

**ENERGY SYSTEMIC ISSUES INVESTIGATED – CLOSED**

1 JULY 2012 - 30 JUNE 2013

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected
1.	SI/2011/80  Energy Retailer	EWOV identified via its case handling, instances of customers who experienced significant billing delays and then received backbilling in excess of nine months, without advice for payment assistance for the accumulated arrears.	EWOV continues to identify instances of this occurring, despite this issue initially being registered in October 2011. Whilst the energy retailer initially provided a response acknowledging the issue, it did not continue to participate in EWOV's systemic issue investigation. Accordingly, the investigation was referred to the Essential Services Commission (ESC).	Unknown
2.	SI/2012/51  Energy Retailer	EWOV identified via its case handling, an instance of an energy retailer advising that it was still experiencing difficulties applying Standard Feed-in Tariff (SFIT) credits, and it had to perform this manually for all customers. It also appeared that the affected customer had been debited for SFIT, instead of credited. This shared similarities with a prior systemic investigation with the same retailer (SI/2009/66).	The energy retailer confirmed that the issue related to the prior systemic issue investigation (SI/2009/66), whereby it was having difficulties applying SFIT credits within a distribution area. The retailer confirmed that a fix was put in place in early 2012 to ensure that any SFIT credits were automatically applied to customers within this distribution area, and any credits were retrospectively applied to eligible customers.	Unknown
3.	SI/2012/52  Energy	EWOV identified via its case handling, an instance of an energy retailer's contact centre	The energy retailer confirmed an issue with graphs on billing affecting a group of customers. Specifically, it	Unknown

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	Retailer	representative advising a customer there was a systemic issue with inaccurate consumption graphs on its billing, for a group of its customers.	was only customers who had a meter exchange during the billing period. The graph on the billing would include data from both meters. The retailer confirmed that a system fix had been designed that would be implemented in mid-August 2012.	
4.	SI/2012/45  Energy Retailer	EWOV identified via its case handling, instances of customers who missed out on receiving the Premium Feed-in Tariff (PFIT) as a result of complications with an energy retailer processing the required paperwork. In order to resolve these types of complaints, the retailer had a fixed offer that may be suitable for some customers, although also detrimentally affects many customers who have missed out on PFIT through no fault of their own.	The energy retailer met with EWOV to review cases where the fixed offer to resolve the PFIT complaint was unsuitable. In these instances it applied a goodwill gesture between \$100-\$200, plus an upfront credit of the difference between PFIT and the Transitional Feed-in Tariff (TFIT) for 12 months. With the completion of each 12- month period, it will continue to apply ongoing credits of the difference between TFIT and PFIT for the life of the PFIT scheme.	35
5.	SI/2012/38  Energy Retailer	An energy retailer advised EWOV that it was encountering difficulties transferring some of its customer's details from its existing billing system to its new billing system.	The energy retailer confirmed that the issue primarily resulted in issues with customers being billed on an incorrect tariff structure. The issue occurred when some customer	Approximately 350

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			<p>accounts had to be manually transferred between billing systems and the operating procedures did not provide clarity on establishing the correct tariff.</p> <p>The energy retailer confirmed that it had rewritten the operating procedures, corrected the accounts for affected customers and retrospectively applied any applicable credits.</p>	
6.	SI/2012/55 Energy Retailer	EWOV identified via its case handling, instances of customers of an energy retailer either receiving the incorrect solar tariff or losing solar credits altogether.	<p>The issue occurred when some customer accounts had to be manually transferred between billing systems and the operating procedures did not provide clarity on establishing the correct tariff.</p> <p>The energy retailer confirmed that it had rewritten the operating procedures, corrected the accounts for affected customers and retrospectively applied any applicable solar credits.</p>	Unknown
7.	SI/2012/68	The ESC alerted EWOV to an issue involving an energy retailer and an	The energy retailer confirmed that the issue resulted from an incorrect	269

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	Energy Retailer	energy distributor. The energy retailer was encountering an issue with the energy distributor when it requested services linked to a solar installation, resulting in overcharging to its customers.	service order process with the energy distributor. A temporary fix was implemented while the energy retailer sought a permanent solution. All affected customers were contacted and credited.	
8.	SI/2012/71 Energy Distributor	EWOV identified via its case handling, instances of frequent and unplanned electricity supply outages within a specific area.	The energy distributor acknowledged ongoing supply issues in the area resulting from a series of factors, although it confirmed it had implemented further testing and inspections to identify the key fault. It arranged a letter drop to customers in the affected area, published a media release, and confirmed it would monitor the outages and apply Guaranteed Service Level (GSL) payments if applicable.	69
9.	SI/2012/73 Energy Retailer	EWOV identified via its case handling, an instance where a customer was provided confusing information regarding the connection process with an energy retailer. The customer was advised they would need to contact the existing energy retailer for the	The energy retailer confirmed that it follows this complex process as a result of its system limitations. The energy retailer confirmed that it is attempting to devise a fix for this issue and to make the connection and transfer process more customer focused, although a specific	Unknown

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		property to arrange connection, wait to receive the first bill, and then contact the energy retailer back to then arrange to transfer supply.	timeframe could not be provided.	
10.	SI/2012/28  Energy Retailer	EWOV identified via its case handling, instances of customers affected by ongoing unscheduled outages in a specific area. It appeared that the distributor had provided the applicable GSL payments to the energy retailer, although these had not been passed on to affected customers.	The energy retailer acknowledged a delay in applying GSL payments to customer accounts within this specific area. The delay resulted from complications processing the GSL file from the distributor, although all affected customers had the applicable payments applied to their account.	Unknown
11.	SI/2012/79  Energy Retailer	EWOV identified via its case handling, cases where customers had unauthorised direct debit transactions occur. This appeared similar to another systemic issue investigation (SI/2011/94) with the same energy retailer in 2011.	The energy retailer confirmed it encountered an issue with direct debit transactions for a group of customers who had received backbilling. Some customers who had elected for a partial direct debit payment still had the full arrears debited. Once detected, the energy retailer arranged for a refund of the transaction, in addition to an apology and a small customer service gesture.	Unknown
12.	SI/2012/81	EWOV identified via its case	The energy retailer confirmed that it	Unknown

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	Energy Retailer	handling, cases where an energy retailer's billing did not contain issue dates. Although this is not a requirement of the Energy Retail Code, it would provide greater clarity for customers and bring billing in line with other energy retailers.	was making changes to its billing from 31 October 2012 that would include the bill issue date. The energy retailer provided an example copy of the billing template that confirmed the issue date inclusion.	
13.	SI/2012/91 Energy Retailer	EWOV identified via case handling, cases where an energy retailer contacted customers who belonged to the Victorian Farmers Federation, advising that prior billing did not contain consumption charges and this would be backbilled on future billing.	The energy retailer confirmed an issue occurred where its billing system failed to apply consumption charges to a specific group of customers. It confirmed all impacted customers would be rebilled (up to nine months at the most) by 31 December 2012 and offered extended time to pay.	530
14.	SI/2012/65 Energy Retailer	EWOV identified via case handling, an instance of a customer who made a payment via credit card over the phone with their energy retailer, however, it was not processed despite the customer being provided a receipt number. The energy retailer later advised the customer it had encountered an issue with the transaction details	The energy retailer confirmed that it experienced a processing error, where automated payments made over the phone for a specific day were not successfully processed by its financial institution. Once it identified the issue, the energy retailer contacted all affected customers apologising and notifying them of the issue and requesting	1,303

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		being provided to the credit card company.	payment be made again.	
15.	SI/2012/77  Energy Retailer	EWOV identified via case handling, instances of an energy retailer that did not fulfill its obligation to identify customers in hardship prior to disconnection.	The energy retailer confirmed that all customer interacting staff have recently undergone training about identifying hardship indicators and proactively referring customers to the hardship team when additional assistance is required.	Unknown
16.	SI/2012/87  Energy Retailer	EWOV identified via its case handling, instances of customers interacting with a telecommunications store that was marketing services for an energy retailer. Some of these customers advised that they were transferred to the energy retailer without their consent and had only agreed to receive further information.	The energy retailer confirmed it has a relationship with the telecommunications store, which offers its services. The energy retailer has since strengthened the process the stores are required to follow in order for a customer to sign up. Customers are now required to provide identification and physically sign the agreement, whereas previously the salesperson could enter the whole transaction online without a customer signature.	Unknown
17.	SI/2012/3  Energy Retailer	EWOV identified via case handling, confusion about an energy retailer's billing and the terminology of actual and estimate reads. The energy	EWOV notified the energy retailer of the customer confusion caused by this billing terminology, in addition to billing requirements under the	Unknown

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		retailer used the terminology of 'ordinary' for actual reads and 'substitute' for estimated reads.	Energy Retail Code. The energy retailer would not amend the billing on EWOV's feedback, so the ESC was alerted. The energy retailer advised the ESC that its billing system does not have the capacity for this change, although an impending billing system change by the end of December 2012 would allow for the change in terminology to occur.	
18.	SI/2012/85  Energy Retailer	EWOV identified via its case handling, instances of an energy retailer issuing final billing, followed shortly after by another bill requesting additional payment. This creates confusion for affected customers, who believed that they had received and/or paid the final bill.	The energy retailer confirmed that in some instances its billing system was not recognising the final meter read data, resulting in both a final bill and a standard quarterly bill being issued to impacted customers. The energy retailer confirmed that it worked through these incidents with the affected customers and the billing system issue was resolved during an upgrade in October 2012.	Unknown
19.	SI/2012/96  Energy Retailer	EWOV identified via its case handling, instances of customers having payment plans applied without their knowledge or consent. From the information provided, it appeared that this issue may have	The energy retailer confirmed the issue occurred following its billing system upgrade. In order to protect customer accounts from credit action when it is investigating enquires or complaints, it places a	Unknown



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		resulted from a recent billing system upgrade.	<p>long term payment plan onto the customer account. When the billing system upgrade occurred, automatically generated letters were issued to these customers confirming they were on a payment plan.</p> <p>The energy retailer confirmed that it devised a manual workaround to ensure no correspondence is issued to customers and it has notified its contact centre staff and affected customers of this occurrence.</p>	
20.	SI/2012/93 Energy Retailer	<p>EWOV identified via its case handling, instances of Wrongful Disconnection Payments being applicable as a result of EWOV's telephone number not being included on disconnection warning notices to 'unknown consumers'. This is a requirement under section 28.3 of the Energy Retail Code.</p>	The energy retailer confirmed that it has updated its disconnection warning notices to unknown consumers to include EWOV's telephone number. It provided a de-identified notice to verify this.	Unknown
21.	SI/2012/117 Energy Retailer	An energy retailer alerted EWOV that a sales company it was not affiliated with notified 18 Victorian customers that it was able to offer a	The sales company operated on its own accord, and was not in a position to be able to market offers associated with the energy retailer.	18

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		feed-in tariff higher than what was currently available because of its relationship with the energy retailer.	Both the energy retailer and sales company contacted the impacted customers to clarify the offer and confirm the energy retailer has no relationship with the sales company.	
22.	SI/2012/104 Energy Distributor	EWOV identified via its case handling, an instance where an energy distributor advised an energy retailer it was encountering delays in providing metering data for specific solar meter configurations.	The energy distributor confirmed that due to a technical system issue, it was encountering delays with sourcing consumption data for a specific meter configuration. It confirmed it created a manual workaround for impacted accounts, until a permanent fix could be devised. This would most likely result in estimated reads in the interim for affected customers, rather than billing delays.	Approximately 1,600
23.	SI/2012/50 Energy Retailer	The ESC notified EWOV that an energy retailer had identified eight sales representatives (approximately five from Victoria) who fraudulently established a large amount of contracts without customer consent. It appeared that the fraudulent conduct may have occurred during the verbal recording process.	The energy retailer advised that it reported the breach to Energy Assured Limited (EAL) and contacted all affected customers in order to arrange a transfer to their preferred retailer and complete all applicable billing waivers.  EWOV has referred the investigation to the ESC as the energy retailer had	628

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			been unwilling to provide meaningful updates regarding this issue to EWOV. Additionally an issue of this size and nature required significant regulatory involvement.	
24.	SI/2012/101 Energy Retailer	The ESC alerted EWOV to an incident where an energy retailer failed to notify a group of approximately 55,000 new customers nationally about a mid-year price increase. It appears that this issue primarily affected new customers whose first bill did not reflect the pricing that they agreed to when joining the energy retailer.	The energy retailer confirmed it arranged a refund of \$716,939 that was distributed amongst affected customers.  EWOV has referred the investigation to the ESC as the energy retailer had been unwilling to provide meaningful updates regarding this issue to EWOV. Additionally, an issue of this size and nature required significant regulatory involvement.	57,442
25.	SI/2012/86 Energy Retailer	The ESC alerted EWOV that an energy retailer appeared to have changed its customer base from quarterly to monthly billing without obtaining explicit and informed consent.	EWOV referred the investigation to the ESC given the scope of the issue, potential number of impacted customers and regulatory assistance required. The ESC will advise EWOV once an outcome has been achieved.	Unknown
26.	SI/2012/107 Energy	EWOV identified via its case handling, instances of customers who were already receiving a feed-	The energy retailer confirmed that as a result of its billing system migration, it was unable to identify	5,911

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	Retailer	in tariff successfully, being asked to complete the application again in order to continue to receive the benefit.	<p>which SFIT customers had successfully completed the paperwork. It subsequently contacted all SFIT customers requesting them to confirm their eligibility for SFIT.</p> <p>Given the majority of customers had already completed the required SFIT paperwork, this generated unnecessary complaints and the wording of the letter to customers was inflammatory. The energy retailer confirmed that no SFIT customer would lose their benefit if they did not contact it to follow up on this letter and it had not anticipated the impact this letter would create.</p>	
27.	SI/2012/124 Energy Retailer	EWOV identified via its case handling, instances of interstate customers receiving text messages from an energy retailer advising if they remain dissatisfied with their complaint investigation to contact EWOV, rather than their applicable Ombudsman scheme.	The energy retailer confirmed that there was an issue with EWOV's contact number being included in all interstate templates, when a text message was sent to customers reaching the 28-day timeframe in the internal complaint investigation process. The text message	1,832

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			templates have now been corrected.	
28.	SI/2012/111  Energy Retailer	The ESC alerted EWOV to a marketing incident where a Victorian door-to-door marketer with an energy retailer fraudulently established a significant amount of contracts. It appeared that this marketer established the contracts under false names and manipulated the verbal verification process.	The marketer had all their established contracts reviewed and it appeared the fraudulent transactions happened during a three-month period in late 2012. Affected customers were contacted and had their accounts retrospectively transferred to their preferred energy retailer. The energy retailer confirmed that the sales agent had their employment terminated and was reported to the ESC, EAL and police.	34
29.	SI/2012/83  Energy Retailer	EWOV identified via its case handling, an instance where a customer of an energy retailer was not being billed correctly for the time-of-use tariff. During further discussions with the energy retailer, it noted that this was a known issue with its billing system.	The energy retailer confirmed it encountered an issue billing a small group of customers with a specific meter configuration on a time-of-use tariff. It confirmed that a billing fix has been devised and will be implemented in March 2013 and all affected customers will be re-billed to ensure they receive their appropriate tariff entitlements.	93
30.	SI/2012/63  Energy	EWOV identified via its case handling, an instance where the customer of an energy retailer had	The energy retailer confirmed that it had an issue with its previous billing system, where it was unable to	953

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	Retailer	additional solar credits applied over four billing periods, which he was concerned would be reversed after speaking with its contact centre. The energy retailer advised EWOV that this was a systemic issue that it had encountered.	provide solar credits to a group of SFiT customers. Instead of applying the SFiT it applied the PFiT. It advised that it wrote to all affected customers confirming that when the billing system was changed they would be reverted to SFiT, although it would not seek to recover any overpaid amount.	
31.	SI/2012/105  Energy Retailer	EWOV identified via its case handling, an instance where a customer advised that she received a welcome pack from an energy retailer that incorrectly listed EWOV's telephone number.	The energy retailer confirmed that EWOV's telephone number was incorrectly printed in its welcome pack that was issued to approximately 150,000 new customers who had recently joined. It confirmed that as a result of EWOV identifying this issue that the telephone number was corrected in December 2012.	Approximately 150,000
32.	SI/2012/115  Energy Retailer	EWOV identified via its case handling, an instance where an energy retailer advised it was encountering a systemic issue with sending payment cards to some eligible customers. It appears that despite requesting the payment card numerous times, customers	The energy retailer confirmed that following its billing system upgrade it issued new payment cards to all customers previously using the card. It discovered there was a problem with the barcode on the new card, so it ceased sending them.	Unknown

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		were not receiving it.	In the interim, customers without a payment card were able to use their bill barcode or payments made at Australia Post and in early January 2013, new and correctly configured payment cards were issued to all existing cardholders.	
33.	SI/2012/94  Energy Retailer	An energy retailer notified EWOV that it had not applied the prompt payment discount to a group of customers as a result of its billing system upgrade.	<p>The issue impacted a group of customers who had recently re-entered into a new contract. The customers were either billed an incorrect higher or lower prompt payment discount. This resulted in customers receiving reminder notices when its billing system did not recognise the payments made.</p> <p>The energy retailer put a hold on all affected accounts and contacted customers to apologise and explain the issue. It confirmed that it did not re-bill any customer who received a higher discount and it would apply the additional discount to customers who received a lower discount. A billing system fix was implemented in late January 2013.</p>	14,924

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34.	SI/2012/95  Energy Retailer	An energy retailer notified EWOV that it incorrectly issued reminder and disconnection notices to customers that included overdue arrears in addition to current charges, as a result of its billing system upgrade.	The energy retailer confirmed that it identified this issue via customer contact when the incorrect notices were issued. As a result of this issue, it suspended all collection activity on the accounts identified until a permanent fix could be devised. A billing system fix was implemented in late 2012 and no customer was disconnected in error as a result of this incident.	693
35.	SI/2013/14  Energy Distributor	An energy distributor alerted EWOV to a severe overvoltage incident that occurred in a specific area on 12 December 2012. Following on from this incident, EWOV received complaints from customers who stated that the energy distributor would not pay for claims that resulted from this incident.	The energy distributor advised that an overvoltage incident of this nature is extremely rare and is estimated to be a once in twenty year event. As it received approximately 2,600 claims, the team handling claims tripled in size and was working through each claim on a case-by-case basis (finalising 50-100 claims a day). Any claim over \$5,000 was referred to its insurer.  The energy distributor confirmed that most customers were satisfied with the resolutions offered, although some customers were	Approximately 8,000



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			dissatisfied that it did not offer new for old replacement for damaged items.	
36.	SI/2012/75  Energy Retailer	EWOV identified via its case handling, an instance of a customer receiving the SFiT for less than what they were being charged for energy. This occurred after a price rise, and appears to conflict with both the Department of Primary Industries (DPI)'s SFiT criteria, in addition to the energy retailer's Feed-In Agreement, where the SFiT rate should be equivalent to the tariff being charged.	EWOV discussed this issue further with the ESC and DPI and it was agreed that the issue had the potential to conflict with agreements in place. The energy retailer confirmed that the SFiT was increased from 23.5c kWh to 28.83c kWh on 19 January 2013 in order to bring the SFiT above the tariff charged to customers. The change would not be retrospectively applied, although would be reviewed with any future price rises.	Unknown
37.	SI/2013/19  Energy Distributor	An energy distributor notified EWOV that an error had occurred with a number of Smart Meters installed in its distribution area. Effectively, the meters had the incorrect scaling factor applied which meant they were only recording approximately 20% of the actual usage since the date of installation.	The energy distributor confirmed it will commence correcting the meters at the rate of 100 per week from 26 March 2013. Billing will be amended by 30 June 2013 to recover charges, within the <i>Energy Retail Code</i> requirements.	Approximately 1,200
38.	SI/2013/23	An energy retailer notified EWOV that it had encountered an issue	The energy retailer confirmed that it incorrectly sent a letter to a group	320

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	Energy Retailer	with a mailout to a group of customers which incorrectly notified them their application for the TFIT was declined.	of customers to advise that their TFIT application had been declined. It should have instead sent these customers a letter confirming their application for TFIT was successful. Once the error had been identified, it called affected customers and sent a letter which confirmed that their TFIT application was successful and apologised for the error.	
39.	SI/2013/22 Energy Distributor	EWOV identified via its case handling, instances of customers along a high-density business strip experiencing ongoing and lengthy outages. It appeared that it may have resulted from increased demand or construction in the area and the businesses were frustrated by consequential damage and loss of business.	The energy distributor confirmed that it was a short-term supply issue that resulted from overloaded supply which triggered a cable failure. Repairs have been carried out to restore reliable supply. The energy distributor will consider claims on a case-by-case basis as a result of the incident. Given the duration and frequency of the outage, guaranteed service level payments were not applicable in this instance.	Unknown
40.	SI/2013/21 Energy Retailer	EWOV identified via its case handling, instances of customers of an energy retailer experiencing difficulty with its hardship program.	The energy retailer confirmed that a financial counsellor appointment is not a requirement for acceptance onto its hardship program. It has	Unknown

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		Numerous customers advised that the energy retailer would not allow them to enter its hardship program without first having had an appointment with an external financial counsellor.	reviewed its hardship documentation to ensure that this is not implied and it also briefed its Credit Management team that customers cannot be advised of this.	
41.	SI/2012/106  Energy Retailer	EWOV identified via its case handling, multiple instances of customers encountering lengthy billing delays with an energy retailer.	<p>The energy retailer confirmed that it encountered national billing delay issues as a result of its billing system upgrade. The issue initially impacted 50,000 Victorian customers. The energy retailer sent customers a letter advising of the delay, providing information about the applicable backbilling regulations and also offering extended time to pay when the billing arrived.</p> <p>The number of impacted Victorian customers has since reduced to 14,500, and both EWOV and the energy retailer agreed that once the number of impacted customers reached 15,000 it would be considered manageable.</p>	Approximately 50,000
42.	SI/2013/11	EWOV identified via its quarterly marketing report, a significant	The energy retailer confirmed that it encountered delays with cooling-off	Unknown

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	Energy Retailer	increase in complaints with an energy retailer regarding cooling-off contract cancellation requests not being fulfilled within the required 10-day timeframe.	requests being fulfilled during its billing system upgrade. During the upgrade the energy retailer was conducting a large-scale sales campaign and new sales could not be uploaded into its system. This meant that when customers called to cancel, the sales request was not visible. Despite the backlog, it honored all cancellation requests (albeit later than expected) and did not apply termination fees.	
43.	SI/2012/80 Energy Retailer	EWOV identified via its case handling, instances of disconnection warning notices sent to 'unknown consumers', which quoted an incorrect disconnection timeframe. Clause 13.4(a) of the Energy Retail Code stipulates that a retailer must include a statement that it may disconnect the customer no sooner than 10 business days after the date of receipt of the notice.	The energy retailer confirmed that it updated the template to ensure that a 10 business day disconnection timeframe is provided from the date of customer receipt. It confirmed that actual disconnections requiring Wrongful Disconnection Payments did not result from this incident.	Unknown
44.	SI/2012/108 Energy Retailer	EWOV identified via its case handling, instances of customers encountering issues with direct debit with an energy retailer. This	The energy retailer confirmed that following its billing system upgrade it encountered a direct debit issue where some of its customers on	Unknown

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		included customers on payment plans being debited their full arrears and direct debit amounts being deducted multiple times.	payment plans had their full arrears debited rather than the nominated installment amount. The energy retailer was able to identify impacted customers, refund the money and re-establish the payment arrangement. Additionally, it devised a system fix and provided a goodwill credit to impacted customers.	
45.	SI/2013/38  Energy Retailer	EWOV identified via its case handling, instances of customers who were placed on a shortened collection cycle, although not notified within the 10 business day timeframe, as stipulated under clause 9.2 of the Energy Retail Code. This resulted in Wrongful Disconnection Payments for some disconnection complaints that EWOV investigated.	The energy retailer confirmed that there was an issue with the shortened collection cycle notifications being sent to a small group of customers. It confirmed that the correct process was followed to put the customers on the shortened collection cycle although it failed to send notifications. The billing system error has since been corrected and the energy retailer advised that it did not result in any further instances of Wrongful Disconnection Payments.	Approximately 150
46.	SI/2013/32	EWOV identified via its case handling, an instance of a customer	The energy distributor confirmed that the brochure has been	Approximately 55,000

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	Energy Distributor	receiving a solar brochure in the mail from an energy distributor that included incorrectly labeled diagrams of solar metering installations. EWOV's initial assessment also concluded that the diagram has been incorrectly labeled.	amended and made available on its website. It intends to complete a mail-out to its solar customers every three years and it is not planning on re-issuing the same brochure.	
47.	SI/2013/3  Energy Retailer	EWOV identified via its case handling, instances of customers receiving disconnection notices from an energy retailer for credit balances.	The energy retailer confirmed that this error occurred following its billing system upgrade. Whilst disconnection notices for credit balances were issued in error, this did not result in disconnections. The error has since been rectified. The energy retailer confirmed it made a business decision not to send a follow up letter to affected customers, although it provided specific scripting for its call centre staff.	2,780
48.	SI/2013/6  Energy Retailer	EWOV identified via case handling, an instance of a door-to-door marketer from an energy retailer providing misleading information regarding solar tariffs. A customer advised that she was approached by	EWOV attempted to contact the energy retailer by telephone and email more than a dozen times since 29 January 2013 in order to obtain the outcome of the door-to-door marketing complaint and	Unknown

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		a door-to-door marketer from the energy retailer who noticed her property had solar panels and advised her that she would be eligible for the PFIT if she transferred to it. The customer was aware this wasn't possible and upon questioning the representative they continued to maintain her eligibility.	investigation although no response was provided to EWOV. Accordingly, the complaint has been closed as an actual systemic issue as there was no investigation or outcome provided by the energy retailer that disputes the incident. Energy Assured Limited was alerted to the incident.	
49.	SI/2013/42  Energy Retailer	EWOV identified via its case handling, an instance where a door-to-door marketer advised that they were from an energy retailer and had been commissioned by EWOV to ensure customers are getting the best rate available. The marketer had an EWOV brochure which she would not provide to the customer, although continued to maintain the relationship with EWOV despite being questioned about this. Additionally, the marketer was persistent and displayed aggressive behaviour.	The energy retailer confirmed that it conducted a marketing investigation into this incident. As a result of its investigation it interviewed the marketer responsible and accordingly Energy Assured Limited issued a level two breach to the marketer. The marketer will undergo on and off-field retraining and be tested at the conclusion. The energy retailer has confirmed it will continue to monitor for any incidents of this nature.	Unknown
50.	SI/2013/31  Energy	EWOV identified via its case handling, instances of an energy retailer issuing disconnection	The energy retailer confirmed that the two incidents identified did not result from a billing system error or	Unknown

**ENERGY SYSTEMIC ISSUES INVESTIGATED – CLOSED**

1 JULY 2012 - 30 JUNE 2013

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected
	Retailer	warning notices requesting payment for an amount that would be insufficient to prevent disconnection. The impacted customers paid the amount requested although subsequently were disconnected. The two cases EWOV identified resulted in Wrongful Disconnection Payments.	disconnection letter template, but instead user error in staff members misinterpreting the disconnection checklist and inputting the incorrect account balance.  The energy retailer confirmed that it will review and revise its disconnection checklist as a result of these incidents to ensure there is no confusion about the process that needs to be followed and the amount required for payment to prevent disconnection.	

ENERGY