



Gas complaints

This year, we closed 299 gas complaints, including 79 investigations. Refer backs were the most common gas case type (43 per cent of complaints), while billing was the most common primary issue (52 per cent of complaints).

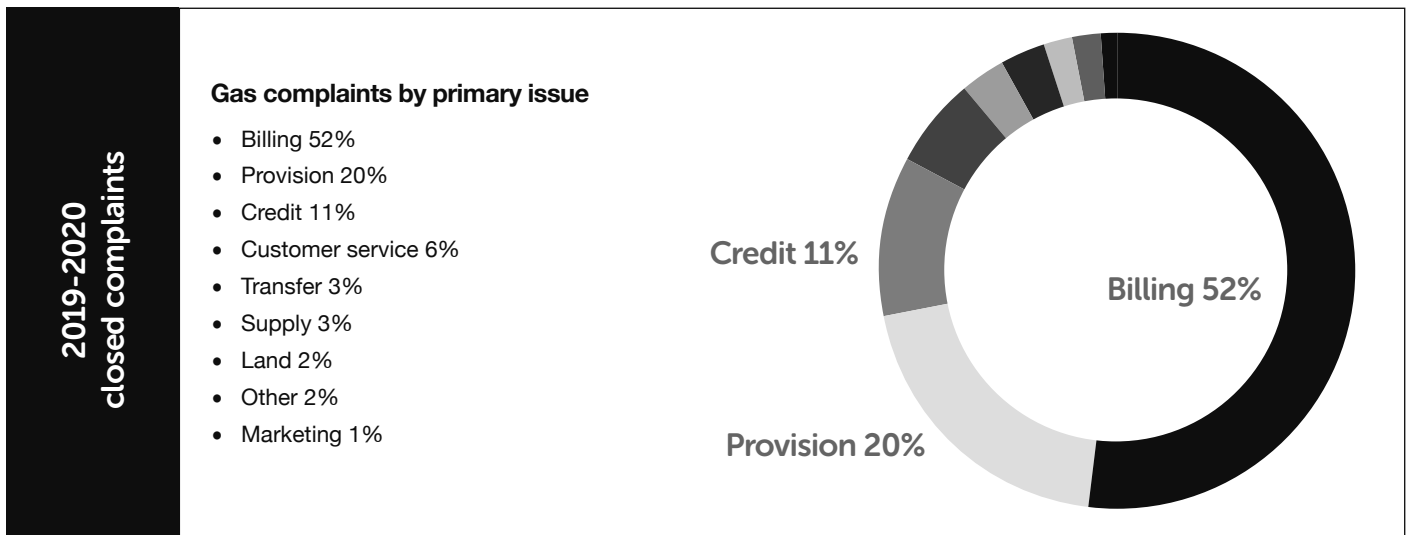
299
gas complaints closed

Billing 52%
most common primary issue

Closed gas complaints by primary issue and case type 2019-2020

Table 11

Primary issue	Refer back	Referral to higher level	Investigation	Total
Billing	47	52	56	155
Provision	41	13	5	59
Credit	15	10	8	33
Customer service	8	6	4	18
Transfer	0	5	5	10
Supply	7	1	0	8
Land	4	1	1	6
Other	7	0	0	7
Marketing	1	2	0	3
Total	130	90	79	299





Gas retailers

Closed gas retailer complaints by primary issue

Table 12

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	Origin Energy Retail Ltd	97	67	71	98	88
	AGL Sales (Queensland) Pty Ltd	109	93	106	81	65
	Red Energy (Gas) Pty Ltd ¹	-	-	-	2	3
Total		206	160	177	181	156
Credit	Origin Energy Retail Ltd	34	29	27	29	28
	AGL Sales (Queensland) Pty Ltd	19	12	22	23	5
	Western Downs Regional Council	1	0	0	0	0
Total		54	41	49	52	33
Provision	Origin Energy Retail Ltd	19	9	28	21	16
	AGL Sales (Queensland) Pty Ltd	20	18	16	13	16
	Red Energy (Gas) Pty Ltd ¹	-	-	-	2	0
Total		39	27	44	36	32
Customer service	Origin Energy Retail Ltd	23	10	14	12	10
	AGL Sales (Queensland) Pty Ltd	17	5	17	14	6
	Red Energy (Gas) Pty Ltd ¹	-	-	-	1	0
Total		40	15	31	27	16
Transfer	Origin Energy Retail Ltd	7	6	7	6	7
	AGL Sales (Queensland) Pty Ltd	5	3	7	11	2
	Red Energy (Gas) Pty Ltd ¹	-	-	-	3	1
Total		12	9	14	20	10
Marketing	AGL Sales (Queensland) Pty Ltd	1	1	0	0	2
	Origin Energy Retail Ltd	0	0	0	0	1
Total		1	1	0	0	3
Other	Origin Energy Retail Ltd	6	1	1	4	3
	AGL Sales (Queensland) Pty Ltd	0	2	2	1	1
Total		6	3	3	5	4
Grand total		358	256	318	321	254

¹ Red Energy (Gas) joined on 1 July 2018



Gas distributors

Closed gas distributor complaints by primary issue

Table 13

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Provision	Australian Gas Networks Limited	1	11	13	14	22
	Allgas Energy Pty Ltd	0	2	3	1	5
	Western Downs Regional Council	0	0	1	4	0
Total		1	13	17	19	27
Supply	Australian Gas Networks Limited	2	3	11	12	7
	Allgas Energy Pty Ltd	0	4	10	6	1
Total		2	7	21	18	8
Land	Australian Gas Networks Limited	3	0	1	4	5
	Allgas Energy Pty Ltd	0	2	0	0	1
Total		3	2	1	4	6
Customer service	Australian Gas Networks Limited	5	1	7	11	1
	Allgas Energy Pty Ltd	1	2	3	0	1
Total		6	3	10	11	2
Billing	Allgas Energy Pty Ltd	0	0	0	1	0
Total		0	0	0	1	0
Other	Australian Gas Networks Limited	1	1	18	12	3
	Allgas Energy Pty Ltd	0	5	10	7	0
	Western Downs Regional Council	1	0	0	0	0
Total		2	6	28	19	3
Grand total		14	31	77	72	46