

**SMALL ELECTRICITY CUSTOMER DISCONNECTION AND COMPLAINTS DATA
YEAR ENDED 30 JUNE 2010**

Introduction

Clause 8.5.1 of the Electricity Industry Code (the Code) requires that the Authority monitors and publishes annually the number of small customer disconnections (for non-payment) and complaints data collected from retail entities.

During 2009-10, there were 27 licensed electricity retailers in Queensland of which 13 supplied electricity to small customers. Of those, 11 supplied small customers in South East Queensland, Country Energy (a New South Wales government owned electricity retailer and distributor) supplied a small number of customers in the southern part of the State and Ergon Energy supplied the remainder of the State.

Customer disconnections and reconnections

Clause 8.5.3 of the Code requires that all electricity retailers provide information for the previous year relating to:

- (a) the number of small business and residential customers who were *disconnected due to non-payment*; and
- (b) the number of small business and residential customers who were disconnected due to non-payment, but were subsequently *reconnected within seven days* with the same name at the premises.

Table 1 shows the number of disconnections and reconnections reported by retailers. During 2009-10, 19,596 small customers were disconnected due to non-payment, of which 9,865 (or 50.3%) were reconnected within seven days. Due to differences in the way data has been recorded and reported by retailers, the figures for 2009-10 are not directly comparable with those reported in 2008-09.

The Authority is seeking to improve the quality of data reported by retailers prior to the commencement of quarterly reporting for the September quarter 2010.

Table 1: Small customer¹ disconnections, 2009-10

<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	335	2,683	3,018	36	523	559
AGL Sales (Queensland Electricity)	0	0	0	0	0	0
Aurora Energy	0	0	0	0	0	0
Australian Power and Gas	0	9	9	0	2	2
Click Energy	0	0	0	0	0	0
Country Energy	1	29	30	1	20	21
CS Energy	0	0	0	0	0	0
Diamond Energy	0	0	0	0	0	0
Dodo Power & Gas	0	0	0	0	0	0
Energy Australia	18	56	74	10	42	52
ERM Power Retail	0	0	0	0	0	0
Flinders Operating Services	0	0	0	0	0	0
Independent Electricity Solutions	0	0	0	0	0	0
Integral Energy Australia	120	1,860	1,980	56	1,165	1,221
Momentum Energy	0	0	0	0	0	0
Origin Energy Electricity	464	2,806	3,270	192	1,364	1,556
OzGen Retail	0	0	0	0	0	0
Powerdirect	11	2	13	0	0	0
Qenergy	0	0	0	0	0	0
Lumo Energy ²	163	518	681	163	137	300
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	48	167	215	14	47	61
TRUenergy Yallourn	0	0	0	0	0	0
Ergon Energy Queensland	523	9,783	10,306	243	5,850	6,093
TOTAL	1,683	17,913	19,596	715	9,150	9,865

1. *Small customers are defined as those consuming less than 100MWh of electricity per annum.*
2. *Previously known as Queensland Electricity.*

Customer complaints

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

Table 2 shows the number of complaints to retailers. During 2009-10, 28,938 complaints were received by retailers from both small residential and small business customers. Of these, 17,706 (or 61.2%) were related to billing or account issues. This compares to 31,377 complaints reported in 2008-09.

Table 2: Small customer¹ complaints by retailer, 2009-10

<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	405	6,520	135	2,434	9,494
AGL Sales (Queensland Electricity)	0	0	0	0	0
Aurora Energy	0	0	0	0	0
Australian Power and Gas	0	9	0	25	34
Click Energy	0	0	0	0	0
Country Energy	4	6	7	30	47
CS Energy	0	0	0	0	0
Diamond Energy	0	0	0	0	0
Dodo Power & Gas	0	0	0	0	0
Energy Australia	0	10	4	95	109
ERM Power Retail	0	0	0	0	0
Flinders Operating Services	0	0	0	0	0
Independent Electricity Solutions	0	0	0	0	0
Integral Energy Australia	36	999	3	752	1,790
Origin Energy Electricity	125	3,675	157	4,958	8,915
Momentum Energy	0	0	0	0	0
OzGen Retail	0	0	0	0	0
Powerdirect	15	57	38	42	152
Qenergy	0	0	0	0	0
Lumo Energy ²	2	917	0	759	1,678
Red Energy	0	0	0	0	0
Sanctuary Energy	5	28	2	17	52
Stanwell Corporation	0	0	0	0	0
Tarong Energy Corporation	0	0	0	0	0
TRUenergy	0	203	0	136	339
TRUenergy Yallourn	0	0	0	0	0
Ergon Energy Queensland	916	3,774	65	1,245	6,328³
TOTAL	1,508	16,198	411	10,493	28,938

1. *Small customers are defined as those consuming less than 100MWh of electricity per annum.*
2. *Previously known as Queensland Electricity.*
3. *Ergon Energy's total includes 328 'unknown complaints'. These are complaints where there was insufficient information recorded to determine the nature of the customers complaint.*