

## The figures and the issues

During 2018-19, the top three primary issues customers contacted us about were billing, credit and provision, which was the same as in 2017-18.

Billing remains the most common issue that customers contact us about, accounting for 51 per cent of the complaints we closed in 2018-19.

Credit-related issues such as payment difficulties or disconnection accounted for 18 per cent and provision 11 per cent of the complaints we closed.

**Table 5: Closed complaints by primary issue**

PRIMARY ISSUE	2014-15	2015-16	2016-17	2017-18	2018-19
Billing	4,137	3,388	3,326	4,071	<b>3,232</b>
Credit	2,118	1,467	1,265	1,311	<b>1,130</b>
Provision	365	340	380	882	<b>732</b>
Customer service	1,047	768	502	735	<b>639</b>
Transfer	357	192	173	466	<b>344</b>
Supply	106	168	161	183	<b>151</b>
Land	59	39	46	59	<b>86</b>
Marketing	50	31	20	58	<b>52</b>
Other	112	149	147	166	<b>142</b>

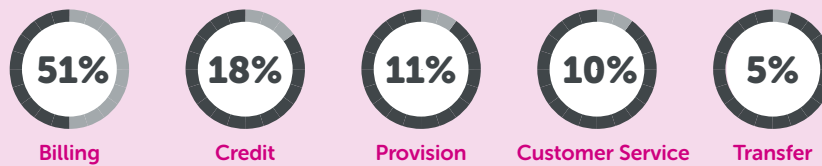
### Top three issues



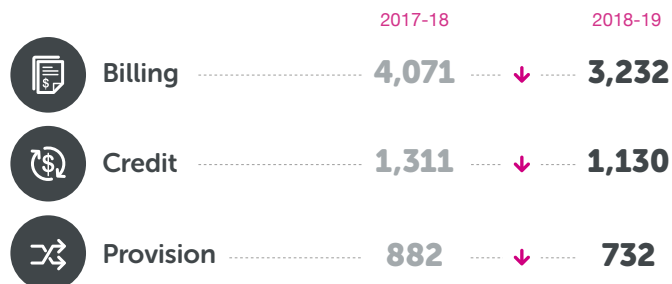
1. BILLING
2. CREDIT
3. PROVISION



### Top five closed complaints for 2018-19



### Top three issues

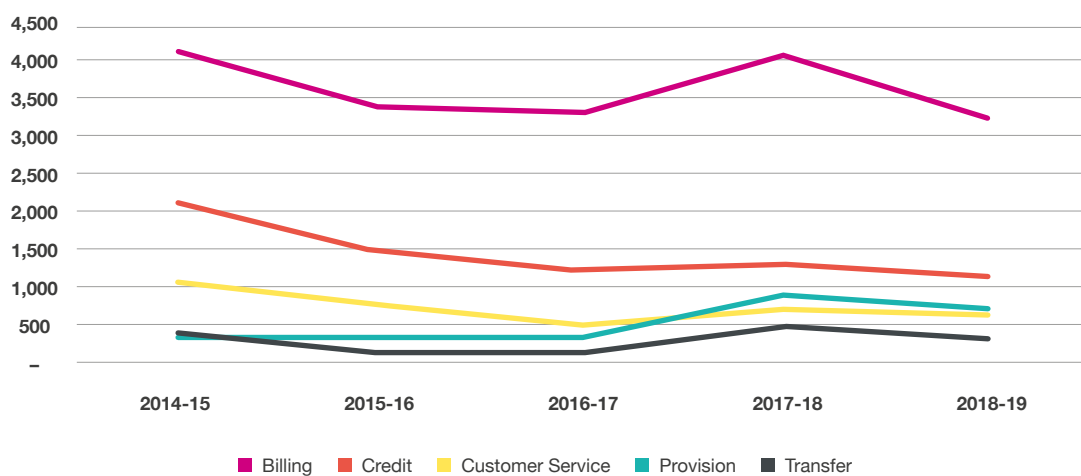


**Case** any contact a customer has with EWOQ i.e. general enquiry, refer back to supplier, referral to higher level, investigation, or referral to another organisation.

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

## ⬇ The figures and the issues

### Top five primary issues of complaints closed



“ While the overall number of cases we received in 2018-19 declined, the complaints we close are increasingly complex.



While the total number of complaints closed in 2018-19 decreased by 18 per cent from 2017-18, the complexity of cases closed by our office is increasing. During this period, the total number of investigations we handled fell by six per cent in comparison to 2017-18. However, the number of investigations closed was up by 34 per cent from 2016-17. Complaints were up by eight per cent from 2016-17.

While the overall number of cases we received in 2018-19 declined, the complaints we close are increasingly complex. This is evidenced by the increasing number of investigations progressing from level 1 investigations to level 2 and level 3, which reflects the increased time spent by

investigation and conciliation officers to resolve these issues.

In 2018-19, we closed a total of 1640 investigations with 423 closed as level 2 investigations and 72 closed as level 3 investigations.

This is significantly higher than 2016-17 when we closed 1226 investigations with 270 closed as level 2 investigations and 41 closed as level 3 investigations. By comparison, we closed 1748 investigations in 2017-18 (the year we received a 30 per cent spike in cases), with 405 closed as level 2 investigations and 68 closed as level 3 investigations.



# ELECTRICITY

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

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



## Electricity case study

### Solar meter delay

A customer had 24 solar panels installed at their investment property in November 2018. After the panels were installed, the customer was told that a new meter would be installed within a few days, however, this did not happen. The customer followed up with the retailer about when the new meter would be installed then sought compensation for missed solar generation due to the delay.



### Outcome:

We contacted the retailer to determine what service orders were raised and whether a current service order was pending. We also suggested that the retailer pay compensation for the loss of solar generation caused by the delay. The retailer confirmed that a service order for metering service works (exchange meter) was raised in November 2018 although it wasn't completed until 16 January 2019. The retailer agreed to compensate for the missed solar generation for the first two weeks of January, since this had been the meter installation timeframe provided to the customer. In total, the retailer offered a \$500 credit as customer service gesture, \$150 for lost solar generation and \$350 for customer service. The customer was very happy with the outcome she received.



⬇ The figures and the issues

## Electricity complaints

There were 5774 electricity complaints closed in 2018-19 which was 1399 fewer than last year. Refer backs were the most common electricity case type (43 per cent of complaints) for complaints in 2018-19, while billing was the most common primary issue (49 per cent of complaints). Refer backs relating to billing issues comprised 21 per cent of complaints closed in 2018-19.

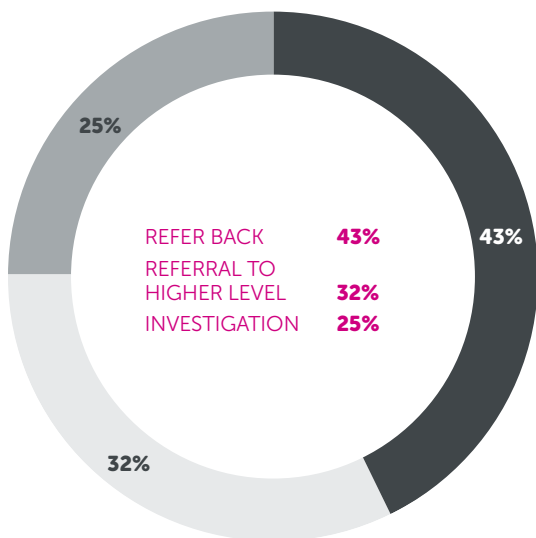
**Table 6:** Closed electricity complaints by primary issue and case type

PRIMARY ISSUE	Refer back	Referral to higher level	Investigation	TOTAL
Billing	1,241	842	734	2,817
Credit	404	288	373	1,065
Provision	242	271	144	657
Customer Service	236	239	93	568
Transfer	106	140	78	324
Supply	73	26	22	121
Land	33	12	13	58
Marketing	24	19	9	52
Other	112	0	0	112
<b>Total</b>	<b>2,471</b>	<b>1,837</b>	<b>1,466</b>	<b>5,774</b>

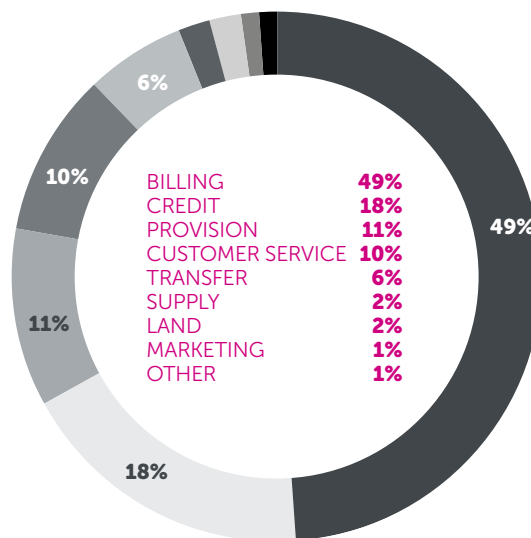
**5,774**  
electricity complaints closed

**= 1,399**  
↓  
fewer than last year

### DURING 2018-19



**Closed electricity complaints by case type 2018-19**



**Electricity complaints by case type 2018-19**

Most common case type:  
REFER BACKS

**43%**

Most common primary issue:  
BILLING

**49%**

**Table 7: Electricity investigations by primary and secondary issues**

PRIMARY ISSUE	SECONDARY ISSUE	2014-15	2015-16	2016-17	2017-18	2018-19
<b>BILLING</b>	High	141	147	179	368	280
	Estimation	60	41	57	75	104
	Error	137	111	112	122	81
	Meter	45	35	32	39	47
	Opening/closing account	-	-	-	50	43
	Back bill	72	80	47	34	34
	Tariff	32	34	27	21	31
	Rebate/concession	18	11	16	53	30
	Delay	55	29	18	24	30
	Fees and charges	12	15	37	31	17
	Period	-	-	-	2	12
	Incorrect account details	-	-	-	13	8
	Refund	18	13	6	13	3
	Re-bill	9	9	8	5	3
Format	-	-	-	2	1	
Other	76	78	77	22	10	
<b>Total</b>		<b>675</b>	<b>603</b>	<b>616</b>	<b>874</b>	<b>734</b>
<b>CREDIT</b>	Collection	189	179	166	234	190
	Disconnection/restriction	176	81	88	80	130
	Payment difficulties	85	64	64	57	37
	Hardship	-	-	-	-	11
	Privacy	0	0	1	2	5
<b>Total</b>		<b>450</b>	<b>324</b>	<b>319</b>	<b>373</b>	<b>373</b>
<b>PROVISION</b>	Existing connection	22	30	39	107	109
	Disconnection/restriction	12	13	8	11	18
	New connection	4	6	7	27	17
<b>Total</b>		<b>38</b>	<b>49</b>	<b>54</b>	<b>145</b>	<b>144</b>
<b>CUSTOMER SERVICE</b>	Poor service	8	16	13	25	33
	Incorrect advice or information	12	8	14	20	22
	Failure to consult or inform	5	6	5	12	12
	Failure to respond	5	5	8	8	12
	Refund	198	87	11	4	9
	Poor/unprofessional attitude	4	2	3	2	3
	Privacy	0	0	1	0	2
<b>Total</b>		<b>232</b>	<b>124</b>	<b>55</b>	<b>71</b>	<b>93</b>

**50%**

Half of investigations closed in 2018-19 were related to billing compared with 55% in 2017-18

**1 in 5**

About one in five investigations were about high billing in 2018-19

**CREDIT**  
INVESTIGATIONS

**25%**

**Table 7: Electricity investigations by primary and secondary issues continued**

PRIMARY ISSUE	SECONDARY ISSUE	2014-15	2015-16	2016-17	2017-18	2018-19
<b>TRANSFER</b>	Without consent	24	13	17	39	37
	Delay	13	6	5	11	12
	In error	11	5	9	9	8
	Cooling off rights	3	2	0	9	8
	Site ownership	4	5	1	2	5
	Billing	3	1	1	2	5
	Objection/rejected by retailer	4	2	2	8	3
	Error	4	0	1	6	0
	Contract terms	3	0	0	0	0
<b>Total</b>		<b>69</b>	<b>34</b>	<b>36</b>	<b>86</b>	<b>78</b>
<b>SUPPLY</b>	Off supply (unplanned)	5	4	9	9	8
	Off supply (planned)	2	1	3	2	8
	Variation	6	13	7	6	5
	Quality	0	2	1	6	1
<b>Total</b>		<b>13</b>	<b>20</b>	<b>20</b>	<b>23</b>	<b>22</b>
<b>LAND</b>	Property damage/restoration	-	-	-	4	5
	Network assets	1	2	4	2	5
	Vegetation management	0	1	0	1	2
	Easement	0	0	0	1	0
	Wayleave agreement	1	0	0	0	0
	Other	3	2	0	1	1
<b>Total</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>13</b>
<b>MARKETING</b>	Misleading	4	1	1	15	2
	Information	1	0	0	0	2
	Contract	2	1	2	2	1
	Pressure/coercion	0	0	0	2	1
	Non account holder	0	0	0	0	1
	Door to door	0	0	0	2	0
	Other	1	0	0	0	2
<b>Total</b>		<b>8</b>	<b>2</b>	<b>3</b>	<b>21</b>	<b>9</b>
<b>Grand total</b>		<b>1,490</b>	<b>1,161</b>	<b>1,107</b>	<b>1,602</b>	<b>1,466</b>

Most common  
credit investigation  
= **collection**

**13%**

of all  
investigations

## Electricity case study



### Reconnected after 24 hours without power

A customer's electricity was disconnected because she had an outstanding debt of \$1800. She contacted her retailer who requested she pay it back in full, but the customer was not in a financial position to do so and went without electricity for 24 hours before seeking our help.

We learned that while she receives a pension payment and makes regular contributions toward her electricity account, the amount she was paying had been insufficient for her level of consumption. We also learned the customer uses a wheelchair and takes medication that requires refrigeration.

#### → Outcome:

The customer was reconnected within hours of contacting us. We spoke with her retailer, who contacted the network operator and arranged to reconnect her electricity as a priority. Given the customer's circumstances, the network operator carried out an afterhours reconnection. The retailer's hardship team contacted the customer to discuss an ongoing payment plan that met her consumption levels and also helped to pay off her debt.

They also committed to assessing her eligibility for the Home Energy Emergency Assistance Scheme (HEEAS). The customer was very appreciative of the assistance we provided.

## Electricity case study



### → Estimated billing dispute

A customer had been receiving estimated bills from his retailer because of a faulty meter. He had been in contact with his retailer about the faulty meter and had accepted the estimated billing as it was based on their historical consumption, which had been consistent. He was advised the meter was scheduled to be replaced in January 2019.

The customer advised us that he disputed his estimated bill for the November – February 2019 quarter as his family were overseas for a month over the Christmas period, and the historical consumption was not an accurate reflection of his family's consumption. The customer requested his retailer amend his bill, which they declined to do.

#### Outcome:

We raised the customer's concerns with the retailer and advised that the faulty meter disadvantaged the customer by not accurately recording his usage for the disputed period.

We requested a review of the customer's usage and the meter data recorded at the premises, which confirmed that the customer's usage had been estimated on his past three invoices and his bill for the period in dispute was estimated. The customer's circumstances were considered by his retailer who agreed to adjust the daily average usage for the period in question from 28 kWh per day to 3.5 kWh per day.

This resulted in an amendment of \$288.56 to the customer's invoice. The customer was pleased with the result achieved by EWOQ and that the matter was resolved.



## Electricity retailers



**Table 8: Closed electricity retailer complaints by primary issue 2018-19**

PRIMARY ISSUE	SCHEME PARTICIPANT	2014-15	2015-16	2016-17	2017-18	2018-19
<b>BILLING</b>	Origin Energy Electricity Ltd	1365	1057	890	932	747
	AGL Sales (Queensland Electricity) Pty Ltd	781	636	553	590	488
	Ergon Energy Qld Pty Ltd	356	401	559	538	435
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	181	331
	EnergyAustralia Pty Ltd	447	284	281	332	280
	Click Energy Pty Ltd <sup>2</sup>	261	99	142	620	204
	Powerdirect Pty Ltd	163	189	167	92	92
	Red Energy Pty Ltd	0	0	38	122	81
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	16	37
	Simply Energy	12	11	24	64	33
	QEnergy Pty Ltd	68	35	44	23	22
	Dodo Power & Gas Pty Ltd	47	27	43	27	19
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	0	11	19	15
	Mojo Power Pty Ltd <sup>5</sup>	-	-	7	20	8
	Lumo Energy	147	162	116	30	7
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	1	20	6
	Diamond Energy Pty Ltd	2	1	6	8	5
	Momentum Energy Pty Ltd	0	1	1	0	3
	ERM Power Retail Pty Ltd <sup>7</sup>	-	0	2	0	2
	Sanctuary Energy Pty Ltd	36	35	9	13	1
People Energy Pty Ltd <sup>8</sup>	-	-	3	6	1	
Energy Locals Pty Ltd <sup>9</sup>	-	-	-	6	0	
Australian Power and Gas Pty Ltd <sup>10</sup>	6	-	-	-	-	
Urth Energy <sup>11</sup>	-	0	4	-	-	
<b>Total</b>		<b>3,691</b>	<b>2,938</b>	<b>2,901</b>	<b>3,659</b>	<b>2,817</b>
<b>CREDIT</b>	Origin Energy Electricity Ltd	1019	701	537	538	426
	Ergon Energy Qld Pty Ltd	254	140	191	199	194
	AGL Sales (Queensland Electricity) Pty Ltd	377	252	202	195	165
	EnergyAustralia Pty Ltd	154	121	102	106	63
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	20	59
	Click Energy Pty Ltd <sup>2</sup>	82	46	39	71	41
Powerdirect Pty Ltd	30	46	47	18	33	

Did you know there are

**26**

**electricity retailers in Queensland?**

This means 26 businesses are actively retailing electricity in Queensland.

Not all electricity retailers service all of the state and it's a commercial decision for that organisation which location they service.

See Appendix 2 for the full list of authorised electricity retailers who are our scheme participants, and page 55 for the volume of complaints received for each retailer and distributor compared with their customer numbers.



**Table 8: Closed electricity retailer complaints by primary issue 2018-19 continued**

PRIMARY ISSUE	SCHEME PARTICIPANT	2014-15	2015-16	2016-17	2017-18	2018-19
CREDIT	Red Energy Pty Ltd	0	0	1	30	23
	continued Lumo Energy	53	66	69	18	15
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	5	11
	Simply Energy	2	4	0	11	8
	Mojo Power Pty Ltd <sup>5</sup>	-	-	0	8	6
	Dodo Power & Gas Pty Ltd	3	4	4	7	6
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	1	0	3	5
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	0	4	4
	QEnergy Pty Ltd	6	1	3	1	2
	Diamond Energy Pty Ltd	0	0	0	0	1
	Energy Locals Pty Ltd <sup>9</sup>	-	-	-	0	1
	Momentum Energy Pty Ltd	1	3	0	0	1
	Next Business Energy Pty Ltd <sup>12</sup>	-	0	1	0	0
	Sanctuary Energy Pty Ltd	2	0	0	0	0
	Australian Power and Gas Pty Ltd <sup>10</sup>	13	-	-	-	-
<b>Total</b>		<b>1,996</b>	<b>1,385</b>	<b>1,196</b>	<b>1,234</b>	<b>1,064</b>
PROVISION	Origin Energy Electricity Ltd	77	74	63	203	179
	AGL Sales (Queensland Electricity) Pty Ltd	40	46	57	226	157
	Ergon Energy Qld Pty Ltd	18	18	31	43	65
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	47	44
	EnergyAustralia Pty Ltd	25	19	17	24	40
	Red Energy Pty Ltd	0	0	3	20	18
	Click Energy Pty Ltd <sup>2</sup>	6	5	8	80	14
	Powerdirect Pty Ltd	3	7	8	17	13
	Simply Energy	0	1	4	10	8
	Lumo Energy	10	9	4	1	5
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	0	0	2
	Dodo Power & Gas Pty Ltd	1	1	3	6	1
	People Energy Pty Ltd <sup>8</sup>	-	-	1	1	1
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	0	0	0	1
	QEnergy Pty Ltd	1	0	3	3	0
	Sanctuary Energy Pty Ltd	1	1	1	3	0
	Mojo Power Pty Ltd <sup>5</sup>	-	-	1	1	0
	Diamond Energy Pty Ltd	0	1	0	1	0
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	1	0
	Momentum Energy Pty Ltd	1	2	0	0	0
<b>Total</b>		<b>183</b>	<b>184</b>	<b>204</b>	<b>687</b>	<b>548</b>
CUSTOMER SERVICE	Origin Energy Electricity Ltd	258	146	113	146	128
	AGL Sales (Queensland Electricity) Pty Ltd	152	111	90	132	109
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	57	80
	Ergon Energy Qld Pty Ltd	39	53	49	61	47

**Table 8: Closed electricity retailer complaints by primary issue 2018-19 continued**

PRIMARY ISSUE	SCHEME PARTICIPANT	2014-15	2015-16	2016-17	2017-18	2018-19
<b>CUSTOMER SERVICE</b>	Click Energy Pty Ltd <sup>2</sup>	36	11	19	93	24
	continued EnergyAustralia Pty Ltd	103	38	28	41	23
	Simply Energy	1	1	8	15	11
	Red Energy Pty Ltd	0	0	12	11	11
	Powerdirect Pty Ltd	10	25	12	5	11
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	8	9
	QEnergy Pty Ltd	10	9	11	2	6
	Lumo Energy	34	25	15	5	5
	Dodo Power & Gas Pty Ltd	6	12	4	7	3
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	1	1	3
	Sanctuary Energy Pty Ltd	226	153	10	2	2
	Mojo Power Pty Ltd <sup>5</sup>	-	-	2	1	1
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	0	2	1	1
	Energy Locals Pty Ltd <sup>9</sup>	-	-	-	1	1
	People Energy Pty Ltd <sup>8</sup>	-	-	0	0	1
	Momentum Energy Pty Ltd	0	0	0	1	0
	Diamond Energy Pty Ltd	0	1	0	1	0
	Urth Energy <sup>11</sup>	-	1	1	-	-
	Australian Power and Gas Pty Ltd <sup>10</sup>	1	-	-	-	-
	<b>Total</b>		<b>876</b>	<b>586</b>	<b>377</b>	<b>591</b>
<b>TRANSFER</b>	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	151	123
	AGL Sales (Queensland Electricity) Pty Ltd	57	45	50	70	67
	Origin Energy Electricity Ltd	78	51	23	60	39
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	20	35
	EnergyAustralia Pty Ltd	91	21	21	33	19
	Click Energy Pty Ltd <sup>2</sup>	38	17	35	73	15
	Simply Energy	2	0	3	13	9
	Powerdirect Pty Ltd	34	15	6	4	7
	Red Energy Pty Ltd	0	0	3	7	2
	Ergon Energy Qld Pty Ltd	2	3	4	4	2
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	0	2	2
	QEnergy Pty Ltd	4	3	2	5	1
	Dodo Power & Gas Pty Ltd	8	10	4	3	1
	Diamond Energy Pty Ltd	0	2	1	1	1
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	0	0	0	1
	Lumo Energy	16	13	10	2	0
	Mojo Power Pty Ltd <sup>5</sup>	-	-	1	2	0
	Energy Locals Pty Ltd <sup>9</sup>	-	-	-	2	0
	Sanctuary Energy Pty Ltd	6	0	1	0	0
	Australian Power and Gas Pty Ltd <sup>10</sup>	1	-	-	-	-
<b>Total</b>		<b>337</b>	<b>180</b>	<b>164</b>	<b>452</b>	<b>324</b>

**Table 8: Closed electricity retailer complaints by primary issue 2018-19 continued**

PRIMARY ISSUE	SCHEME PARTICIPANT	2014-15	2015-16	2016-17	2017-18	2018-19
<b>MARKETING</b>	AGL Sales (Queensland Electricity) Pty Ltd	14	10	3	4	11
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	12	10
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	4	10
	Origin Energy Electricity Ltd	9	10	5	10	6
	EnergyAustralia Pty Ltd	11	2	4	1	6
	Click Energy Pty Ltd <sup>2</sup>	7	1	1	8	3
	Simply Energy	0	0	3	11	2
	Red Energy Pty Ltd	0	1	0	0	2
	QEnergy Pty Ltd	0	1	2	1	1
	Powerdirect Pty Ltd	3	0	1	1	1
	Ergon Energy Qld Pty Ltd	0	0	0	3	0
	Dodo Power & Gas Pty Ltd	2	3	0	1	0
	Diamond Energy Pty Ltd	0	0	0	1	0
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	0	1	0
	Lumo Energy	3	2	0	0	0
<b>Total</b>		<b>49</b>	<b>30</b>	<b>19</b>	<b>58</b>	<b>52</b>
<b>OTHER</b>	Ergon Energy Qld Pty Ltd	10	25	13	16	20
	Origin Energy Electricity Ltd	22	19	17	25	18
	AGL Sales (Queensland Electricity) Pty Ltd	7	9	13	18	12
	Powerdirect Pty Ltd	0	3	3	2	10
	Alinta Energy Retail Sales Pty Ltd <sup>1</sup>	-	-	-	1	7
	EnergyAustralia Pty Ltd	6	3	5	6	6
	Locality Planning Energy Pty Ltd <sup>4</sup>	-	0	1	2	2
	Red Energy Pty Ltd	0	0	0	1	2
	Click Energy Pty Ltd <sup>2</sup>	1	1	2	3	1
	Dodo Power & Gas Pty Ltd	2	7	1	1	1
	1st Energy Pty Ltd <sup>3</sup>	-	-	-	0	1
	Lumo Energy	2	2	2	1	0
	PowerShop Australia Pty Ltd <sup>6</sup>	-	-	1	1	0
	Simply Energy	0	0	1	0	0
	QEnergy Pty Ltd	2	1	2	0	0
	Diamond Energy Pty Ltd	0	0	2	0	0
	Sanctuary Energy Pty Ltd	0	1	0	1	0
Urth Energy <sup>11</sup>	-	0	1	-	-	
<b>Total</b>		<b>52</b>	<b>71</b>	<b>64</b>	<b>78</b>	<b>80</b>
<b>Grand total</b>		<b>7,184</b>	<b>5,374</b>	<b>4,925</b>	<b>6,759</b>	<b>5,361</b>

<sup>1</sup> Alinta Energy Retail Sales Pty Ltd joined the scheme from 13 August 2017.

<sup>2</sup> Click Energy Pty Ltd includes amaysim Energy Pty Ltd and Click Energy data.

<sup>3</sup> 1st Energy Pty Ltd joined the Scheme from 9 August 2017.

<sup>4</sup> Locality Planning Energy Pty Ltd joined the scheme from 1 July 2015.

<sup>5</sup> Mojo Power joined the scheme on 14 September 2016.

<sup>6</sup> PowerShop Australia joined the scheme on 1 November 2016.

<sup>7</sup> ERM Power Retail joined the scheme on 1 July 2015 and did not have any issues until 2016-17.

<sup>8</sup> People Energy joined the scheme on 1 July 2016.

<sup>9</sup> Energy Locals joined the scheme on 15 January 2017.

<sup>10</sup> From May 2014, Australian Power and Gas customers were migrated to AGL.

<sup>11</sup> Urth Energy entered into administration 1 February 2017.

<sup>12</sup> Next Business Energy joined the scheme on 25 November 2015 and did not have any issues until 2016-17.

## Electricity distributors



**Table 9: Closed electricity distributor complaints by primary issue**

PRIMARY ISSUE	SCHEME PARTICIPANT	2014-15	2015-16	2016-17	2017-18	2018-19
SUPPLY	Energex Ltd	42	63	76	87	64
	Ergon Energy Corporation Ltd	43	67	60	49	55
	Essential Energy	1	3	1	2	2
<b>Total</b>		<b>86</b>	<b>133</b>	<b>137</b>	<b>138</b>	<b>121</b>
PROVISION	Energex Ltd	60	44	54	63	71
	Ergon Energy Corporation Ltd	54	43	49	48	36
	Essential Energy	5	6	4	5	2
<b>Total</b>		<b>119</b>	<b>93</b>	<b>107</b>	<b>116</b>	<b>109</b>
CUSTOMER SERVICE	Energex Ltd	52	63	49	54	70
	Ergon Energy Corporation Ltd	29	22	32	23	21
	Essential Energy	3	2	0	0	1
<b>Total</b>		<b>84</b>	<b>87</b>	<b>81</b>	<b>77</b>	<b>92</b>
LAND	Energex Ltd	17	16	16	30	36
	Ergon Energy Corporation Ltd	13	10	10	9	22
<b>Total</b>		<b>30</b>	<b>26</b>	<b>26</b>	<b>39</b>	<b>58</b>
BILLING	Energex Ltd	0	0	5	0	0
	Ergon Energy Corporation Ltd	6	2	0	3	0
<b>Total</b>		<b>6</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>0</b>
CREDIT	Energex Ltd	0	0	0	0	1
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
OTHER	Energex Ltd	26	37	46	31	25
	Ergon Energy Corporation Ltd	14	9	7	10	6
	Essential Energy	1	4	2	0	1
<b>Total</b>		<b>41</b>	<b>50</b>	<b>55</b>	<b>41</b>	<b>32</b>
<b>Grand total</b>		<b>366</b>	<b>391</b>	<b>411</b>	<b>414</b>	<b>413</b>

413

electricity distributor complaints closed

Most common primary issue:

SUPPLY

29%

2nd most common primary issue:

PROVISION

26%

## Electricity case study



Case Study

### Distributor denies refund

A customer paid \$12,000 to their electricity distributor as a capital contribution toward a 500KVa pad mount transformer as part of a commercial development. It was then decided that the pad mount transformer was not required, so the distributor agreed to refund the customer almost \$8000, with the remaining \$4000 retained by the distributor as a design fee. The customer later enquired with the distributor why the \$8000 hadn't been returned. The distributor denied their claim on the basis that the fees were non-refundable because the customer changed their mind about the pad mount transformer. An investigation was launched to seek a refund for the customer of \$7292.96.



### Outcome:

During our investigation, we learned that the contract between the customer and distributor did not contain a clause about the recovery of planning and design fees for projects that did not proceed. As such, the distributor agreed to refund \$4800 to the customer. Regarding the remaining \$7200, we discovered that the customer was required to pay a connection application fee of \$1500, and so the distributor agreed to refund an additional \$5700 to the customer. In total, the customer received a refund of more than \$10,000, which far exceeded their expectations. The customer was very satisfied with the outcome and expressed their thanks for our efforts to reach such a great resolution.

## Electricity case study



Case Study

### Reduction for drought-affected farmer

A customer sought an amendment of the estimated consumption charges over a 12-month period for a bore pump. During the disputed period, the customer was operating a small business in drought declared conditions and his use of the bore pump was approximately half of what it had been in the previous year. The drought prevented planting so there had been no need to irrigate. The meter in question had also been replaced without a final read being taken to verify the accuracy of the estimated read.



### Outcome:

An initial investigation showed that the retailer billed the customer in accordance with the estimated read provided by the meter data provider. We approached the meter data provider and presented them with the drought declarations for the customer's location. As a result, they agreed to amend the estimated reads.

The electricity retailer received the amended reads and issued the customer with a reduced bill, saving the customer more than \$12,000. The electricity retailer agreed to apply a six-month payment extension to the account to allow the customer time to clear the debt. The customer was satisfied with the resolution as it was in line with their initial expectations.

## Electricity retailer and distributor performance



**Table 10: Electricity retailer and distributor performance**

PROVIDER <sup>1</sup>	Electricity customer numbers <sup>2</sup>	Complaints closed per 10,000 customers	Cases closed 2018-19	Cases closed 2017-18	% Variance
<b>First tier retailer</b>					
Origin Energy Electricity Ltd	500,001 - 1,000,000	23	1,543	1,914	-19%
Ergon Energy Qld Pty Ltd	500,001 - 1,000,000	11	763	864	-12%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 - 500,000	29	1,009	1,235	-18%
<b>Second tier retailer</b>					
Alinta Energy Retail Sales Pty Ltd	100,001 - 500,000	39	654	469	39%
EnergyAustralia Pty Ltd	100,001 - 500,000	39	437	543	-20%
Powerdirect Pty Ltd	10,001 - 100,000	117	167	139	20%
Click Energy Pty Ltd <sup>3</sup>	10,001 - 100,000	72	302	948	-68%
Simply Energy	10,001 - 100,000	46	71	125	-43%
Red Energy Pty Ltd	10,001 - 100,000	30	139	191	-27%
Dodo Power & Gas Pty Ltd	10,001 - 100,000	28	31	52	-40%
Locality Planning Energy Pty Ltd	10,001 - 100,000	14	25	25	0%
1st Energy PTY LTD	3,001 - 10,000	200	103	54	91%
QEnergy Limited	3,001 - 10,000	57	32	35	-9%
Lumo Energy	< 3000	165	32	57	-44%
<b>Distributor</b>					
ENERGEX Ltd	> 1,000,000	2	267	265	1%
Ergon Energy Corporation Ltd	500,001 - 1,000,000	2	140	142	-1%

### Electricity providers with fewer than 20 complaints

Diamond Energy Pty Ltd	Momentum Energy Pty Ltd
Energy Locals Pty Ltd	People Energy Pty Ltd
ERM Power Retail Pty Ltd	Powershop Australia Pty Ltd
Essential Energy	Sanctuary Energy Pty Ltd
Mojo Power Pty Ltd	



Complaints <20

<sup>1</sup> Only providers with more than 20 complaints have been included in this table

<sup>2</sup> Customer number data provided by the AER for retailers as at 31 December 2018 and for distributors as at 30 June 2017

<sup>3</sup> Click Energy Pty Ltd includes amaysim Energy Pty Ltd and Click Energy data



# GAS

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⬇ The figures and the issues

## Gas complaints

This year, we closed 393 gas complaints, including 82 investigations. This was an increase of 21 per cent from the 68 investigations completed in 2017-18.

**Table 11: Closed gas complaints by primary issue and case type**

PRIMARY ISSUE	Refer Back	Referral to Higher Level	Investigation	Total
Billing	94	49	39	182
Provision	36	10	9	55
Credit	19	12	21	52
Customer service	20	12	6	38
Transfer	8	7	5	20
Supply	16	0	2	18
Land	2	2	0	4
Other	24	0	0	24
<b>Total</b>	<b>219</b>	<b>92</b>	<b>82</b>	<b>393</b>

**393**

gas complaints closed

↑ **21%**

increase in investigations from 2017-18

**Most common primary issue:**  
BILLING

**46%**



### Gas case study

#### Erratic gas supply

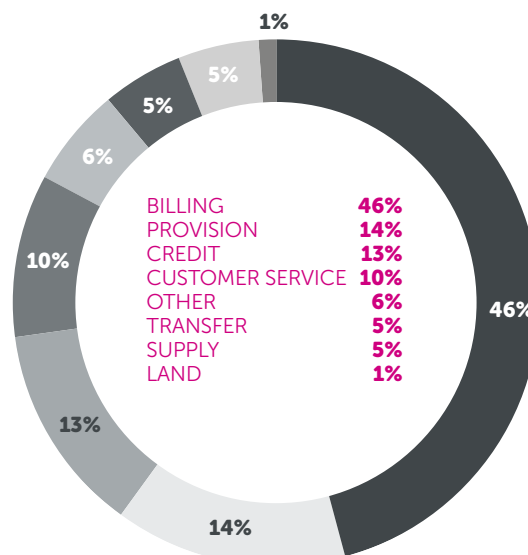
After a new gas meter was installed, the customer experienced interruptions to gas supply which caused loss of business. The customer contacted his gas retailer several times to try to resolve the issue then contacted us when it was not resolved in a timely manner.



#### Outcome:

We investigated the complaint and found that the gas retailer had raised several service orders for the distributor to attend the site. We then investigated the issue with the distributor, who arranged for two crews to monitor the meter and determined that when the sun hit the meter, it caused the pressure to rise which resulted in interruptions to supply. To resolve the issue, the distributor made a fitted cover for the meter and piping resulting in no further interruptions. The customer was satisfied that the issue of gas supply interruptions was resolved.

#### 2018-19 Closed gas complaints by primary issue



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

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



## Gas retailers

**Table 12: Closed gas retailer complaints by primary issue**

PRIMARY ISSUE	Scheme participant	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Billing</b>	Origin Energy Retail Ltd	116	97	67	71	98
	AGL Sales (Queensland) Pty Ltd	107	109	93	106	81
	Red Energy (Gas) Pty Ltd <sup>1</sup>	-	-	-	-	2
	Maranoa Regional Council	1	0	0	0	0
	Western Downs Regional Council	1	0	0	0	0
<b>Total</b>		<b>225</b>	<b>206</b>	<b>160</b>	<b>177</b>	<b>181</b>
<b>Credit</b>	Origin Energy Retail Ltd	50	34	29	27	29
	AGL Sales (Queensland) Pty Ltd	39	19	12	22	23
	Western Downs Regional Council	1	1	0	0	0
<b>Total</b>		<b>90</b>	<b>54</b>	<b>41</b>	<b>49</b>	<b>52</b>
<b>Provision</b>	Origin Energy Retail Ltd	22	19	9	28	21
	AGL Sales (Queensland) Pty Ltd	15	20	18	16	13
	Red Energy (Gas) Pty Ltd <sup>1</sup>	-	-	-	-	2
	Western Downs Regional Council	1	0	0	0	0
<b>Total</b>		<b>38</b>	<b>39</b>	<b>27</b>	<b>44</b>	<b>36</b>
<b>Customer service</b>	AGL Sales (Queensland) Pty Ltd	20	17	5	17	14
	Origin Energy Retail Ltd	18	23	10	14	12
	Australian Power and Gas Pty Ltd <sup>2</sup>	1	-	-	-	-
	Red Energy (Gas) Pty Ltd <sup>1</sup>	-	-	-	-	1
<b>Total</b>		<b>39</b>	<b>40</b>	<b>15</b>	<b>31</b>	<b>27</b>
<b>Transfer</b>	AGL Sales (Queensland) Pty Ltd	8	5	3	7	11
	Origin Energy Retail Ltd	12	7	6	7	6
	Red Energy (Gas) Pty Ltd <sup>1</sup>	-	-	-	-	3
<b>Total</b>		<b>20</b>	<b>12</b>	<b>9</b>	<b>14</b>	<b>20</b>
<b>Marketing</b>	AGL Sales (Queensland) Pty Ltd	1	1	1	0	0
<b>Total</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Other</b>	Origin Energy Retail Ltd	0	6	1	1	4
	AGL Sales (Queensland) Pty Ltd	1	0	2	2	1
<b>Total</b>		<b>1</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>
<b>Grand total</b>		<b>414</b>	<b>358</b>	<b>256</b>	<b>318</b>	<b>321</b>

<sup>1</sup>Red Energy (Gas) joined the scheme on 1 July 2018

<sup>2</sup>From May 2014, Australian Power and Gas customers migrated to AGL

## Gas distributors

**Table 13: Closed gas distributor complaints by primary issue**

PRIMARY ISSUE	Scheme participant	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Provision</b>	Australian Gas Networks Limited <sup>1</sup>	3	1	11	13	14
	Western Downs Regional Council	0	0	0	1	4
	Allgas Energy Pty Ltd	0	0	2	3	1
<b>Total</b>		<b>3</b>	<b>1</b>	<b>13</b>	<b>17</b>	<b>19</b>
<b>Supply</b>	Australian Gas Networks Limited <sup>1</sup>	1	2	3	11	12
	Allgas Energy Pty Ltd	1	0	4	10	6
	Envestra Limited <sup>1</sup>	3	-	-	-	-
<b>Total</b>		<b>5</b>	<b>2</b>	<b>7</b>	<b>21</b>	<b>18</b>
<b>Customer service</b>	Australian Gas Networks Limited <sup>1</sup>	2	5	1	7	11
	Allgas Energy Pty Ltd	1	1	2	3	0
	Envestra Limited <sup>1</sup>	1	-	-	-	-
<b>Total</b>		<b>4</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>11</b>
<b>Land</b>	Australian Gas Networks Limited <sup>1</sup>	0	3	0	1	4
	Allgas Energy Pty Ltd	0	0	2	0	0
	Envestra Limited <sup>1</sup>	2	-	-	-	-
<b>Total</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Billing</b>	Allgas Energy Pty Ltd	0	0	0	0	1
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Other</b>	Australian Gas Networks Limited <sup>1</sup>	1	1	1	18	12
	Allgas Energy Pty Ltd	0	0	5	10	7
	Western Downs Regional Council	0	1	0	0	0
	Envestra Limited <sup>1</sup>	2	-	-	-	-
<b>Total</b>		<b>3</b>	<b>2</b>	<b>6</b>	<b>28</b>	<b>19</b>
<b>Grand total</b>		<b>17</b>	<b>14</b>	<b>31</b>	<b>77</b>	<b>72</b>

<sup>1</sup>From October 2014, Envestra Limited became known as Australian Gas Networks Limited



## Case Study

### Water case study

#### Billing error since 2015

A customer, who was based interstate, bought an investment property in Queensland in 2015 and their property manager contacted the water retailer and requested the customer's postal address be updated. The customer then received a statement from the property manager for \$1950. This statement had initially come from the retailer and had already been paid by the real estate agency managing the property. The customer contacted the retailer for clarification and was advised that there was also an outstanding balance of \$1800. The customer advised the retailer that they had not received any bills since 2015.

During their discussion with the retailer, the customer advised that their postal address included the wrong postcode. The retailer offered the customer a payment plan and advised that they would waive the interest of \$200. The customer did not think the retailer acted in the best interest of the customer and sought our assistance.



#### Outcome:

We investigated how the incorrect address was recorded and why the retailer made no alternative efforts to contact the customer concerning their outstanding balance. We suggested the retailer consider a financial adjustment due to the data entry error. The retailer acknowledged a data entry error was made during a change of property ownership in 2015. They also acknowledged that no attempt had been made to contact the customer when they received return mail from the customer's address.

In consideration of the error made, and as a customer service gesture, the retailer provided an ex-gratia credit of \$1916.95 and waived the \$200 interest charges. The customer thanked EWOQ for the assistance and was satisfied with the outcome.



## Case Study

### Water case study

#### Disputed water pressure supply

A family had ongoing issues with low water pressure at their home and sought to remedy the situation with their water distributor. They were concerned the distributor had failed to deliver on their minimum standards of 210kPa, as the water pressure at their property tested below the minimum standard. They contacted us because the issue had not been adequately addressed despite multiple attempts to do so.



#### Outcome:

We investigated to determine what action the distributor had taken to resolve the customer's complaint and the results of any previous investigations conducted by the distributor. We also sought to understand if the water loss and reduced water pressure was because of issues beyond the point of connection. The distributor's investigation determined that water pressure at the site fluctuated between 190kPa and 220kPa, and increased it to 280kPa. Following our intervention, the family confirmed their water pressure had noticeably increased since the distributor addressed the complaint.

# WATER

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The figures and the issues

## Water complaints

**341**  
water complaints closed

**↓ 6%**  
decrease from 2017-18

**18%**  
increase in investigations from 2017-18

Most common primary issue:  
BILLING

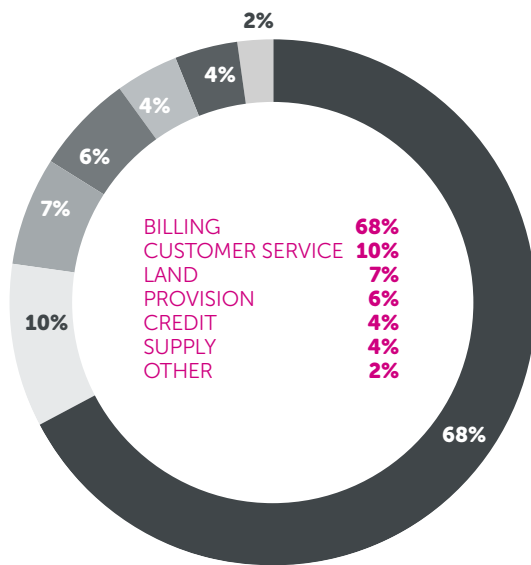
**68%**

While there was a six per cent decrease in water complaints overall in 2018-19, there was an 18 per cent increase in investigations during this period.

**Table 14:** Closed water complaints by primary issue and case type

PRIMARY ISSUE	Refer back	Referral to higher level	Investigation	Total
Billing	125	45	63	233
Customer service	17	11	5	33
Land	6	9	9	24
Provision	7	5	8	20
Credit	5	6	2	13
Supply	5	2	5	12
Other	6	0	0	6
<b>Total</b>	<b>171</b>	<b>78</b>	<b>92</b>	<b>341</b>

**Closed water complaints by primary issue**



Please note: percentages do not add to 100 per cent due to rounding.

## Water case study

### Delayed bills

A customer had not received a water bill since purchasing a property 18 months prior and contacted us to investigate.

### Outcome:

We investigated the matter with the water retailer. A billing account was established, with retrospective bills issued to the customer. Because of the time taken to set up the account, the water retailer did not attempt to recover water and sewerage access and consumption charges dating back to the start of the account.

The customer saved about six months' worth of charges and was offered a long-term payment plan for the balance of the account. The customer accepted this outcome and was grateful for our assistance.

## Water retailers

**Table 15: Closed water retailer complaints by primary issue**

PRIMARY ISSUE	Scheme participant	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Billing</b>	Queensland Urban Utilities	100	136	129	106	117
	Unitywater	60	69	94	66	66
	Gold Coast City Council	44	28	29	40	38
	Logan City Council	8	5	4	13	6
	Redland City Council	3	4	4	7	6
<b>Total</b>		<b>215</b>	<b>242</b>	<b>260</b>	<b>232</b>	<b>233</b>
<b>Customer service</b>	Queensland Urban Utilities	11	13	8	11	14
	Unitywater	12	9	6	4	5
	Gold Coast City Council	2	2	3	4	2
	Redland City Council	1	0	0	0	1
	Logan City Council	2	0	0	1	0
<b>Total</b>		<b>28</b>	<b>24</b>	<b>17</b>	<b>20</b>	<b>22</b>
<b>Credit</b>	Queensland Urban Utilities	8	14	12	4	6
	Unitywater	19	8	10	13	4
	Gold Coast City Council	4	6	5	10	2
	Logan City Council	1	0	1	0	1
	Redland City Council	0	0	0	1	0
<b>Total</b>		<b>32</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>13</b>
<b>Provision</b>	Queensland Urban Utilities	4	4	4	3	3
	Unitywater	4	4	6	2	1
	Gold Coast City Council	0	0	1	0	1
	Logan City Council	0	1	0	0	0
<b>Total</b>		<b>8</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>5</b>
<b>Other</b>	Gold Coast City Council	2	5	4	2	2
	Queensland Urban Utilities	2	4	4	1	2
	Unitywater	5	2	4	3	0
	Logan City Council	0	0	0	1	0
	Redland City Council	0	0	0	1	0
<b>Total</b>		<b>9</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>4</b>
<b>Grand total</b>		<b>292</b>	<b>314</b>	<b>328</b>	<b>293</b>	<b>277</b>

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

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

## Water distributors

**Table 16: Closed water distributor complaints by primary issue**

PRIMARY ISSUE	Scheme participant	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Land</b>	Queensland Urban Utilities	13	4	8	10	20
	Unitywater	10	4	7	9	4
	Gold Coast City Council	4	1	3	0	0
	Redland City Council	0	1	0	0	0
	<b>Total</b>	<b>27</b>	<b>10</b>	<b>18</b>	<b>19</b>	<b>24</b>
<b>Provision</b>	Queensland Urban Utilities	3	7	14	7	8
	Unitywater	8	5	3	5	6
	Gold Coast City Council	2	2	0	1	1
	Logan City Council	1	0	1	0	0
	<b>Total</b>	<b>14</b>	<b>14</b>	<b>18</b>	<b>13</b>	<b>15</b>
<b>Supply</b>	Queensland Urban Utilities	8	21	13	13	11
	Logan City Council	0	0	0	0	1
	Unitywater	6	7	3	10	0
	Redland City Council	1	1	0	1	0
	Gold Coast City Council	0	4	1	0	0
	<b>Total</b>	<b>15</b>	<b>33</b>	<b>17</b>	<b>24</b>	<b>12</b>
<b>Customer service</b>	Queensland Urban Utilities	11	20	1	5	8
	Unitywater	5	4	8	1	3
	Gold Coast City Council	0	1	0	0	0
	<b>Total</b>	<b>16</b>	<b>25</b>	<b>9</b>	<b>6</b>	<b>11</b>
<b>Other</b>	Unitywater	4	1	3	4	1
	Queensland Urban Utilities	1	5	4	2	1
	Gold Coast City Council	1	3	0	2	0
	<b>Total</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>2</b>
<b>Grand total</b>		<b>78</b>	<b>91</b>	<b>69</b>	<b>70</b>	<b>64</b>