

section 7

Our cases



The top three issues

The figures and the issues

During 2019-2020, the top three primary issues customers contacted us about were billing, credit and provision, which was the same as in 2018-2019.

Billing remains the most common issue that customers contact us about, accounting for 52 per cent of the complaints we closed in 2019-2020.

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

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.

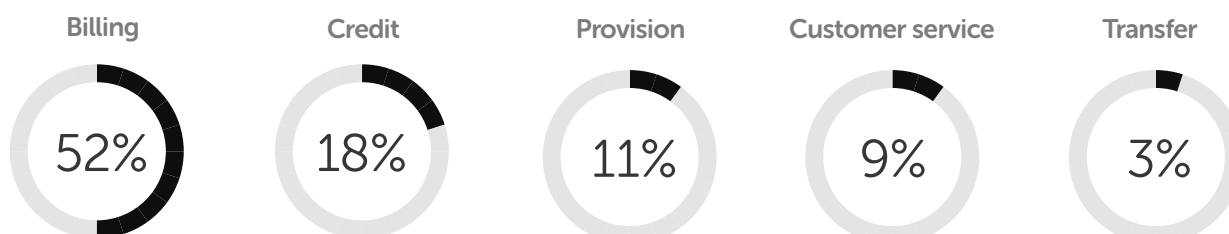
Complaints these are cases that are billed to a scheme participant i.e. refer back to supplier, referral to higher level and investigations.

Table 5

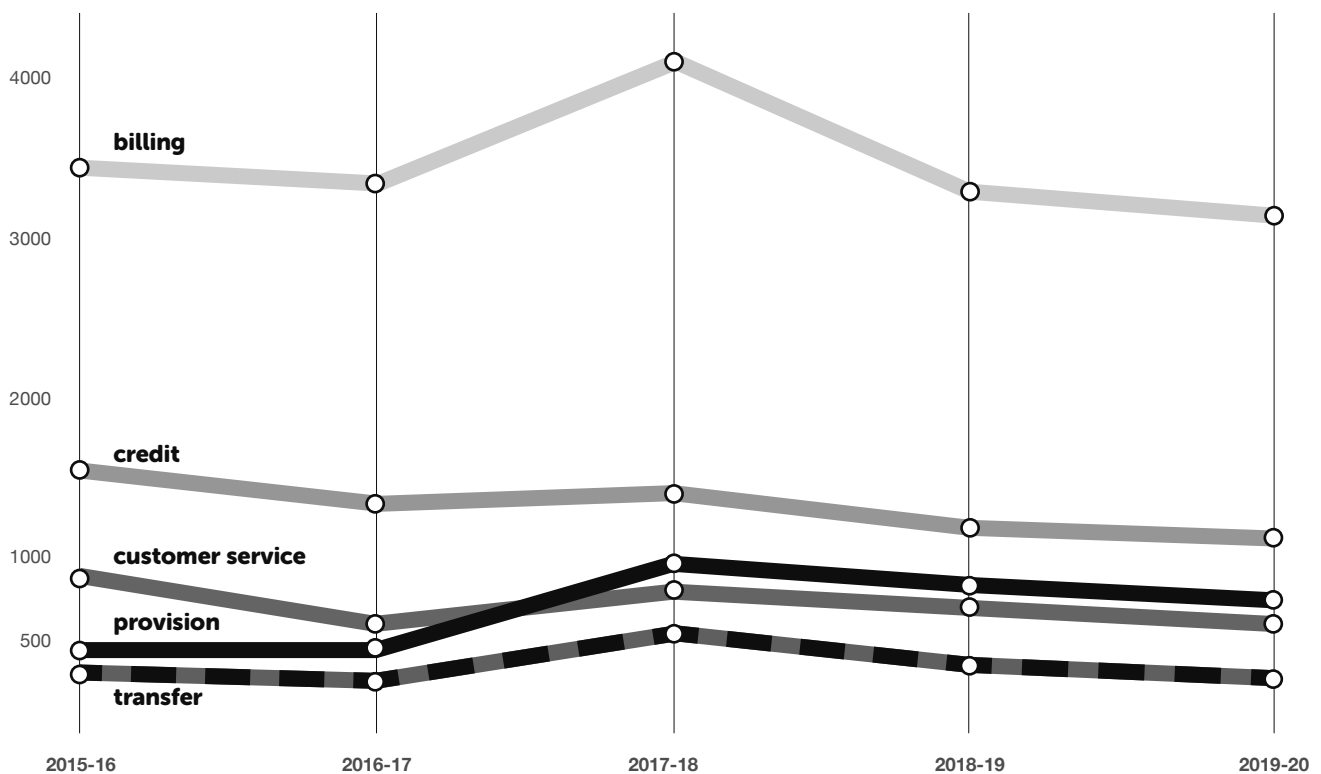
Closed complaints by primary issue

Primary issue	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	3,388	3,326	4,071	3,232	3,109
Credit	1,467	1,265	1,311	1,130	1,075
Provision	340	380	882	732	655
Customer service	768	502	735	639	536
Transfer	192	173	466	344	199
Supply	168	161	183	151	154
Land	39	46	59	86	89
Marketing	31	20	58	52	49
Other	149	147	166	142	121
Total Complaints	6,542	6,020	7,931	6,508	5,987

Top five closed complaints for 2019-2020



Top five primary issues of complaints closed



While the total number of complaints closed in 2019-2020 decreased by 8 per cent from 2018-2019, the complexity of cases closed by our office is increasing. This is evidenced by the growth of investigation cases and the decrease in refer back and general enquiries.

During this period, the number of refer backs decreased by 25 per cent and general enquiries decreased by 26 per cent. This shows the growing awareness of the role of the ombudsman in stepping in to help after customers have tried to resolve their complaint with their provider and of the types of complaints we handle.

While the overall number of cases we received in 2019-2020 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 2019-2020, we closed a total of 1897 investigations (up from 1640 in 2018-2019) with 475 closed as level 2 investigations and 90 closed as level 3 investigations.

This is higher than 2018-2019 when we closed 1640 investigations with 423 closed as level 2 investigations and 72 closed as level 3 investigations.

Cases related to COVID-19

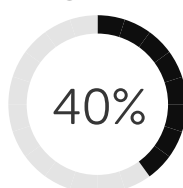
There were 155 closed cases related to COVID-19 during 2019-2020.

155 closed cases

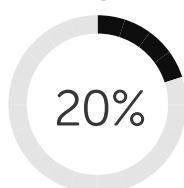
39% related to the utility bill relief rebate

8% related to job loss or reduced work hours

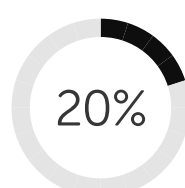
Referral to higher level



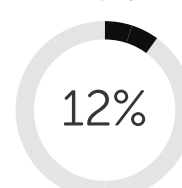
Investigation



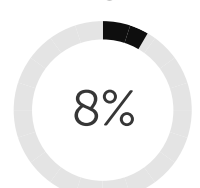
Refer back



General enquiry



Referred to another organisation



COVID-19



Electricity complaints

There were 5370 electricity complaints closed in 2019-2020, which was 404 fewer than last year. Refer backs were the most common electricity case type (35 per cent of complaints) for complaints in 2019-2020, followed by referral to higher level (33 per cent) and investigation (32 per cent). Billing was the most common primary issue (51 per cent of complaints). There has been a noticeable decrease in refer backs relating to billing issues – these comprised 16 per cent of complaints closed in 2019-2020 (down from 21 per cent in 2018-2019).

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

Table 6

Primary issue	Refer back	Refer to higher level	Investigation	Total
Billing	878	917	955	2,750
Credit	362	282	382	1,026
Provision	183	222	171	576
Customer service	158	237	93	488
Transfer	66	71	52	189
Supply	68	17	42	127
Land	27	20	15	62
Marketing	19	18	9	46
Other	106	0	0	106
Total	1,867	1,784	1,719	5,370

During 2019-2020

Closed electricity complaints by case type

35%

Refer back

33%

Referral to higher level

32%

Investigation

Electricity complaints by case type

51%

Billing

19%

Credit

11%

Provision

Electricity investigations by primary and secondary issues

Table 7

Primary issue	Secondary issue	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	High	147	179	368	280	331
	Estimation	41	57	75	104	153
	Error	111	112	122	81	139
	Tariff	34	27	21	31	64
	Back bill	80	47	34	34	42
	Opening/closing account	-	-	50	43	41
	Other	78	77	22	10	40
	Rebate/concession	11	16	53	30	38
	Meter	35	32	39	47	29
	Delay	29	18	24	30	27
	Fees and charges	15	37	31	17	23
	Refund	13	6	13	3	14
	Period	-	-	2	12	5
	Re-bill	9	8	5	3	5
	Incorrect account details	-	-	13	8	4
	Format	-	-	2	1	0
Total		603	616	874	734	955
Credit	Collection	179	166	234	190	162
	Disconnection/restriction	81	88	80	130	143
	Payment difficulties	64	64	57	37	64
	Hardship	-	-	-	11	10
	Privacy	0	1	2	5	3
Total		324	319	373	373	382
Provision	Existing connection	30	39	107	109	112
	New connection	6	7	27	17	34
	Disconnection/restriction	13	8	11	18	25
Total		49	54	145	144	171
Customer service	Poor service	16	13	25	33	39
	Incorrect advice or information	8	14	20	22	28
	Failure to consult or inform	6	5	12	12	11
	Refund	87	11	4	9	6
	Failure to respond	5	8	8	12	5
	Poor/unprofessional attitude	2	3	2	3	2
	Privacy	0	1	0	2	2
Total		124	55	71	93	93

cont...

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Electricity complaints

Electricity investigations by primary and secondary issues

Table 7 cont.

Primary issue	Secondary issue	2015-16	2016-17	2017-18	2018-19	2019-20
Transfer	Delay	6	5	11	12	18
	Without consent	13	17	39	37	17
	In error	5	9	9	8	6
	Site ownership	5	1	2	5	4
	Cooling off rights	2	0	9	8	2
	Billing	1	1	2	5	2
	Objection/rejected by retailer	2	2	8	3	2
	Error	0	1	6	0	1
Total		34	36	86	78	52
Supply	Off supply (unplanned)	4	9	9	8	28
	Variation	13	7	6	5	7
	Off supply (planned)	1	3	2	8	5
	Quality	2	1	6	1	2
Total		20	20	23	22	42
Land	Network assets	2	4	2	5	7
	Property damage/restoration	-	-	4	5	6
	Vegetation management	1	0	1	2	2
	Easement	0	0	1	0	0
	Other	2	0	1	1	0
Total		5	4	9	13	15
Marketing	Misleading	1	1	15	2	7
	Information	0	0	0	2	1
	Contract	1	2	2	1	1
	Pressure/coercion	0	0	2	1	0
	Non account holder	0	0	0	1	0
	Door to door	0	0	2	0	0
	Other	0	0	0	2	0
Total		2	3	21	9	9
Grand total		1,161	1,107	1,602	1,466	1,719



Electricity retailers

Closed electricity retailer complaints by primary issue 2019-2020

Table 8

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	Origin Energy Electricity Ltd	1057	890	932	747	905
	AGL Sales (Queensland Electricity) Pty Ltd	636	553	590	488	485
	Ergon Energy Qld Pty Ltd	401	559	538	435	389
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	181	331	353
	EnergyAustralia Pty Ltd	284	281	332	280	230
	Click Energy Pty Ltd ²	99	142	620	204	132
	Simply Energy	11	24	64	33	55
	Red Energy Pty Ltd	0	38	122	81	48
	Dodo Power & Gas Pty Ltd	27	43	27	19	31
	Powershop Australia Pty Ltd ³	-	1	20	6	24
	Powerdirect Pty Ltd	189	167	92	92	21
	QEnergy Pty Ltd	35	44	23	22	21
	1st Energy Pty Ltd ⁴	-	-	16	37	13
	Locality Planning Energy Pty Ltd ⁵	0	11	19	15	10
	Diamond Energy Pty Ltd	1	6	8	5	8
	People Energy Pty Ltd ⁶	-	3	6	1	6
	ReAmped Energy Pty Ltd ⁷	-	-	-	0	6
	Next Business Energy Pty Ltd ⁸	0	0	0	0	5
	Mojo Power Pty Ltd ⁹	-	7	20	8	4
	Lumo Energy	162	116	30	7	3
	Sanctuary Energy Pty Ltd	35	9	13	1	3
	Blue NRG Pty Ltd ¹⁰	-	-	-	-	2
	Energy Locals Pty Ltd ¹¹	-	-	6	0	2
	Discover Energy Pty Ltd ¹²	-	-	-	-	1
	Power Club Ltd ¹³	-	-	-	0	1
	ERM Power Retail Pty Ltd ¹⁴	0	2	0	2	0
	Momentum Energy Pty Ltd	1	1	0	3	0
	Urth Energy ¹⁵	0	4	-	-	-
Total (Billing)		2,938	2,901	3,659	2,817	2,758

Table 8 cont.

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Credit	Origin Energy Electricity Ltd	701	537	538	426	466
	Ergon Energy Qld Pty Ltd	140	191	199	194	198
	AGL Sales (Queensland Electricity) Pty Ltd	252	202	195	165	123
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	20	59	108
	EnergyAustralia Pty Ltd	121	102	106	63	42
	Click Energy Pty Ltd ²	46	39	71	41	21
	Red Energy Pty Ltd	0	1	30	23	12
	Lumo Energy	66	69	18	15	11
	Simply Energy	4	0	11	8	10
	Powerdirect Pty Ltd	46	47	18	33	9
	1st Energy Pty Ltd ⁴	-	-	5	11	8
	Dodo Power & Gas Pty Ltd	4	4	7	6	7
	Diamond Energy Pty Ltd	0	0	0	1	4
	Locality Planning Energy Pty Ltd ⁵	1	0	3	5	3
	QEnergy Pty Ltd	1	3	1	2	3
	Energy Locals Pty Ltd ¹¹	-	-	0	1	2
	Powershop Australia Pty Ltd ³	-	0	4	4	1
	ReAmped Energy Pty Ltd ⁷	-	-	-	0	1
	Mojo Power Pty Ltd ⁹	-	0	8	6	0
	Momentum Energy Pty Ltd	3	0	0	1	0
	Next Business Energy Pty Ltd ⁶	0	1	0	0	0
Total (Credit)		1,385	1,196	1,234	1,064	1,029
Provision	Origin Energy Electricity Ltd	74	63	203	179	178
	AGL Sales (Queensland Electricity) Pty Ltd	46	57	226	157	81
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	47	44	54
	Ergon Energy Qld Pty Ltd	18	31	43	65	52
	EnergyAustralia Pty Ltd	19	17	24	40	28
	Red Energy Pty Ltd	0	3	20	18	11
	Simply Energy	1	4	10	8	10
	Click Energy Pty Ltd ²	5	8	80	14	9
	Powerdirect Pty Ltd	7	8	17	13	6
	Powershop Australia Pty Ltd ³	-	0	0	2	3
	Dodo Power & Gas Pty Ltd	1	3	6	1	3
	Locality Planning Energy Pty Ltd ⁵	0	0	0	1	3
	QEnergy Pty Ltd	0	3	3	0	3
	ReAmped Energy Pty Ltd ⁷	-	-	-	0	2
	Lumo Energy	9	4	1	5	0
	People Energy Pty Ltd ⁶	-	1	1	1	0
	Sanctuary Energy Pty Ltd	1	1	3	0	0
	Mojo Power Pty Ltd ⁹	-	1	1	0	0
	Diamond Energy Pty Ltd	1	0	1	0	0
	1st Energy Pty Ltd ⁴	-	-	1	0	0
	Momentum Energy Pty Ltd	2	0	0	0	0
Total (Provision)		184	204	687	548	443

Table 8 cont.

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Customer service	Origin Energy Electricity Ltd	146	113	146	128	150
	AGL Sales (Queensland Electricity) Pty Ltd	111	90	132	109	66
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	57	80	52
	EnergyAustralia Pty Ltd	38	28	41	23	46
	Ergon Energy Qld Pty Ltd	53	49	61	47	42
	Simply Energy	1	8	15	11	15
	Click Energy Pty Ltd ²	11	19	93	24	11
	Red Energy Pty Ltd	0	12	11	11	11
	Powershop Australia Pty Ltd ³	-	1	1	3	5
	Dodo Power & Gas Pty Ltd	12	4	7	3	4
	Sanctuary Energy Pty Ltd	153	10	2	2	4
	1st Energy Pty Ltd ⁴	-	-	8	9	3
	QEnergy Pty Ltd	9	11	2	6	3
	Locality Planning Energy Pty Ltd ⁵	0	2	1	1	2
	Mojo Power Pty Ltd ⁹	-	2	1	1	2
	Diamond Energy Pty Ltd	1	0	1	0	1
	People Energy Pty Ltd ⁶	-	0	0	1	1
	ReAmped Energy Pty Ltd ⁷	-	-	-	0	1
	Energy Locals Pty Ltd ¹¹	-	-	1	1	0
	Lumo Energy	25	15	5	5	0
	Powerdirect Pty Ltd	25	12	5	11	0
	Momentum Energy Pty Ltd	0	0	1	0	0
	Urth Energy ¹⁵	1	1	-	-	-
Total (Customer service)		586	377	591	476	419
Transfer	Alinta Energy Retail Sales Pty Ltd ¹	-	-	151	123	53
	AGL Sales (Queensland Electricity) Pty Ltd	45	50	70	67	36
	Origin Energy Electricity Ltd	51	23	60	39	34
	EnergyAustralia Pty Ltd	21	21	33	19	19
	1st Energy Pty Ltd ⁴	-	-	20	35	10
	Simply Energy	0	3	13	9	9
	Click Energy Pty Ltd ²	17	35	73	15	5
	Dodo Power & Gas Pty Ltd	10	4	3	1	5
	Locality Planning Energy Pty Ltd ⁵	0	0	0	1	5
	Powerdirect Pty Ltd	15	6	4	7	5
	Red Energy Pty Ltd	0	3	7	2	3
	Ergon Energy Qld Pty Ltd	3	4	4	2	2
	Diamond Energy Pty Ltd	2	1	1	1	1
	Mojo Power Pty Ltd ⁹	-	1	2	0	1
	People Energy Pty Ltd ⁶	-	0	0	0	1
	ReAmped Energy Pty Ltd ⁷	-	-	-	0	1
	Energy Locals Pty Ltd ¹¹	-	-	2	0	0
	Lumo Energy	13	10	2	0	0
	Sanctuary Energy Pty Ltd	0	1	0	0	0
	Powershop Australia Pty Ltd ³	-	0	2	2	0
	QEnergy Pty Ltd	3	2	5	1	0
Total (Transfer)		180	164	452	324	190

Table 8 cont.

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Marketing	EnergyAustralia Pty Ltd	2	4	1	6	12
	Origin Energy Electricity Ltd	10	5	10	6	11
	AGL Sales (Queensland Electricity) Pty Ltd	10	3	4	11	9
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	12	10	5
	1st Energy Pty Ltd ⁴	-	-	4	10	3
	Simply Energy	0	3	11	2	3
	Click Energy Pty Ltd ²	1	1	8	3	1
	Red Energy Pty Ltd	1	0	0	2	1
	Ergon Energy Qld Pty Ltd	0	0	3	0	1
	QEnergy Pty Ltd	1	2	1	1	0
	Powerdirect Pty Ltd	0	1	1	1	0
	Dodo Power & Gas Pty Ltd	3	0	1	0	0
	Diamond Energy Pty Ltd	0	0	1	0	0
	Powershop Australia Pty Ltd ³	-	0	1	0	0
	Lumo Energy	2	0	0	0	0
Total (Marketing)		30	19	58	52	46
Other	Origin Energy Electricity Ltd	19	17	25	18	28
	Ergon Energy Qld Pty Ltd	25	13	16	20	23
	AGL Sales (Queensland Electricity) Pty Ltd	9	13	18	12	9
	Alinta Energy Retail Sales Pty Ltd ¹	-	-	1	7	5
	Red Energy Pty Ltd	0	0	1	2	3
	Powerdirect Pty Ltd	3	3	2	10	2
	EnergyAustralia Pty Ltd	3	5	6	6	2
	1st Energy Pty Ltd ⁴	-	-	0	1	2
	Locality Planning Energy Pty Ltd ⁵	0	1	2	2	1
	Simply Energy	0	1	0	0	1
	Mojo Power Pty Ltd ⁹	-	0	0	0	1
	Click Energy Pty Ltd ²	1	2	3	1	0
	Dodo Power & Gas Pty Ltd	7	1	1	1	0
	Lumo Energy	2	2	1	0	0
	Powershop Australia Pty Ltd ³	-	1	1	0	0
	Sanctuary Energy Pty Ltd	1	0	1	0	0
	Diamond Energy Pty Ltd	0	2	0	0	0
	QEnergy Pty Ltd	1	2	0	0	0
	Urth Energy ¹⁵	0	1	-	-	-
Total (Other)		71	64	78	80	77
Grand total		5,374	4,925	6,759	5,361	4,962

¹ Alinta Energy Retail Sales Pty Ltd joined on 13 August 2017.² Click Energy Pty Ltd includes amaysim Energy Pty Ltd data.³ Powershop Australia Pty Ltd joined on 1 November 2016.⁴ 1st Energy Pty Ltd joined on 9 August 2017.⁵ Locality Planning Energy Pty Ltd joined on 1 July 2015.⁶ People Energy joined on 6 November 2016.⁷ ReAmped Energy Pty Ltd joined in August 2018.⁸ Next Business Energy joined on 25 November 2015.⁹ Mojo Power joined on 14 September 2016.¹⁰ Blue NRG Pty Ltd joined in September 2019.¹¹ Energy Locals joined on 15 January 2017.¹² Discover Energy Pty Ltd joined in September 2018.¹³ Power Club Ltd joined in May 2019.¹⁴ ERM Power Retail joined on 1 July 2015.¹⁵ Urth Energy entered into administration 1 February 2017.



Electricity distributors

426

electricity distributor complaints

32%

Most common primary issue = PROVISION

30%

2nd most common primary issue = SUPPLY

Closed electricity distributor complaints by primary issue

Table 9

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Provision	Energex Ltd	44	54	63	71	94
	Ergon Energy Corporation Ltd	43	49	48	36	39
	Essential Energy	6	4	5	2	3
Total		93	107	116	109	136
Supply	Ergon Energy Corporation Ltd	67	60	49	55	76
	Energex Ltd	63	76	87	64	50
	Essential Energy	3	1	2	2	1
Total		133	137	138	121	127
Customer service	Energex Ltd	63	49	54	70	48
	Ergon Energy Corporation Ltd	22	32	23	21	22
	Essential Energy	2	0	0	1	0
Total		87	81	77	92	70
Land	Energex Ltd	16	16	30	36	35
	Ergon Energy Corporation Ltd	10	10	9	22	27
Total		26	26	39	58	62
Billing	Energex Ltd	0	5	0	0	2
	Ergon Energy Corporation Ltd	2	0	3	0	0
Total		2	5	3	0	2
Credit	Energex Ltd	0	0	0	1	0
Total		0	0	0	1	0
Other	Energex Ltd	37	46	31	25	23
	Ergon Energy Corporation Ltd	9	7	10	6	5
	Essential Energy	4	2	0	1	1
Total		50	55	41	32	29
Grand total		391	411	414	413	426

section 7

Electricity retailer and distributor performance

Table 10

Electricity retailer and distributor performance

Provider ¹	Electricity customer numbers ²	Complaints closed per 10,000 customers	Cases closed 2019-20	Cases closed 2018-19	% Variance
First tier retailer					
Origin Energy Electricity Ltd	500,001 - 1,000,000	28	1765	1543	14%
Ergon Energy Qld Pty Ltd	500,001 - 1,000,000	10	705	763	-8%
AGL Sales (Queensland Electricity) Pty Ltd	100,001 - 500,000	23	805	1009	-20%
Second tier retailer					
EnergyAustralia Pty Ltd	100,001 - 500,000	33	379	437	-13%
Alinta Energy Retail Sales Pty Ltd	100,001 - 500,000	29	627	654	-4%
Simply Energy	10,001 - 100,000	74	103	71	45%
Click Energy Pty Ltd ³	10,001 - 100,000	46	180	302	-40%
Dodo Power & Gas Pty Ltd	10,001 - 100,000	46	49	31	58%
Powerdirect Pty Ltd	10,001 - 100,000	28	42	167	-75%
Powershop Australia Pty Ltd ⁴	10,001 - 100,000	28	33	17	-94%
Red Energy	10,001 - 100,000	18	89	139	-36%
Locality Planning Energy Pty Ltd	10,001 - 100,000	9	24	25	-4%
1st Energy Pty Ltd	3,001 - 10,000	93	39	103	-62%
QEnergy Limited	3,001 - 10,000	43	30	32	-6%
Distributor					
ENERGEX Ltd	> 1,000,000	2	252	267	-6%
Ergon Energy Corporation Ltd	500,001 - 1,000,000	2	169	140	21%

¹ Only providers with more than 20 complaints have been included in this table. ² Customer number data provided by the AER for retailers as at 31 December 2019 and for distributors as at 30 June 2019. ³ Click Energy Pty Ltd includes amaysim Energy Pty Ltd data. ⁴ Sales and marketing activities conducted by Kogan Energy.

Electricity providers with less than 20 complaints

- Blue NRG Pty Ltd
- CovaU Energy Pty Ltd
- Diamond Energy Pty Ltd
- Discover Energy Pty Ltd
- Elysian Energy Pty Ltd
- Energy Locals Pty Ltd
- ERM Power Retail Pty Ltd
- Essential Energy
- Future X Power
- Globird Energy Pty Ltd
- Lumo Energy
- Metered Energy Holdings Pty Ltd
- Mojo Power Pty Ltd
- Momentum Energy Pty Ltd
- Next Business Energy Pty Ltd
- OVO Energy Pty Ltd
- People Energy Pty Ltd
- Power Club Ltd
- ReAmped Energy Pty Ltd
- Sanctuary Energy Pty Ltd



Gas complaints

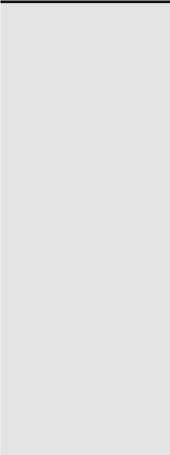
This year, we closed 299 gas complaints, including 79 investigations. Refer backs were the most common gas case type (43 per cent of complaints), while billing was the most common primary issue (52 per cent of complaints).

299
gas complaints closed

Billing 52%
most common primary issue

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

Table 11

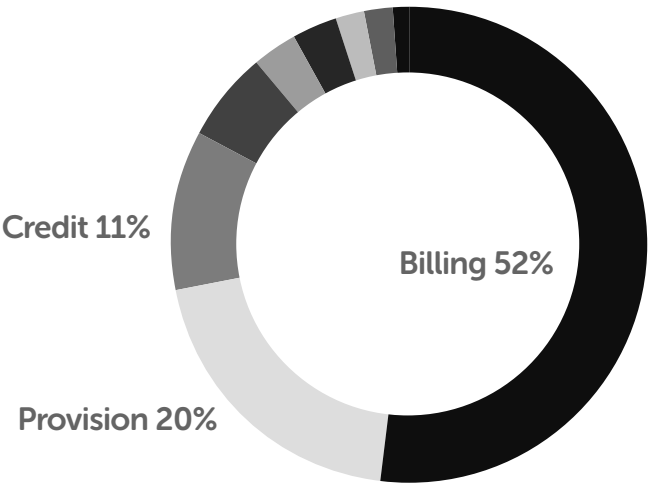


Primary issue	Refer back	Referral to higher level	Investigation	Total
Billing	47	52	56	155
Provision	41	13	5	59
Credit	15	10	8	33
Customer service	8	6	4	18
Transfer	0	5	5	10
Supply	7	1	0	8
Land	4	1	1	6
Other	7	0	0	7
Marketing	1	2	0	3
Total	130	90	79	299

2019-2020
closed complaints

Gas complaints by primary issue

- Billing 52%
- Provision 20%
- Credit 11%
- Customer service 6%
- Transfer 3%
- Supply 3%
- Land 2%
- Other 2%
- Marketing 1%





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

Water

Water complaints

While there was a seven per cent decrease in water complaints overall in 2019-2020, there was an eight per cent increase in investigations during this period.

318

water complaints closed

Billing 64%

most common primary issue

7%

↓ from 2018-19

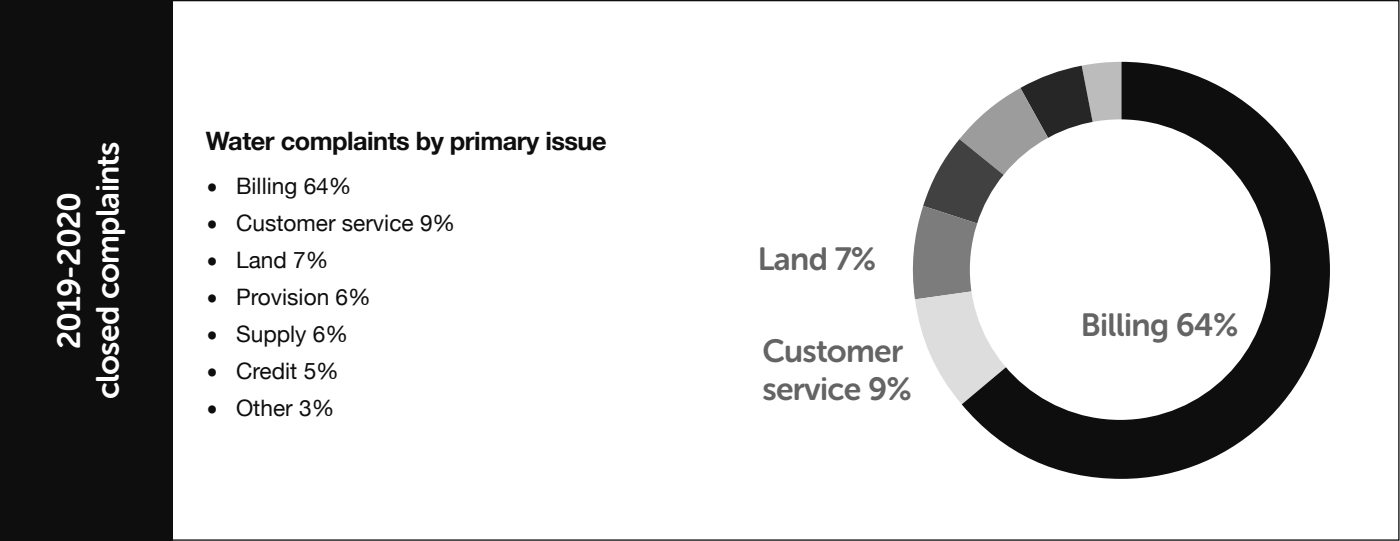
8%

↑ in investigations

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

Table 14

Primary issue	Refer back	Referral to higher level	Investigation	Total
Billing	84	47	73	204
Customer service	7	14	9	30
Land	10	6	5	21
Provision	8	8	4	20
Supply	10	4	5	19
Credit	9	4	3	16
Other	8	0	0	8
Total	136	83	99	318





Water retailers

Closed water retailer complaints by primary issue

Table 15

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	Queensland Urban Utilities	136	129	106	117	98
	Unitywater	69	94	66	66	54
	City of Gold Coast	28	29	40	38	34
	Logan City Council	5	4	13	6	13
	Redland City Council	4	4	7	6	5
Total		242	260	232	233	204
Customer service	Queensland Urban Utilities	13	8	11	14	11
	City of Gold Coast	2	3	4	2	6
	Unitywater	9	6	4	5	5
	Redland City Council	0	0	0	1	0
	Logan City Council	0	0	1	0	0
Total		24	17	20	22	22
Credit	Queensland Urban Utilities	14	12	4	6	10
	Unitywater	8	10	13	4	6
	City of Gold Coast	6	5	10	2	0
	Logan City Council	0	1	0	1	0
	Redland City Council	0	0	1	0	0
Total		28	28	28	13	16
Provision	Unitywater	4	6	2	1	3
	Queensland Urban Utilities	4	4	3	3	0
	City of Gold Coast	0	1	0	1	0
	Logan City Council	1	0	0	0	0
Total		9	11	5	5	3
Other	Queensland Urban Utilities	4	4	1	2	6
	Logan City Council	0	0	1	0	1
	City of Gold Coast	5	4	2	2	0
	Unitywater	2	4	3	0	0
	Redland City Council	0	0	1	0	0
Total		11	12	8	4	7
Grand total		314	328	293	277	252



Water distributors

Closed water distributor complaints by primary issue

Table 16

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Land	Queensland Urban Utilities	4	8	10	20	13
	Unitywater	4	7	9	4	7
	City of Gold Coast	1	3	0	0	1
	Redland City Council	1	0	0	0	0
Total		10	18	19	24	21
Supply	Queensland Urban Utilities	21	13	13	11	13
	Unitywater	7	3	10	0	5
	Redland City Council	1	0	1	0	1
	City of Gold Coast	4	1	0	0	0
	Logan City Council	0	0	0	1	0
Total		33	17	24	12	19
Provision	Queensland Urban Utilities	7	14	7	8	10
	Unitywater	5	3	5	6	3
	Logan City Council	0	1	0	0	3
	Redland City Council	0	0	0	0	1
	City of Gold Coast	2	0	1	1	0
Total		14	18	13	15	17
Customer service	Queensland Urban Utilities	20	1	5	8	7
	City of Gold Coast	1	0	0	0	1
	Unitywater	4	8	1	3	0
Total		25	9	6	11	8
Other	Queensland Urban Utilities	5	4	2	1	1
	Unitywater	1	3	4	1	0
	City of Gold Coast	3	0	2	0	0
Total		9	7	8	2	1
Grand total		91	69	70	64	66