



SMALL ELECTRICITY CUSTOMER DISCONNECTION AND COMPLAINTS DATA YEAR ENDED 30 JUNE 2009

Introduction

Clause 8.5.1 of the Electricity 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 retail entities.

During 2008-09, there were 26 licensed electricity retailers in Queensland of which 12 supplied electricity to small customers. Of those 12, ten supplied small customers in South East Queensland with Ergon Energy supplying the remainder of the state and Country Energy (a New South Wales government owned electricity retailer and distributor) servicing a small number of customers in the southern part of the state.

Customer disconnections and reconnections

Clause 8.5.3 of the Code requires all electricity 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* [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 shows that 16,267 small customers were disconnected due to non-payment, of which 5,442 (or 34%) were reconnected within seven days.

Table 1: Small customer¹ disconnections, 2008-09

<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	112	371	483	14	104	118
AGL Sales (Queensland Electricity)	0	0	0	0	0	0
Aurora Energy Pty Ltd	0	0	0	0	0	0
Australian Power and Gas	0	32	32	0	10	10
Country Energy	0	15	15	0	6	6
CS Energy	0	0	0	0	0	0
Dodo Power & Gas	0	0	0	0	0	0
Energy Australia	2	26	28	0	0	0
ERM Power Retail	0	0	0	0	0	0
Flinders Operating Services	0	0	0	0	0	0
Independent Electricity Retail Solutions	0	0	0	0	0	0
Integral Energy Australia	20	449	469	4	150	154
Jackgreen (International)	0	101	101	0	46	46
Momentum Energy	0	0	0	0	0	0
Origin Energy Electricity	722	3,044	3,766	33	366	399
OzGen Retail	0	0	0	0	0	0
Powerdirect	0	0	0	0	0	0
Qenergy	0	0	0	0	0	0
Queensland Electricity	1	16	17	0	4	4
Red Energy	0	0	0	0	0	0
Sanctuary Energy	0	0	0	0	0	0
Stanwell Corporation	0	0	0	0	0	0
Tarong Energy Corporation	0	0	0	0	0	0
TRUenergy	8	30	38	0	4	4
TRUenergy Yallourn	0	0	0	0	0	0
Ergon Energy Queensland	549	10,769	11,318	174	4,527	4,701
TOTAL	1,414	14,853	16,267	225	5,217	5,442

1. *Small customers are defined as those consuming less than 100MWh of electricity per annum.*
2. *Origin Energy advised that its disconnections data was likely to be overstated as it had some problems accurately recording this data during the year.*

Customer complaints

Clause 8.5.4 of the Code requires all electricity retail entities provide the number of complaints received annually from small business and small residential customers.

Table 2 shows that 31,377 complaints were received by retailers from both small residential and small business customers during the year. Of these, 21,530 (or 69%) related to billing or account issues.

Table 2: Small customer¹ complaints by retailer, 2008-09

<i>Retail entities</i>	<i>Billing or account complaints</i>		<i>Other complaints</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	895	9,177	195	2,817	13,084
Aurora Energy	0	0	0	0	0
Australian Power and Gas	0	24	0	15	39
Country Energy	1	6	4	30	41
CS Energy	0	0	0	0	0
Dodo Power & Gas	0	0	0	0	0
Energy Australia	0	6	0	33	39
ERM Power Retail	0	0	0	0	0
Flinders Operating Services	0	0	0	0	0
Independent Electricity Retail Solutions	0	0	0	0	0
Integral Energy Australia	63	1,032	51	1,435	2,581
Jackgreen (International)	0	97	0	100	197
Momentum Energy	0	0	0	0	0
Origin Energy Electricity	114	1,973	81	1,443	3,611
OzGen Retail	0	0	0	0	0
Powerdirect	172	77	10	10	269
Qenergy	0	0	0	0	0
Queensland Electricity	0	3,213	0	2,561	5,774
Red Energy	0	0	0	0	0
Sanctuary Energy	0	0	0	0	0
Stanwell Corporation	0	0	0	0	0
Tarong Energy Corporation	0	0	0	0	0
TRUenergy	0	231	0	50	281
TRUenergy Yallourn	0	0	0	0	0
Ergon Energy Queensland	847	3,392	55	901	5,461 ²
TOTAL	2,092	19,228	396	9,395	31,377

1. *Small customers are defined as those consuming less than 100MWh of electricity per annum.*
2. *Ergon Energy's total includes 266 'unknown complaints'. These are complaints where there was insufficient information recorded to determine the nature of the customers complaint.*