

REGISTER OF BREACHES BY ENERGY BUSINESSES

The QCA enforces the Electricity Distribution Network Code, the Gas Distribution Network Code, and some Queensland-specific derogations to the National Energy Retail Law and National Energy Retail Rules. The tables below summarise the breaches that the QCA is currently investigating and/or where it is monitoring the reimbursement of affected customers, as well as the investigations the QCA has completed over time, and what enforcement action it has taken.

Investigations and/or monitoring activities undertaken since 2020

Investigation	Time of breach	Number of affected customers	Amount	Enforcement action
Ergon Energy—notified prices (2023) Ergon Energy applied one daily supply charge only to residential customers with two controlled load tariffs.	July 2023 to November 2023	915 bills	\$2,367 undercharged	Administrative resolution
Tango Energy—prohibited late fees (2023) Tango Energy charged two standing offer customers prohibited late fees.	July 2022 to 14 September 2023	25 instances	\$36.99	Administrative resolution
CovaU—prohibited late fees (2022) CovaU charged one standing offer contract customer a prohibited late fee.	2023	1 customer	\$2.73	Administrative resolution
Energy Locals—prohibited late fees (2022) Energy Locals charged two standing offer customers prohibited late fees.	July 2022 to September 2022	2 customers	\$32	Administrative resolution.
Ergon Retail—notified prices (2022) Ergon Energy Retail charged standard retail contract customers on tariffs 22B prices that were different from the notified prices for this tariff.	January 2021 to August 2022	135 small business customers	\$36,885 undercharged \$573.54 overcharged	Administrative resolution
Origin Energy—credit card, Australia Post and paper bill fees (2022) Origin Energy charged standing offer customers credit card payment fees, Australia Post payment processing and paper bill fees.	September 2021 to August 2022	46 residential customers 11 small business customers	\$147.24	Administrative resolution
Ergon Retail—notified prices (2022) Ergon Energy Retail undercharged standard retail contract customers on tariff 50; no large customers were overcharged.	March to April 2022	333 large customers	\$199,291	Administrative resolution
Momentum Energy—notified prices (2022) Momentum Energy charged standard retail contract customers on tariffs 11 and 20 prices that were different from the notified prices for those tariffs.	July 2020 to June 2022	1 residential customer 8 small business customers	\$9,315	Administrative resolution

Ergon Retail—notified prices (2022) Ergon Energy Retail charged standard retail contract customers on tariffs 12B and 22B prices that were different from the notified prices for those tariffs.	July to November 2021	14 residential customers 111 small business customers	\$1,647 overcharged; \$6,897 undercharged	Administrative resolution
Origin Energy—payment and billing fees (2021) Origin Energy charged standing offer customers paper bill fees and payment processing fees (for cards and payments at Australia Post).	January to April 2021	21,250 residential customers 2,687 small business customers	\$65,944	Enforceable undertaking
AGL—late payment fees (2020) AGL charged standing offer customers late payment fees.	January 2015 to August 2020	21,144 residential customers 3,286 small business customers	\$783,153	Enforceable undertaking
Energex and Ergon Energy—use of ‘main switch and sticker’ process (2020) Energex and Ergon Energy using the ‘main switch and sticker’ (MSS) process to disconnect vacant properties during the coronavirus disaster, which involved placing a sticker over the main switch at a customer’s premises instead of physically disconnecting supply.	20 April 2020 to 7 May 2020	MSS disconnections: 609 (Energex) 7 (Ergon Energy)	n/a	Warning notices; No code contravention notices issued
Origin Energy—late payment fees (2019) Origin Energy charged standing offer customers late payment fees.	December 2011 to August 2018	456 standing offer customers	\$7,860	Voluntary undertaking

Additional information on noteworthy investigations and/or monitoring activities undertaken before 2020

Investigation	Time of breach	Number of affected customers	Amount	Enforcement action
Ergon Retail—large customer metering investigation (2018) Ergon Energy Queensland (Ergon Retail) was investigated for overcharging large regional business customers by charging for metering costs, in addition to notified prices.	Since 1 January 2017	Large business customers consuming more than 750 MWh per year were affected.	n/a	n/a
Ergon Distribution—meter reconfigurations (2017/18) Ergon Energy Corporation Limited (Ergon Distribution) failed to meet the required standard for meter reconfiguration requests. A meter reconfiguration service order request occurs where a retailer requests a distributor to reconfigure or reprogram a meter.	June quarter of 2017	n/a	n/a	Warning notice; No code contravention notices issued
Momentum Energy—notified prices (2017) Momentum Energy customers were taken off an aggregated commercial contract and became small customers but were not charged the correct notified prices.	September 2014 to July 2017	12 customers	\$12,953.33 (over- and undercharges)	Administrative resolution
Ergon Energy—minimum service standards (2010/11) Ergon Energy failed to meet five out of six if its minimum service standards in two consecutive years (2008–09 and 2009–10).	2008–09 and 2009–10	n/a	n/a	Warning notice; No code contravention notices issued
Energex—disconnections (2008) Energex failed to meet requests for disconnections for domestic move-outs, breaching clause 5.7 of the Electricity Industry Code.	April and May 2008	Approximately 14,000 requests	n/a	Warning notice; No code contravention notices issued