Introduction

Clause 5.5.1 of the Queensland Gas Industry Code (the Code) requires that the Authority monitor and publish annually the number of small customer disconnections (for non-payment) and complaints data collected from licensed retail entities.

During 2008-09, there were nine licensed gas retailers in Queensland. Seven of these were commercial operators of which only three (AGL, Origin Energy and Australian Power and Gas) were actively supplying gas to small customers. The remaining two licensees, Dalby and Roma Town Councils, each hold a Retail Authority that permits them to retail natural gas to customers only within their specific distribution network area.

Customer Disconnections and Reconnections data

Clause 5.5.2 of the Code requires all gas retail entities 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* [clause (a)];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 [clause (b)].

Table 1 shows that 1,141 small customers were disconnected due to non-payment, of which 439 (or 38.5%) were reconnected within seven days.

Table 1: Small customer disconnections and reconnections for year ended 30 June 2009

<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
Australian Power and Gas Pty Ltd	3	1
Dodo Power and Gas Pty Ltd	0	0
Energy Australia Pty Ltd	0	0
Origin Energy Pty Ltd	986	344
Origin Energy (Victoria) Pty Ltd	0	0
Dalby Regional Council	106	83
Roma Regional Council	46	11
Total	1,141	439

Customer complaints

Clause 5.5.3 of the Code requires all gas retail entities provide the annual number of complaints received from their customers.

Table 2 shows that 1,342 complaints were received by retailers from customers during the year. Of these, 876 (or 65.3%) related to billing or account issues.

Table 2: Small customer complaints by retailer for the year ended 30 June 2009

<i>Retail entity</i>	<i>Billing or account related complaints</i>	<i>'Other' complaints</i>	<i>Total complaints</i>
AGL Sales Pty Ltd	0	0	0
AGL Sales (Queensland) Pty Ltd	611	280	891
Australian Power and Gas Pty Ltd	1	1	2
Dodo Power and Gas Pty Ltd	0	0	0
Energy Australia Pty Ltd	0	0	0
Origin Energy Pty Ltd	235	178	413
Origin Energy (Victoria) Pty Ltd	0	0	0
Dalby Regional Council	0	0	0
Roma Regional Council	29	7	36
Total	876	466	1,342