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Appendix One: Data

Table 17. Five-year closed cases

Closed cases	2015-16	2016-17	2017-18	2018-19	2019-20
Electricity	7,504	6,636	8,838	7,231	6,386
Gas	644	552	732	699	593
Water	560	540	519	467	452
Not any of the above	187	133	122	162	190

Table 18. Customer profile

Sector	2015-16	2016-17	2017-18	2018-19	2019-20
Residential	8,470	7,401	9,735	8,113	7,258
Small business	424	455	469	438	361
Government	1	5	7	8	2
Total	8,895	7,861	10,211	8,559	7,621

Table 19. Closed case types

Case type	2015-16	2016-17	2017-18	2018-19	2019-20
General enquiry	885	857	1,052	994	732
Referral	1,468	984	1,228	1,057	902
Refer back	3,340	3,003	3,702	2,861	2,133
Refer to higher level	1,919	1,791	2,481	2,007	1,957
Level 1 investigation	847	915	1,275	1,145	1,332
Level 2 investigation	333	270	405	423	475
Level 3 investigation	103	41	68	72	90
Final order	0	0	0	0	0

Table 20. Five-year contact method

	2015-16	2016-17	2017-18	2018-19	2019-20
Phone	6,433	5,619	7,089	5,760	5,013
Website	1,684	1,620	2,316	2,057	1,981
Email	616	511	682	630	544
Other*	162*	111*	124*	112*	83†

*includes fax, letter and in-person

†includes letter, in-person, Facebook and Twitter

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Appendix One: Data continued

Table 21. Five-year received and closed by year

	Received	Closed
2015-16	8,749	8,895
2016-17	7,913	7,861
2017-18	10,328	10,211
2018-19	8,584	8,559
2019-20	7,510	7,621

Table 22. Received and closed cases by month 2019-20

	Received	Closed
Jul-19	738	737
Aug-19	733	672
Sep-19	672	666
Oct-19	750	692
Nov-19	645	707
Dec-19	494	569
Jan-20	689	645
Feb-20	628	659
Mar-20	639	665
Apr-20	506	566
May-20	474	495
Jun-20	542	548
Total	7,510	7,621