



SMALL GAS CUSTOMER DISCONNECTION AND COMPLAINTS DATA YEAR ENDED 30 JUNE 2010

Introduction

Clause 5.5.1 of the Queensland Gas Industry Code (the Code) requires that the Authority monitor and publish annually the number of small customer disconnections (for non-payment) and complaints data collected from licensed retail entities.

During 2009-10, there were nine licensed gas retailers in Queensland. Seven of these were commercial operators of which only AGL (2 licences), Origin Energy and Australian Power and Gas were actively supplying gas to small customers. The remaining two licensees, Maranoa and Western Downs Regional Council, each hold a Retail Authority that permits them to retail natural gas to customers only within their specific distribution network area.

Customer Disconnections and Reconnections data

Clause 5.5.2 of the Code requires that all gas retailers provide information for the previous year relating to:

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

From the start of 2010-11, retailers and distributors will be required to report disconnections and complaints data quarterly.

Table 1 s shows the number of disconnections and reconnections reported by retailers. During 2009-10, 2,232 small customers were disconnected due to non-payment, of which 750 (or 33.6%) were reconnected within seven days. This compares with 1,351 disconnections and 493 reconnections in 2008-09.

Table 1: Small customer disconnections and reconnections, 2009-10

| <i>Retail Entity</i> | <i>Small customers</i> | |
|---|---|--|
| | <i>Disconnection due to non-payment</i> | <i>Reconnections within seven days</i> |
| AGL Sales | 710 | 139 |
| AGL Sales (Queensland) ¹ | 0 | 0 |
| Australian Power and Gas | 0 | 0 |
| Dodo Power and Gas | 0 | 0 |
| Energy Australia | 0 | 0 |
| Origin Energy | 1,409 | 510 |
| Origin Energy (Victoria) | 0 | 0 |
| Maranoa Regional Council ² | 13 | 1 |
| Western Downs Regional Council ² | 100 | 100 |
| Total | 2,232 | 750 |

1. *Small customer disconnections data for AGL Sales (Queensland) is only for the period 1 July – 31 October 2009 after which all small customers were transferred to AGL Sales.*
2. *As of 1 October 2009, Roma Regional Council and Dalby Regional Council were renamed to Maranoa Regional Council and Western Downs Regional Council.*

Customer complaints

Clause 5.5.3 of the Code requires that all gas retailers provide the number of complaints received from their customers for the previous year.

Table 2 shows the number of complaints received by retailers. During 2009-10, 3,212 complaints were received by retailers from customers. Of these, 1,304 (or 40.6%) were related to billing or account issues. This compares to 1,342 complaints in 2008-09.

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

| <i>Retail entity</i> | <i>Billing or account related complaints</i> | <i>'Other' complaints</i> | <i>Total</i> |
|---|--|---------------------------|--------------|
| AGL Sales | 545 | 275 | 820 |
| AGL Sales (Queensland) ¹ | 86 | 54 | 140 |
| Australian Power and Gas | 0 | 2 | 2 |
| Dodo Power and Gas | 0 | 0 | 0 |
| Energy Australia | 0 | 0 | 0 |
| Origin Energy | 672 | 1,577 | 2,249 |
| Origin Energy (Victoria) | 0 | 0 | 0 |
| Maranoa Regional Council ² | 0 | 0 | 0 |
| Western Downs Regional Council ² | 1 | 0 | 1 |
| Total | 1,304 | 1,908 | 3,212 |

1. *Small customer disconnections data for AGL Sales (Queensland) is only for the period 1 July – 31 October 2009 after which all small customers were transferred to AGL Sales.*
2. *As of 1 October 2009, Roma Regional Council and Dalby Regional Council were renamed to Maranoa Regional Council and Western Downs Regional Council.*