

Appendices

Appendix one: Data

Table 6: Five-year received and closed by year

	2016-17	2017-18	2018-19	2019-20	2020-21
Received	7,913	10,328	8,584	7,510	6,067
Closed	7,861	10,211	8,559	7,621	6,064

Table 7: Received and closed cases by month 2020-21

	Received	Closed		Received	Closed
Jul-20	521	511	Jan-21	467	474
Aug-20	462	441	Feb-21	530	521
Sep-20	538	579	Mar-21	582	580
Oct-20	486	478	Apr-21	452	476
Nov-20	508	499	May-21	537	533
Dec-20	416	406	Jun-21	568	566
			Total	6,067	6,064

Table 8: Five-year closed cases

Closed cases	2016-17	2017-18	2018-19	2019-20	2020-21
Electricity	6,636	8,838	7,231	6,386	5,038
Gas	552	732	699	593	390
Water	540	519	467	452	467
None of the above	133	122	162	190	169
Total	7,861	10,211	8,559	7,621	6,064

Table 9: Customer profile

Sector	2016-17	2017-18	2018-19	2019-20	2020-21
Residential	7,401	9,735	8,113	7,258	5,787
Small business	455	469	438	361	271
Government	5	7	8	2	6
Total	7,861	10,211	8,559	7,621	6,064

Table 10: Closed case types

Case type	2016-17	2017-18	2018-19	2019-20	2020-21
General enquiry	857	1,052	994	732	574
Referral to another organisation	984	1,228	1,057	902	792
Refer back	3,003	3,702	2,861	2,133	1,819
Referral to higher level	1,791	2,481	2,007	1,957	1,642
Level 1 investigation	915	1,275	1,145	1,332	705
Level 2 investigation	270	405	423	475	428
Level 3 investigation	41	68	72	90	104
Final order	0	0	0	0	0
Total	7,861	10,211	8,559	7,621	6,064

Table 11: Cases referred to other organisations

Agency	2016-17	2017-18	2018-19	2019-20	2020-21
Office of Fair Trading	606	757	617	540	437
Australian Energy Regulator	54	181	241	217	256
Queensland Ombudsman	67	78	65	70	64
Department of Energy and Public Works*	-	-	-	-	15
Department of Natural Resources, Mines and Energy*	235	203	115	66	12
Queensland Competition Authority	9	5	4	3	3
Department of Regional Development, Manufacturing and Water*	-	-	-	-	3
Australian Competition and Consumer Commission	13	4	15	6	2
Total	984	1,228	1,057	902	792

*From 1 November 2021, referrals to Department of Natural Resources, Mines and Energy were redirected to Department of Energy and Public Works for energy-related issues or the Department of Regional Development, Manufacturing and Water for water-related issues.

Table 12: Performance targets – time taken to close cases

	Target	2016-17		2017-18		2018-19		2019-20		2020-21	
Less than 28 days	80%	7,209	92%	8,469	83%	7,340	86%	6,020	79%	5,249	87%
Less than 60 days	90%	7,722	98%	9,897	97%	8,350	98%	7,342	96%	5,937	98%
Less than 90 days	95%	7,811	99%	10,117	99%	8,514	99%	7,553	99%	6,029	99%
More than 90 days	< 5%	50	1%	94	1%	45	1%	68	1%	35	1%

Table 13: Potential systemic issues

Issue	2016-17	2017-18	2018-19	2019-20	2020-21
Customer service	13	35	13	24	58
Billing	35	41	27	25	52
Transfer	1	11	6	3	5
Metering	2	3	1	0	4
Provision	2	17	12	4	2
Marketing	2	12	9	8	2
Credit	1	0	0	0	0
Supply	1	0	0	0	0
Other*	5	1	8	9	5
Total	62	120	76	73	128

*includes disconnection, hardship and network assets.

Table 14: Five-year contact method

	2016-17	2017-18	2018-19	2019-20	2020-21
Phone	5,619	7,089	5,760	5,013	3,597
Website	1,620	2,316	2,057	1,981	1,629
Email	511	682	630	544	595
Web chat*	-	-	-	-	204
Other	111 [†]	124 [†]	112 [†]	83 [‡]	39 [§]
Total	7,861	10,211	8,559	7,621	6,064

* web chat introduced in July 2020

[†] includes fax, letter and in-person

[‡] includes letter, in-person, Facebook and Twitter

[§] includes Facebook, fax, in-person and letter

Appendix two: Electricity data

Table 15: Electricity investigations by primary and secondary issues

Primary issue	Secondary issue	2016-17	2017-18	2018-19	2019-20	2020-21
Billing	High	179	368	280	331	223
	Estimation	57	75	104	153	91
	Error	112	122	81	139	78
	Tariff	27	21	31	64	46
	Meter	32	39	47	29	43
	Opening/closing account	51	50	43	41	31
	Rebate/concession	16	53	30	38	30
	Refund	6	13	3	14	30
	Backbill	47	34	34	42	21
	Delay	18	24	30	27	20
	Fees & charges	37	31	17	23	14
	Period	3	2	12	5	7
	Incorrect account details	7	13	8	4	4
	Re-bill	8	5	3	5	2
	Format	-	2	1	0	2
Other	16	22	10	40	25	
Total		616	874	734	955	667
Credit	Collection	166	234	190	162	98
	Payment difficulties	64	57	37	64	21
	Disconnection/restriction	88	80	130	143	9
	Hardship	-	-	11	10	6
	Privacy	1	2	5	3	4
Total		319	373	373	382	138
Provision	Existing connection	39	107	109	112	84
	New connection	7	27	17	34	15
	Disconnection/restriction	8	11	18	25	5
Total		54	145	144	171	104
Customer service	Incorrect advice or information	14	20	22	28	30
	Poor service	13	25	33	39	29
	Failure to consult or inform	5	12	12	11	10
	Failure to respond	8	8	12	5	10
	Refund	11	4	9	6	3
	Privacy	1	0	2	2	2
	Poor/unprofessional attitude	3	2	3	2	1
Total		55	71	93	93	85

Primary issue	Secondary issue	2016-17	2017-18	2018-19	2019-20	2020-21
Supply	Off supply (unplanned)	9	9	8	28	21
	Off supply (planned)	3	2	8	5	7
	Variation	7	6	5	7	6
	Quality	1	6	1	2	6
Total		20	23	22	42	40
Transfer	Without consent	17	39	37	17	8
	Delay	5	11	12	18	5
	In error	9	9	8	6	4
	Error	1	6	0	1	4
	Objection/rejected by retailer	2	8	3	2	3
	Site ownership	1	2	5	4	2
	Cooling-off rights	0	9	8	2	1
	Billing	1	2	5	2	0
Total		36	86	78	52	27
Land	Network assets	4	2	5	7	6
	Property damage/restoration	0	4	5	6	4
	Vegetation management	0	1	2	2	2
	Easement	0	1	0	0	0
	Other	0	1	1	0	1
Total		4	9	13	15	13
Marketing	Contract	2	2	1	1	2
	Misleading	1	15	2	7	1
	Information	0	0	2	1	0
	Pressure/coercion	0	2	1	0	0
	Non account holder	0	0	1	0	0
	Door to door	0	2	0	0	0
	Other	0	0	2	0	0
Total		3	21	9	9	3
Grand total		1,107	1,602	1,466	1,719	1,077

ELECTRICITY RETAILERS

Table 16: Closed electricity retailer complaints by primary issue

Primary Issue	Scheme Participant	2016-17	2017-18	2018-19	2019-20	2020-21
Billing	Origin Energy Electricity Ltd	890	932	747	901	809
	AGL Sales (Queensland Electricity) Pty Ltd	553	590	488	485	456
	Alinta Energy Retail Sales Pty Ltd ¹	-	181	331	350	327
	Ergon Energy Queensland Pty Ltd	559	538	435	388	215
	EnergyAustralia Pty Ltd	281	332	280	230	162
	Click Energy Pty Ltd ²	142	620	204	131	65
	Simply Energy	24	64	33	55	54
	Red Energy Pty Ltd	38	122	81	48	52
	Dodo Power & Gas Pty Ltd	43	27	19	30	42
	ReAmped Energy Pty Ltd ³	-	-	0	6	30
	QEnergy Limited	44	23	22	21	26
	Locality Planning Energy Pty Ltd	11	19	15	10	20
	Powerdirect Pty Ltd	167	92	92	21	19
	Powershop Australia Pty Ltd ⁴	1	20	6	24	14
	1st Energy Pty Ltd ⁵	-	16	37	13	13
	Mojo Power Pty Ltd ⁶	7	20	8	4	10
	CovaU Pty Ltd ⁷	-	-	-	0	8
	Energy Locals Pty Ltd ⁸	0	6	0	2	7
	Diamond Energy Pty Ltd	6	8	5	8	6
	Blue NRG Pty Ltd ⁹	-	-	-	2	6
	Sumo Power Pty Ltd ¹⁰	-	-	-	-	6
	Powershop Australia Pty Ltd - Kogan ¹¹	-	-	-	0	5
	Momentum Energy Pty Ltd	1	0	3	0	4
	Next Business Energy Pty Ltd	0	0	0	5	3
	OVO Energy Pty Ltd ¹²	-	-	-	0	3
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr) ¹³	-	-	-	-	2
	People Energy Pty Ltd	3	6	1	6	1
	Sanctuary Energy Pty Ltd	9	13	1	3	1
	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	2	0	2	0	1
	Power Club Ltd ¹⁴	-	-	-	1	1
	Lumo Energy (Qld) Pty Ltd	116	30	7	3	0
	Discover Energy Pty Ltd ¹⁵	-	-	0	1	0
Urth Energy ¹⁶	4	-	-	-	-	
Total (Billing)		2,901	3,659	2,817	2,748	2,368
Credit	Origin Energy Electricity Ltd	537	538	426	465	185
	Ergon Energy Queensland Pty Ltd	191	199	194	198	90

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Primary Issue	Scheme Participant	2016-17	2017-18	2018-19	2019-20	2020-21
Credit continued	AGL Sales (Queensland Electricity) Pty Ltd	202	195	165	121	79
	Alinta Energy Retail Sales Pty Ltd ¹	-	20	59	108	37
	EnergyAustralia Pty Ltd	102	106	63	42	29
	Click Energy Pty Ltd ²	39	71	41	21	14
	Dodo Power & Gas Pty Ltd	4	7	6	7	10
	Simply Energy	0	11	8	10	6
	Powerdirect Pty Ltd	47	18	33	9	6
	1st Energy Pty Ltd ⁵	-	5	11	8	4
	Red Energy Pty Ltd	1	30	23	12	3
	Powershop Australia Pty Ltd ⁴	0	4	4	1	3
	Locality Planning Energy Pty Ltd	0	3	5	3	2
	ReAmped Energy Pty Ltd ³	-	-	0	1	2
	Lumo Energy (Qld) Pty Ltd	69	18	15	11	1
	QEnergy Limited	3	1	2	3	1
	Mojo Power Pty Ltd ⁶	0	8	6	0	1
	OVO Energy Pty Ltd ¹²	-	-	-	0	1
	Diamond Energy Pty Ltd	0	0	1	4	0
	Energy Locals Pty Ltd ⁸	0	0	1	2	0
	Momentum Energy Pty Ltd	0	0	1	0	0
	Next Business Energy Pty Ltd	1	0	0	0	0
Total (Credit)		1,196	1,234	1,064	1,026	474
Customer service	Origin Energy Electricity Ltd	113	146	128	150	116
	AGL Sales (Queensland Electricity) Pty Ltd	90	132	109	65	67
	Alinta Energy Retail Sales Pty Ltd ¹	-	57	80	52	60
	EnergyAustralia Pty Ltd	28	41	23	46	27
	Ergon Energy Queensland Pty Ltd	49	61	47	41	27
	Simply Energy	8	15	11	15	14
	Click Energy Pty Ltd ²	19	93	24	11	10
	1st Energy Pty Ltd ⁵	-	8	9	3	5
	Red Energy Pty Ltd	12	11	11	11	4
	ReAmped Energy Pty Ltd ³	-	-	0	1	4
	Sumo Power Pty Ltd ¹⁰	-	-	-	-	4
	QEnergy Limited	11	2	6	3	3
	Dodo Power & Gas Pty Ltd	4	7	3	4	2
	Locality Planning Energy Pty Ltd	2	1	1	2	2
	Mojo Power Pty Ltd ⁶	2	1	1	2	2
	Powerdirect Pty Ltd	12	5	11	0	2
	Power Club Ltd ¹⁴	-	-	-	0	2
Blue NRG Pty Ltd ⁹	-	-	-	0	2	
Powershop Australia Pty Ltd ⁴	1	1	3	5	1	

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Primary Issue	Scheme Participant	2016-17	2017-18	2018-19	2019-20	2020-21	
Customer service continued	Powershop Australia Pty Ltd - Kogan ¹¹	-	-	-	1	1	
	Energy Locals Pty Ltd ⁸	0	1	1	0	1	
	Elysian Energy Pty Ltd ¹⁷	-	-	-	0	1	
	Enova Energy Pty Ltd ¹⁸	-	-	-	-	1	
	Sanctuary Energy Pty Ltd	10	2	2	4	0	
	People Energy Pty Ltd	0	0	1	1	0	
	Diamond Energy Pty Ltd	0	1	0	1	0	
	Lumo Energy (Qld) Pty Ltd	15	5	5	0	0	
	Momentum Energy Pty Ltd	0	1	0	0	0	
Urth Energy ¹⁶	1	-	-	-	-		
Total (Customer service)		377	591	476	418	358	
Provision	Origin Energy Electricity Ltd	63	203	179	176	101	
	AGL Sales (Queensland Electricity) Pty Ltd	57	226	157	80	57	
	Ergon Energy Queensland Pty Ltd	31	43	65	52	37	
	Alinta Energy Retail Sales Pty Ltd ¹	-	47	44	54	34	
	EnergyAustralia Pty Ltd	17	24	40	28	24	
	Red Energy Pty Ltd	3	20	18	11	12	
	Click Energy Pty Ltd ²	8	80	14	9	6	
	Simply Energy	4	10	8	10	5	
	Powerdirect Pty Ltd	8	17	13	6	5	
	ReAmped Energy Pty Ltd ³	-	-	0	2	5	
	Dodo Power & Gas Pty Ltd	3	6	1	3	3	
	Powershop Australia Pty Ltd ⁴	0	0	2	3	2	
	Locality Planning Energy Pty Ltd	0	0	1	3	2	
	Energy Locals Pty Ltd ⁸	0	0	0	0	2	
	Online Power and Gas Pty Ltd (trading as Future X Power) ¹⁹	-	-	0	0	2	
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr) ¹³	-	-	-	-	2	
	CovaU Pty Ltd ⁷	-	-	-	0	1	
	OVO Energy Pty Ltd ¹²	-	-	-	0	1	
	QEnergy Limited	3	3	0	3	0	
	Lumo Energy (Qld) Pty Ltd	4	1	5	0	0	
	People Energy Pty Ltd	1	1	1	0	0	
	Sanctuary Energy Pty Ltd	1	3	0	0	0	
	Mojo Power Pty Ltd ⁶	1	1	0	0	0	
	Diamond Energy Pty Ltd	0	1	0	0	0	
	1st Energy Pty Ltd ⁵	-	1	0	0	0	
	Total (Provision)		204	687	548	440	301

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Primary Issue	Scheme Participant	2016-17	2017-18	2018-19	2019-20	2020-21
	Origin Energy Electricity Ltd	23	60	39	34	33
	AGL Sales (Queensland Electricity) Pty Ltd	50	70	67	36	25
	Alinta Energy Retail Sales Pty Ltd ¹	-	151	123	53	17
	EnergyAustralia Pty Ltd	21	33	19	19	15
	Simply Energy	3	13	9	9	8
	Click Energy Pty Ltd ²	35	73	15	5	5
	1st Energy Pty Ltd ⁵	-	20	35	10	4
	Blue NRG Pty Ltd ⁹	-	-	-	0	4
	Sumo Power Pty Ltd ¹⁰	-	-	-	-	4
	Powerdirect Pty Ltd	6	4	7	4	2
	Red Energy Pty Ltd	3	7	2	3	2
	QEnergy Limited	2	5	1	0	2
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr) ¹³	-	-	-	-	2
Transfer	Dodo Power & Gas Pty Ltd	4	3	1	5	1
	Locality Planning Energy Pty Ltd	0	0	1	5	1
	Ergon Energy Queensland Pty Ltd	4	4	2	2	1
	Diamond Energy Pty Ltd	1	1	1	1	1
	Powershop Australia Pty Ltd ⁴	0	2	2	0	1
	Next Business Energy Pty Ltd	0	0	0	0	1
	Online Power and Gas Pty Ltd (trading as Future X Power) ¹⁹	-	-	0	0	1
	Powershop Australia Pty Ltd - Kogan ¹¹	-	-	-	0	1
	CovaU Pty Ltd ⁷	-	-	-	0	1
	Elysian Energy Pty Ltd ¹⁷	-	-	-	0	1
	Mojo Power Pty Ltd ⁶	1	2	0	1	0
	People Energy Pty Ltd	0	0	0	1	0
	ReAmped Energy Pty Ltd ³	-	-	0	1	0
	Lumo Energy (Qld) Pty Ltd	10	2	0	0	0
	Energy Locals Pty Ltd ⁸	0	2	0	0	0
	Sanctuary Energy Pty Ltd	1	0	0	0	0
	Total (Transfer)		164	452	324	189
Marketing	AGL Sales (Queensland Electricity) Pty Ltd	3	4	11	9	9
	Origin Energy Electricity Ltd	5	10	6	11	8
	EnergyAustralia Pty Ltd	4	1	6	12	4
	Simply Energy	3	11	2	3	4
	Alinta Energy Retail Sales Pty Ltd ¹	-	12	10	5	3
	Sumo Power Pty Ltd ¹⁰	-	-	-	-	3
	Red Energy Pty Ltd	0	0	2	1	2
	Hanwha Energy Retail Australia Pty Ltd (trading as Nectr) ¹³	-	-	-	-	2

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Primary Issue	Scheme Participant	2016-17	2017-18	2018-19	2019-20	2020-21
Marketing continued	Energy Locals Pty Ltd ⁸	0	0	0	0	1
	Next Business Energy Pty Ltd	0	0	0	0	1
	1st Energy Pty Ltd ⁵	-	4	10	3	0
	Click Energy Pty Ltd ²	1	8	3	1	0
	Ergon Energy Queensland Pty Ltd	0	3	0	1	0
	QEnergy Limited	2	1	1	0	0
	Powerdirect Pty Ltd	1	1	1	0	0
	Diamond Energy Pty Ltd	0	1	0	0	0
	Dodo Power & Gas Pty Ltd	0	1	0	0	0
Powershop Australia Pty Ltd ⁴	0	1	0	0	0	
Total (Marketing)		19	58	52	46	37
Other	Origin Energy Electricity Ltd	17	25	18	28	16
	Ergon Energy Queensland Pty Ltd	13	16	20	23	6
	Alinta Energy Retail Sales Pty Ltd ¹	-	1	7	5	3
	EnergyAustralia Pty Ltd	5	6	6	2	3
	AGL Sales (Queensland Electricity) Pty Ltd	13	18	12	9	2
	Powerdirect Pty Ltd	3	2	10	2	1
	1st Energy Pty Ltd ⁵	-	0	1	2	1
	Simply Energy	1	0	0	1	1
	Mojo Power Pty Ltd ⁶	0	0	0	1	1
	Powershop Australia Pty Ltd ⁴	1	1	0	0	1
	Diamond Energy Pty Ltd	2	0	0	0	1
	Powershop Australia Pty Ltd - Kogan ¹¹	-	-	-	0	1
	Red Energy Pty Ltd	0	1	2	3	0
	Locality Planning Energy Pty Ltd	1	2	2	1	0
	Click Energy Pty Ltd ²	2	3	1	0	0
	Dodo Power & Gas Pty Ltd	1	1	1	0	0
	Lumo Energy (Qld) Pty Ltd	2	1	0	0	0
Sanctuary Energy Pty Ltd	0	1	0	0	0	
QEnergy Limited	2	0	0	0	0	
Urth Energy ¹⁶	1	-	-	-	-	
Total (Other)		64	78	80	77	37
Grand Total		4,925	6,759	5,361	4,944	3,708

1 Alinta Energy Retail Sales Pty Ltd joined the scheme on 13 August 2017.

2 Click Energy Pty Ltd includes amaysim Energy Pty Ltd and Click Energy data. From May 2021 Click customers were migrated to AGL.

3 ReAmped Energy Pty Ltd joined the scheme August 2018.

4 Powershop Australia Pty Ltd joined the scheme on 1 November 2016.

5 1st Energy Pty Ltd joined the scheme on 9 August 2017.

6 Mojo Power joined the scheme on 14 September 2016.

7 CovaU Pty Ltd joined the scheme on 30 January 2020.

8 Energy Locals joined the scheme on 15 January 2017.

9 Blue NRG Ltd joined the scheme on 1 September 2019.

10 Sumo Power Pty Ltd joined the scheme on 15 July 2020.

11 Powershop Australia Pty Ltd - Kogan joined the scheme as a related entity on 27 September 2019

12 Ovo Energy Pty Ltd joined the scheme on 31 March 2020.

13 Hanwha Energy Retail Australia Pty Ltd (trading as Nectr) joined the scheme on 22 July 2020.

14 Power Club Ltd joined the scheme May 2019.

15 Discover Energy Pty Ltd joined the scheme on 11 September 2018.

16 Urth Energy entered into administration on 1 February 2017.

17 Elysian Energy Pty Ltd joined the scheme on 9 October 2019.

18 Enova Energy Pty Ltd joined the scheme on 1 February 2021.

19 Online Power and Gas Pty Ltd (trading as Future X Power) joined the scheme on 20 February 2019.

See Appendix 7 for the full list of authorised electricity retailers who are our scheme participants, and page 39 for the volume of complaints received for each retailer and distributor compared with their customer numbers.

ELECTRICITY DISTRIBUTORS

Table 17: Closed electricity distributor complaints by primary issue

Primary issue	Scheme participant	2016-17	2017-18	2018-19	2019-20	2020-21
Supply	Ergon Energy Corporation Ltd	60	49	55	76	69
	Energex Ltd	76	87	64	50	68
	Essential Energy	1	2	2	1	0
Total		137	138	121	127	137
Provision	Energex Ltd	54	63	71	94	84
	Ergon Energy Corporation Ltd	49	48	36	39	42
	Essential Energy	4	5	2	3	1
Total		107	116	109	136	127
Land	Ergon Energy Corporation Ltd	10	9	22	27	46
	Energex Ltd	16	30	36	35	32
Total		26	39	58	62	78
Customer Service	Energex Ltd	49	54	70	48	48
	Ergon Energy Corporation Ltd	32	23	21	22	11
	Essential Energy	0	0	1	0	1
Total		81	77	92	70	60
Billing	Energex Ltd	5	0	0	2	2
	Ergon Energy Corporation Ltd	0	3	0	0	1
Total		5	3	0	2	3
Credit	Energex Ltd	0	0	1	0	0
Total		0	0	1	0	0
Other	Energex Ltd	46	31	25	23	31
	Ergon Energy Corporation Ltd	7	10	6	5	10
	Essential Energy	2	0	1	1	0
Total		55	41	32	29	41
Grand total		411	414	413	426	446

Appendix three: Gas data

GAS RETAILERS

Table 18: Closed gas retailer complaints by primary issue

Primary issue	Scheme participant	2016-17	2017-18	2018-19	2019-20	2020-21
Billing	Origin Energy Retail Ltd	67	71	98	88	62
	AGL Sales (Queensland) Pty Ltd	93	106	81	64	38
	Alinta Energy Retail Sales Pty Ltd ¹	-	0	0	0	2
	Red Energy Pty Ltd ²	-	-	2	3	1
	CovaU Pty Ltd ³	-	-	-	0	1
Total		160	177	181	155	104
Credit	Origin Energy Retail Ltd	29	27	29	28	16
	AGL Sales (Queensland) Pty Ltd	12	22	23	5	11
	Alinta Energy Retail Sales Pty Ltd ¹	-	0	0	0	1
Total		41	49	52	33	28
Provision	AGL Sales (Queensland) Pty Ltd	18	16	13	16	11
	Origin Energy Retail Ltd	9	28	21	16	3
	Alinta Energy Retail Sales Pty Ltd ¹	-	0	0	0	1
	Red Energy Pty Ltd ²	-	-	2	0	0
Total		27	44	36	32	15
Customer service	AGL Sales (Queensland) Pty Ltd	5	17	14	6	5
	Origin Energy Retail Ltd	10	14	12	10	4
	Red Energy Pty Ltd ²	-	-	1	0	0
Total		15	31	27	16	9
Transfer	AGL Sales (Queensland) Pty Ltd	3	7	11	2	2
	Alinta Energy Retail Sales Pty Ltd ¹	-	0	0	0	2
	Origin Energy Retail Ltd	6	7	6	7	1
	Red Energy Pty Ltd ²	-	-	3	1	0
Total		9	14	20	10	5
Marketing	Origin Energy Retail Ltd	0	0	0	1	1
	AGL Sales (Queensland) Pty Ltd	1	0	0	2	0
Total		1	0	0	3	1
Other	AGL Sales (Queensland) Pty Ltd	2	2	1	1	2
	Origin Energy Retail Ltd	1	1	4	3	1
Total		3	3	5	4	3
Grand total		256	318	321	253	165

¹ Alinta Energy Retail Sales Pty Ltd joined the scheme on 13 August 2017

² Red Energy Pty Ltd joined the scheme on 1 July 2018

³ CovaU Pty Ltd joined the scheme on 30 January 2020

GAS DISTRIBUTORS

Table 19: Closed gas distributor complaints by primary issue

Primary issue	Scheme participant	2016-17	2017-18	2018-19	2019-20	2020-21
Provision	Australian Gas Networks Limited	11	13	14	22	13
	Allgas Energy Pty Ltd	2	3	1	5	2
	Western Downs Regional Council	0	1	4	0	0
Total		13	17	19	27	15
Supply	Australian Gas Networks Limited	3	11	12	7	6
	Western Downs Regional Council	0	0	0	0	1
	Allgas Energy Pty Ltd	4	10	6	1	0
Total		7	21	18	8	7
Customer service	Australian Gas Networks Limited	1	7	11	1	3
	Allgas Energy Pty Ltd	2	3	0	1	1
Total		3	10	11	2	4
Land	Allgas Energy Pty Ltd	2	0	0	1	1
	Australian Gas Networks Limited	0	1	4	5	0
Total		2	1	4	6	1
Billing	Allgas Energy Pty Ltd	0	0	1	0	0
Total		0	0	1	0	0
Other	Australian Gas Networks Limited	1	18	12	3	1
	Allgas Energy Pty Ltd	5	10	7	0	1
Total		6	28	19	3	2
Grand total		31	77	72	46	29

Appendix four: Water data

WATER RETAILERS

Table 20: Closed water retailer complaints by primary issue

Primary issue	Scheme participant	2016-17	2017-18	2018-19	2019-20	2020-21
Billing	Queensland Urban Utilities	129	106	117	98	117
	Unitywater	94	66	66	54	71
	Gold Coast City Council	29	40	38	34	39
	Logan City Council	4	13	6	13	7
	Redland City Council	4	7	6	5	4
Total		260	232	233	204	238
Customer service	Unitywater	6	4	5	5	8
	Queensland Urban Utilities	8	11	14	11	6
	Gold Coast City Council	3	4	2	6	2
	Logan City Council	0	1	0	0	1
	Redland City Council	0	0	1	0	0
Total		17	20	22	22	17
Credit	Queensland Urban Utilities	12	4	6	10	6
	Unitywater	10	13	4	6	5
	Gold Coast City Council	5	10	2	0	4
	Logan City Council	1	0	1	0	1
	Redland City Council	0	1	0	0	0
Total		28	28	13	16	16
Provision	Unitywater	6	2	1	3	2
	Queensland Urban Utilities	4	3	3	0	2
	Gold Coast City Council	1	0	1	0	0
Total		11	5	5	3	4
Other	Unitywater	4	3	0	0	4
	Queensland Urban Utilities	4	1	2	6	2
	Logan City Council	0	1	0	1	0
	Gold Coast City Council	4	2	2	0	0
	Redland City Council	0	1	0	0	0
Total		12	8	4	7	6
Grand total		328	293	277	252	281

WATER DISTRIBUTORS

Table 21: Closed water distributor complaints by primary issue

Primary issue	Scheme participant	2016-17	2017-18	2018-19	2019-20	2020-21
Land	Queensland Urban Utilities	8	10	20	13	17
	Unitywater	7	9	4	7	9
	Gold Coast City Council	3	0	0	1	2
Total		18	19	24	21	28
Provision	Queensland Urban Utilities	14	7	8	10	10
	Unitywater	3	5	6	3	8
	Logan City Council	1	0	0	3	1
	Redland City Council	0	0	0	1	0
	Gold Coast City Council	0	1	1	0	0
Total		18	13	15	17	19
Supply	Unitywater	3	10	0	5	5
	Queensland Urban Utilities	13	13	11	13	3
	Redland City Council	0	1	0	1	1
	Gold Coast City Council	1	0	0	0	1
	Logan City Council	0	0	1	0	0
Total		17	24	12	19	10
Customer service	Queensland Urban Utilities	1	5	8	7	3
	Unitywater	8	1	3	0	3
	Gold Coast City Council	0	0	0	1	0
Total		9	6	11	8	6
Billing	Queensland Urban Utilities	0	0	0	0	1
Total		0	0	0	0	1
Other	Queensland Urban Utilities	4	2	1	1	3
	Unitywater	3	4	1	0	2
	Gold Coast City Council	0	2	0	0	0
Total		7	8	2	1	5
Grand total		69	70	64	66	69

Appendix five: Advisory Council

Advisory Council to the Energy and Water Ombudsman Queensland (EWOQ)

Act or instrument	<i>Energy and Water Ombudsman Act 2006</i>				
Functions	<ul style="list-style-type: none"> Monitors the Energy and Water Ombudsman's independence Provides advice and recommendations to the Energy and Water Ombudsman about the scheme's appropriateness, scope and effectiveness; policies and practices relating to the scheme's administration and conduct; processes to improve how the scheme responds to stakeholder needs; and the promotion of the scheme and preparation of the annual report. Receives and considers financial budgets and business plans by the Ombudsman, including guidelines for calculating and structuring user-pays fees. Makes recommendations to the Ministers responsible for energy and water, and the Ombudsman, on the scheme's financial budget and business plan. 				
Achievements	<ul style="list-style-type: none"> Provided advice on current and emerging issues in the energy and water sectors and the implications for an external dispute resolution service for consumers, industry and government. Met with the independent consultancy firm Cameron Ralph Khoury to discuss the draft findings and recommendations of the independent review of EWOQ. Endorsed the public release of the final recommendations from the independent review of EWOQ. Hosted a presentation by Energy Queensland regarding their 2020-25 tariff reform at our November meeting. 				
Financial reporting	Transactions to the entity are accounted for in the financial statements of the Office of the Energy and Water Ombudsman.				
Remuneration					
Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chairperson	Anna Moynihan ¹	3 of 3	Daily fee: \$390	N/A	\$3315
Member	Chris Owen ²	1 of 1		N/A	N/A
Member	David Ackland ³	1 of 1		N/A	N/A
Member	Iain Graham	2 of 4		N/A	N/A
Member	Ian Jarratt	4 of 4		N/A	\$450
Member	Jennifer Gates	4 of 4	Daily fee: \$300	N/A	N/A
Member	Robyn Robinson	4 of 4		N/A	\$450
Member	Rosemarie Price	4 of 4		N/A	N/A
Member	Sharon Edwards	3 of 4		N/A	N/A
Member	Wendy Miller ⁴	3 of 4		N/A	\$150
No. scheduled meetings/sessions			5 ⁵		
Total out of pocket expenses			\$43		

1 Term concluded on 18 February 2021

2 Term concluded on 28 October 2020

3 Term concluded on 30 October 2020

4 Attended as a proxy for Queensland Council of Social Service

5 Five (5) meetings were scheduled in 2020-21, however the May 2021 meeting was cancelled because a quorum of members was not met due to a delay in approval of member nominations by the Queensland Government.

Appendix six: Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7 Page i
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1 Contents Appendix 8
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2 Page i
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 Page i
	<ul style="list-style-type: none"> Copyright notice 	Copyright Act 1968 ARRs – section 9.4 Page i
	<ul style="list-style-type: none"> Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5 Page i
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10.1 About EWOQ
	<ul style="list-style-type: none"> Machinery of Government changes 	ARRs – section 10.2, 31 and 32 N/A
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs – section 10.2 About EWOQ
	<ul style="list-style-type: none"> Operating environment 	ARRs – section 10.3 About EWOQ
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community 	ARRs – section 11.1 N/A
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs – section 11.2 N/A
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.3 Our performance
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.4 Our service
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1 Financial summary
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1 Our governance
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2 Our governance
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3 Our governance
	<ul style="list-style-type: none"> Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 Our governance
	<ul style="list-style-type: none"> Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5 Our governance
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6 About EWOQ

Continued on next page.

Appendix six: Compliance checklist (continued)

Summary of requirement	Basis for requirement	Annual report reference	
Governance – risk management and accountability	• Risk management	ARRs – section 14.1	Our governance
	• Audit committee	ARRs – section 14.2	Our governance
	• Internal audit	ARRs – section 14.3	Our governance
	• External scrutiny	ARRs – section 14.4	Our governance
	• Information systems and recordkeeping	ARRs – section 14.5	Our governance
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	Our people
	• Early retirement, redundancy and retrenchment	Directive No.04/18 ARRs – section 15.2	Our people
Open Data	• Statement advising publication of information	ARRs – section 16	Our governance
	• Consultancies	ARRs – section 33.1	data.qld.gov.au
	• Overseas travel	ARRs – section 33.2	Our governance
	• Queensland Language Services Policy	ARRs – section 33.3	data.qld.gov.au
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Financial statements
	• Independent Auditor’s Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Independent Auditor’s Report

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Appendix seven: Scheme participants

All licensed retailers and distributors who supply energy to small customers in Queensland (and water in South East Queensland) must become members of our scheme (scheme participants). EWOQ is predominantly funded by an industry levy paid by the scheme participants.

Scheme participant	Product type	Service type	Scheme participant	Product type	Service type
1st Energy Pty Ltd	Electricity	Retailer	Lumo Energy (Qld) Pty Ltd	Electricity	Retailer
AGL Sales (Queensland Electricity) Pty Ltd	Electricity	Retailer	Maranoa Regional Council	Gas	Distributor and Retailer
AGL Sales (Queensland) Pty Ltd	Gas	Retailer	Metered Energy Holdings Pty Ltd	Electricity and gas	Retailer
Alinta Energy Retail Sales Pty Ltd	Electricity and gas	Retailer	Mojo Power Pty Ltd	Electricity	Retailer
Allgas Energy Pty Ltd	Gas	Distributor	Momentum Energy Pty Ltd	Electricity	Retailer
amaysim Energy Pty Ltd (also trading as Click Energy Pty Ltd)	Electricity	Retailer	Next Business Energy Pty Ltd	Electricity	Retailer
Australian Gas Networks Limited	Gas	Distributor	Online Power and Gas Pty Ltd (trading as Future X Power)	Electricity	Retailer
Blue NRG Pty Ltd	Electricity	Retailer	Origin Energy Electricity Ltd	Electricity	Retailer
Bright Spark Power Pty Ltd	Electricity	Retailer	Origin Energy Retail Ltd	Gas	Retailer
Gold Coast City Council	Water	Distributor and Retailer	OVO Energy Pty Ltd	Electricity and gas	Retailer
Click Energy Pty Ltd	Electricity	Retailer	People Energy Pty Ltd	Electricity	Retailer
CovaU Pty Ltd	Electricity and gas	Retailer	Power Club Limited	Electricity	Retailer
Diamond Energy Pty Ltd	Electricity	Retailer	Powerdirect Pty Ltd	Electricity	Retailer
Discover Energy Pty Ltd	Electricity	Retailer	Powershop Australia Pty Ltd*	Electricity	Retailer
Dodo Power & Gas Pty Ltd	Electricity	Retailer	QEnergy Limited	Electricity	Retailer
Elysian Energy Pty Ltd	Electricity	Retailer	Queensland Urban Utilities	Water	Distributor and Retailer
Energex Ltd	Electricity	Distributor	Radian Holdings Pty Ltd	Electricity	Retailer
EnergyAustralia Pty Ltd	Electricity	Retailer	ReAmped Energy Pty Ltd	Electricity	Retailer
Energy Locals Pty Ltd	Electricity	Retailer	Redland City Council	Water	Distributor and Retailer
Energy Services Management Pty Ltd (trading as Glow Power)	Electricity	Retailer	Red Energy Pty Ltd	Electricity and gas	Retailer
Enova Energy Pty Ltd	Electricity	Retailer	Sanctuary Energy Pty Ltd	Electricity	Retailer
Ergon Energy Corporation Ltd	Electricity	Distributor	Shell Energy Retail Pty Ltd (formerly ERM Power Retail Pty Ltd)	Electricity	Retailer
Ergon Energy Queensland Pty Ltd	Electricity	Retailer	Simply Energy	Electricity	Retailer
Essential Energy	Electricity	Distributor	Social Energy Australia Pty Ltd	Electricity	Retailer
Globird Energy Pty Ltd	Electricity and gas	Retailer	Sumo Power Pty Ltd	Electricity	Retailer
Hanwha Energy Retail Australia Pty Ltd (trading as Nectr)	Electricity	Retailer	Unitywater	Water	Distributor and Retailer
Locality Planning Energy Pty Ltd	Electricity	Retailer	Western Downs Regional Council	Gas	Distributor and Retailer
Logan City Council	Water	Distributor and Retailer			

* Sales and marketing activities conducted by Kogan Energy

Appendix eight: Glossary

Billing a case issue relating to high or disputed bills, delays, errors, estimated accounts, fees and charges, rebates or concessions, tariff, meters, refunds, etc.

Case any contact a customer has with EWOQ including general enquiry, refer back to supplier, referral to higher level, investigation, or referral to another organisation.

Complaints these are cases that are billed to a scheme participant i.e. refer back to supplier, referral to higher level and investigation.

Credit a case issue relating to payment difficulties, disconnection, bad debt, etc.

Customer service a case issue relating to a scheme participant's failure to inform or respond, incorrect advice, poor attitude, privacy issues, etc.

Embedded network a site (such as apartment blocks, retirement villages, caravan parks and shopping centres) where the electrical wiring is configured in such a way that the site owner on-sells energy to tenants and residents.

EWOQ Energy and Water Ombudsman Queensland

Exempt seller an energy seller who only sells energy incidentally at a specific site to a defined group of customers.

General enquiry a customer has a query about electricity, gas or water that is not a complaint.

Investigation a complaint that EWOQ investigates and facilitates an outcome that is fair. Investigations can be Level 1, 2 or 3 depending on the time taken to resolve the issue.

Land a case issue relating to the impact of network assets, network maintenance, vegetation management, etc.

Marketing a case issue relating to conduct by energy marketers, misleading information, pressure, non-account holder signed up, etc.

Provision a case issue relating to problems with new or existing connections, etc.

Refer back when a customer has not contacted their provider first to try and resolve their issue prior to submitting their complaint to EWOQ we refer the complaint back to the provider.

Referral to higher level (RHL) EWOQ can refer a customer's complaint to a higher level of authority within the supplier before starting an investigation.

Referral to other organisations EWOQ have memoranda of understanding with other government authorities who have jurisdiction over aspects of the energy or water sector outside our jurisdiction, including Department of Energy and Public Works; Department of Regional Development, Manufacturing and Water; Office of Fair Trading; and Australian Energy Regulator.

Scheme participant energy distributors and retailers operating in Queensland and water distributors and retailers in South East Queensland who must join the EWOQ scheme.

Small customer is a residential or small business customer who uses less than 100 megawatt hours of electricity per year, less than one terajoule of gas per year, and all residential water customers in South East Queensland who use less than 100 kilolitres of water per year.

Supply a case issue relating to the quality of energy supply, damage or loss, outages, sewerage overflow, etc.

Transfer a case issue relating to errors in billing or transfer of account due to switching energy retailers, contract terms, delay in transfer, site ownership, etc.

Index

Advisory Council Chair's message	8	Information steering committee	30
Advisory Council to the Energy and Water Ombudsman	30	Information systems and record keeping	32
Availability and access	i	Internal audit	31
Audit and risk management committee	30	Jurisdiction	10
Business continuity management	32	Learning and development	34
Case data	71	Leadership and management development	34
Case types	10	Monetary outcomes	5
Code of conduct	30	Online reporting	32
Communication objective	i	Organisational structure	29
Community outreach	24-25	Our cases	36
Complaint stages	12	Our connections	24
Compliance letter	2	Our customers	16
Contact method	17	Our governance	28
COVID-19 cases and complaints	9, 36	Our members	27, 89
Customer location	16	Our people	33
Customer satisfaction	18	Our performance	20-23
Dispute resolution	10	Our role	4
Diversity	34	Our service	10
Electricity	38	Peer networks	26
Electricity distributors	81	Performance against strategic plan	20-23
Electricity retailers	76	Performance management framework	34
Electricity retailer and distributor performance	39	Performance targets – time taken to close cases	12, 72
Employee relations	34	Public policy	26
Employee achievement and recognition	35	Quality assurance	13
Energy and Water Ombudsman's message	6	Raising awareness	24-25
Ethics	30	Reconciliation action plan	25
EWOQ's priorities	3	Referral to other organisations	11
Executive management group	29	Regional Queensland	24
External dispute resolution scheme	32	Right to information	32
Financial statements	44	Risk management	31
Financial summary	43	Strategic direction	4
First Nations outreach	24	Submissions	26
Flexible working arrangements	33	Systemic issues	14
Gas	41	Vision	3
Gas distributors	83	Water	42
Gas retailers	82	Water distributors	85
Governance framework	28	Water retailers	84
Highlights of 2020-21	5	Workforce profile	33
Human rights	31	Workplace health and safety	35
Independent auditor's report	67		
Information security attestation	32		

Index of tables

Table 1: Closed complaints by primary issue	37
Table 2: Closed electricity complaints by primary issue and case type.....	38
Table 3: Electricity retailer and distributor performance.....	39
Table 4: Closed gas complaints by primary issue and case type.....	41
Table 5: Closed water complaints by primary issue and case type.....	42
Table 6: Five-year received and closed by year.....	71
Table 7: Received and closed cases by month 2020-21.....	71
Table 8: Five-year closed cases.....	71
Table 9: Customer profile.....	71
Table 10: Closed case types.....	72
Table 11: Cases referred to other organisations.....	72
Table 12: Performance targets – time taken to close cases.....	72
Table 13: Potential systemic issues.....	73
Table 14: Five-year contact method.....	73
Table 15: Electricity investigations by primary and secondary issues.....	74-75
Table 16: Closed electricity retailer complaints by primary issue.....	76-80
Table 17: Closed electricity distributor complaints by primary issue.....	81
Table 18: Closed gas retailer complaints by primary issue.....	82
Table 19: Closed gas distributor complaints by primary issue.....	83
Table 20: Closed water retailer complaints by primary issue.....	84
Table 21: Closed water distributor complaints by primary issue.....	85