

ENERGY SYSTEMIC ISSUES INVESTIGATED – CLOSED

1 JULY 2014 - 30 JUNE 2015

(In date closed order)

Issue Number	Systemic Issue	Date Received	Date Closed	Summary	Outcome	Number Affected
1.	SI/2014/7 Energy Retailer	24 Jan 14	1 Jul 14	EWOV identified instances of bills issued by an energy retailer that showed the concession discount as a debit rather than a credit (although the customer had the amount correctly credited).	The energy retailer confirmed that there was an issue impacting a group of its customers that meant concession discounts were incorrectly applied for a number of days more than the billing cycle in question. This meant on subsequent billing that a small debit charge was applied to correct the error. It confirmed that system error that caused this has now been corrected.	Unknown
2.	SI/2014/49 Energy Retailer	23 Jun 14	9 Jul 14	EWOV identified via case handling, an instance where a customer was incorrectly being applied the PFIT rate when they were only entitled to the FiT rate. The energy retailer acknowledged other customers were also being applied the incorrect tariff. Whilst this fault works to the favour of the customer, it has the potential for issues later if the energy retailer seeks to recover money.	The energy retailer confirmed that during a reconciliation of its billing system, it identified a tariff mapping error that meant a group of FiT customers were incorrectly receiving PFIT. The energy retailer confirmed that all customers have been identified and it has changed these customers to FiT and notified them of the error. It confirmed that it will not seek to recover the tariff overpaid and it has corrected the system issue as well as provided confirmation to staff of the correct process to follow to ensure that	Unknown

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					customers are placed on the correct tariff.	
3.	SI/2014/44 Energy Retailer	4 Jun 14	16 Jul 14	EWOV identified via case handling, an instance where a customer's concession entitlement was applied to billing as a debit charge.	The energy retailer confirmed that a group of its customers were incorrectly debited the Winter Gas Concession as a result of an internal billing system issue. It is currently devising a permanent fix, although in the interim it is intercepting all billing to apply a credit to offset the debit error. It identified and contacted all impacted customers as well as applied the applicable credits.	654
4.	SI/2014/45 Energy Retailer	5 Jun 14	16 Jul 14	EWOV identified via its case handling, instances of customers being pursued by an external debt collection agency for arrears from an energy retailer that were either paid or up to date.	The energy retailer confirmed that previously it had to manually communicate with the three debt collection agencies it engaged with in order to notify them of the status of payments and transactions, which could create delays and communication issues. It confirmed that it now engages the services of an external agent to liaise directly with these debt collection agencies for prompter	Unknown

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					and more effective communications of transactions made and debts paid.	
5.	SI/2014/23 Energy Retailer	27 Mar 14	17 Jul 14	EWOV identified via case handling, instances of an energy retailer's customers receiving bills with inaccurate meter index reads that did not reconcile. It appears that this issue may have resulted from a specific distributor providing incorrect data.	The energy retailer confirmed that there were two issues that created customer confusion surrounding index reads. Firstly, if the energy distributor provided data with missing or inaccurate meter index read data, it can be difficult to reconcile. Secondly, the energy retailer's billing system encountered an issue after a recent update, where the billing reflected multiple lines of nil index meter read data. A system fix was implemented in July 2014 to correct this issue.	Unknown
6.	SI/2014/34 Energy Retailer	15 May 14	21 Jul 14	EWOV identified via case handling, an instance where a customer had an outstanding debt from an energy retailer waived. Despite the debt being waived, the customer received persistent phone calls and correspondence from a debt collection agency.	The energy retailer confirmed that there was an issue that occurred with a batch of debts that had been written-off as goodwill gestures. The energy retailer referred a batch of debts to its debt collection agency which accidentally included a series of debts that had been mutually agreed to be waived as a goodwill gesture.	Approximately 500

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					The energy retailer identified this approximately two weeks after it occurred and contacted the debt collection agency to recall these accounts.	
7.	SI/2014/19 Energy Retailer	14 Mar 14	31 Jul 14	EWOV identified via case handling, instances where an incorrect lower Pressure Conversion Factor (PCF) had been applied to gas billing over significant periods of time which resulted in high backbilling when the issue was corrected.	The energy retailer confirmed that it encountered a billing system issue where the PCF factor had been incorrectly fixed and was not changing in line with the data provided by the distributors. It confirmed that it has since corrected this issue and run reports to identify any impacted customers. Large market customers have been backbilled to when the issue occurred (although some specific examples have resulted in a negotiated outcomes), small customers have been backbilled nine months in line with the Energy Retail Code. Any customer that was overcharged received a refund and notification of the incident.	Unknown
8.	SI/2014/16	4 Mar 14	6 Aug 14	EWOV identified via case handling, instances of customers being issued	The energy retailer confirmed that it is currently working through this	Unknown

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	Energy Retailer			disconnection warning notices that quoted insufficient disconnection timeframes. Under clause 13.1(c) of the Energy Retail Code, the retailer needs to include in the disconnection warning, a statement that the retailer may disconnect the customer on a day no sooner than seven business days after the date of receipt of the disconnection warning. The notices identified were providing six business day timeframes.	issue with the Essential Services Commission in order to determine the best course of action for redress. EWOV advised that this should include the notices being amended and any impacted customers assessed for the applicability of a Wrongful Disconnection Payment. This was referred to the ESC for further investigation. EWOV has requested that the ESC provide confirmation of the outcome of the investigation once this has been resolved.	
9.	SI/2014/38 Energy Retailer	23 May 14	7 Aug 14	EWOV identified via case handling, instances of customers being dissatisfied about the accuracy of index read and consumption data on billing. Specifically, for solar customers, solar usage was being added to the consumption data for index reads, rather than being subtracted. Whilst this does not have a monetary impact, it does not allow customers to reconcile billing.	The energy retailer confirmed that it encountered an issue where its billing system incorrectly calculated and displayed consumption data and index reads if a price increase occurred during a billing cycle. Whilst this did not have a monetary impact for customers, it may have made it difficult for customers wanting to reconcile their billing. A permanent system fix has now been implemented to resolve this issue.	Unknown

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10.	SI/2014/52 Energy Retailer	3 Jul 14	13 Aug 14	EWOV identified via case handling, an instance where a customer was confused about the prompt payment discount offered by an energy retailer. The contract terms specified a 3% discount applied to 'current charges'. It was only when the billing was received that the customer saw the discount applied to usage charges only.	The energy retailer confirmed that it encountered an issue from approximately January 2014 to March 2014 where market contracts did not specify that the prompt payment discount applied to usage charges only. It advised that this resulted from a fault with the external marketing company it engages to issue this correspondence. It confirmed that the issue has been corrected and that it generated very few complaints or issues from customers. The energy retailer advised that it would handle any complaints on a case-by-case basis to provide a fair outcome.	Unknown
11.	SI/2014/53 Energy Distributor	4 Jul 14	14 Aug 14	EWOV identified via case handling, an instance where a customer advised EWOV that the energy distributor's faults telephone number provided on a new Smart Meter at their property was incorrect.	The energy distributor confirmed that approximately 50,000 Smart Meters in the field and 10,000 yet to be rolled out had the incorrect faults number listed. It confirmed that it is in the process of having the meter installers update all impacted meters with a sticker to correct the number and that it anticipates this	Approximately 50,000

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					will be completed by the end of October 2014.	
12.	SI/2014/58 Energy Retailer	15 Jul 14	19 Aug 14	EWOV identified via case handling, instances of issues with bulk hot water billing that was impacting customers at two large apartment complexes. It appeared that the issues may have related to a fault with the meters or the remote read capabilities.	<p>The energy retailer confirmed that it encountered issues with the remote metering system used by its Meter Reading Agent at some apartment complexes. This meant that some customers received low or inaccurate billing followed by subsequent high catch-up bills.</p> <p>The energy retailer confirmed that it has identified impacted customers and offered payment plans, if required. Additionally, the energy retailer confirmed it is in the process of upgrading its software to prevent such recurrences and has also changed Meter Reading Agents.</p>	Unknown
13.	SI/2014/65 Energy Retailer	16 Sep 14	23 Sep 14	EWOV identified via case handling, an instance where a customer who was previously with an energy retailer received a bill from it a significant time after changing to another energy retailer. The billing in question dated back to 2011 and when the customer raised this with	The energy retailer confirmed that a processing error resulted in a number of its customers receiving a collection notice for an amount different to the overdue balance, and in some instances, for arrears already paid.	7,670

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				the energy retailer, it advised her that this was an issue impacting multiple customers.	The notice was issued to active customers as well as customers who were no longer with it. The energy retailer confirmed that once the issue was identified, all collection batches were suspended and it issued apology letters to customers with the revised arrears.	
14.	SI/2014/50 Energy Distributor	25 Jun 14	7 Oct 14	EWOV identified via case handling, numerous instances where Smart Meters in a specific distribution area were unable to be remotely read, resulting in various access and billing issues.	<p>The energy distributor confirmed that it has installed approximately 700,000 Smart Meters in its distribution area. Approximately 300,000 of these meters have not been able to be converted to enable remote read capabilities. The energy distributor advised that further investment in data management and infrastructure is required in order to have remaining meters converted.</p> <p>This process will commence shortly although will not be completed until approximately the end of 2016. Under the Victorian Government's customer rebate policy, customers with Smart Meters that are not</p>	Approximately 305,000

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					converted to remote read capabilities by 31 March 2015 may be entitled to a once-off payment of \$125 by this energy distributor.	
15.	SI/2014/51 Energy Retailer	27 Jun 14	20 Oct 14	EWOV identified via case handling, instances of customers from an energy retailer who were impacted by ongoing billing delays.	The energy retailer confirmed that it encountered a number of system issues that resulted in billing delays as its billing team had to manually intervene and bill the account up-to-date. The energy retailer is currently working through a series of permanent fixes for this issue, which will be completed by December 2014. At this time, any impacted customer was billed in line with the Energy Retail Code and offered extended time to pay.	Approximately 6,000
16.	SI/2014/42 Energy Retailer	2 Jun 14	29 Oct 14	EWOV identified via case handling, instances of disconnection warning notices being issued to customers that specified disconnection dates earlier than what is allowed under clause 13.1(c) of the Energy Retail Code. Accordingly, multiple instances of Wrongful Disconnection Payments resulted from this error.	The energy retailer confirmed that it updated the notices in May 2014 to ensure compliance and that it has referred the issue to the ESC for further advice. It advised that apart from the EWOV cases, it has been unable to identify all impacted customers (due to vacant premises) and accordingly there were no further assessments for Wrongful	Unknown

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					Disconnection Payments. It advised that no customers were disconnected within seven days after the date of receipt of the disconnection warning.	
17.	SI/2014/76 Energy Retailer	16 Oct 14	24 Nov 14	EWOV identified via case handling, instances where customers were dissatisfied with an energy retailer about a backbill received that related to concession charges that had previously been incorrectly calculated and applied.	The energy retailer confirmed that an issue with its billing calculation method meant that a group of its concession card holders received higher concession amounts than should have been paid. This occurred during the period of October 2013 to July 2014. It advised that it subsequently notified these customers and billed them for the overpayment. The energy retailer advised that it offered extended time to pay and that the majority of impacted customers were billed less than \$100 to correct this error.	7,998
18.	SI/2014/43 Energy Retailer	3 Jun 14	26 Nov 14	EWOV identified via case handling, an instance of a disconnection warning notice being issued to a customer that specified a disconnection date earlier than what is allowed under clause 13.1(c)	The energy retailer advised that it complied with the requirements of the Energy Retail Code and did not disconnect any customer earlier than allowed (despite Wrongful Disconnection Payments being	Unknown

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				of the Energy Retail Code. This resulted in a Wrongful Disconnection Payment being applicable in this instance.	applicable). The disconnection notice template was updated, although the energy retailer did not specify the date this occurred. This systemic issue was referred to the ESC for follow up with the energy retailer about other potential customers who may have been impacted by the incorrect notice being issued.	
19.	SI/2014/86 Energy Distributor	7 Nov 14	9 Dec 14	EWOV identified via case handling, an instance where an energy distributor acknowledged it was encountering an issue with a group of its meters. When the meters were manually read, data streams became transposed (i.e. hot water was billed as solar and vice versa).	The energy distributor confirmed there was previously an issue impacting a group of meters where data channels for solar and off-peak dedicated usage were unable to be distinguished. The issue was corrected in 2013 and the meters were able to be remotely read without incident, although when the meters were manually read the same issue occurred. The majority of meters have now been reprogrammed which resolved the manual read issue, with the remaining meters expected to be corrected by early 2015. Revised	1,264

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					data streams were provided to energy retailers which allowed rebilling to occur, if required.	
20.	SI/2014/90 Energy Retailer	28 Nov 14	9 Dec 14	An energy retailer alerted EWOV that it issued a batch of renewal letters to existing customers that incorrectly referenced that customers would be receiving a price decrease instead of an imminent increase.	The energy retailer confirmed that an apology letter was issued to all impacted customers advising of the error and to disregard the previous letter. The apology letter also clarified that the energy retailer does not yet know what the increased rates will be, although this will be confirmed in early 2015. The energy retailer confirmed it took procedural measures to ensure this issue does not occur again.	Approximately 5,000
21.	SI/2014/88 Energy Retailer	17 Nov 14	10 Dec 14	EWOV identified via case handling, an instance where a customer encountered a significant delay in the energisation of gas at their new property. When they followed this up with the energy retailer, it appeared there may be a system error that automatically generates an extensive timeframe when a gas energisation request is submitted.	The energy retailer confirmed that when a market offer is entered into for a gas customer at a new property, it needs to wait for the 10-day cooling-off period to lapse before the energisation occurs. The energy retailer confirmed it is currently investigating a fix so that new gas customers can chose their preferred energisation date, although a specific timeframe was unable to be provided.	Unknown

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22.	SI/2014/69 Energy Retailer	23 Sep 14	12 Dec 14	EWOV identified via case handling, an instance where a customer advised that they made a payment via their energy retailer's website, although the receipt did not provide a date of payment. This caused difficulties later on when they received reminder calls for arrears and the receipt did not note the date of payment.	The energy retailer advised that at present when a customer makes a payment via its website that the receipt does not specify the date of payment. It advised that the receipt does include the customer reference number, payment amount, receipt number and card number that was used to make the payment. The energy retailer advised that it is going to endeavour to have the date added to the receipt for further clarity.	Unknown
23.	SI/2014/83 Energy Retailer	3 Nov 14	22 Jan 15	EWOV identified via case handling, an instance where a customer was dissatisfied with an energy retailer, as the billing did not specify the price per litre for LPG. Instead, the billing included the volume of LPG delivered and the final price. The customer advised this made it difficult to determine price increases and reconcile billing.	The energy retailer confirmed that it sought legal opinion and that it has complied with its obligations under the terms and conditions for the sale and supply of LPG. Regardless, it acknowledged that not specifying the price per litre of LPG does not provide the best customer experience. It has confirmed that it will investigate how the billing can be modified to include this, although no specific timeframe was able to be provided.	Unknown

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24.	SI/2014/93 Energy Retailer	3 Nov 14	22 Jan 15	EWOV identified via case handling, an instance where a customer from an energy retailer was moved from monthly to quarterly billing, despite not requesting to do so. When they queried this issue with the energy retailer, it acknowledged that it is an issue impacting others and that it may take some time to change the customer back to quarterly billing.	The energy retailer confirmed that it encountered an issue with a specific metering configuration that meant when it received monthly billing. Instead of it being captured and held for quarterly billing, it is issued automatically. The energy retailer confirmed that it is working to resolve this billing system issue, which will be completed by the end of March 2015. After this time, the impacted customers will be reverted back to quarterly billing.	Approximately 4,000
25.	SI/2014/74 Energy Retailer	10 Oct 14	4 Feb 15	EWOV identified via case handling, instances where customers expressed confusion with the way that one-off credits had been reflected on their billing. The GST component is calculated along with the credit and is presented in a complex manner, initially appearing like the full credit has not been applied.	The energy retailer acknowledged that there is an issue where manual credits are applied and not correctly reflected on the subsequent billing. It appears that the issue occurred following a bill display change and the energy retailer confirmed that it is working to have this corrected without delay, although a specific timeframe could not be provided. It confirmed that despite the bill layout confusion, customers still receive the full credit entitlements.	Unknown

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26.	SI/2014/30 Energy Retailer	24 Apr 14	11 Feb 15	EWOV identified via case handling, instances of customer complaints about the loss of the Premium Feed-in Tariff (PFiT). The impacted customers had been receiving PFiT since it was offered, then without explanation they were reverted to a lower feed-in tariff.	<p>The energy retailer confirmed that issues with the loss of PFiT or other feed-in tariff offers generally occurred as a result of the network tariff code not being correctly listed, which primarily came to attention after the installation of a Smart Meter. The consequence being the customer would lose their PFiT entitlements and revert to General Feed-in Tariff (GFiT).</p> <p>The energy retailer confirmed that if the customer lost their higher solar credits as a result of retailer error, it places the customer on a solar remediation program, whereby it applies the full solar credits the customer was entitled to for the life of the offer.</p>	Unknown
27.	SI/2015/6 Energy Retailer	28 Jan 15	13 Feb 15	EWOV identified via case handling, an instance where a customer advised that their billing was reflecting a payment made via direct debit, although the payment had not been debited from their back account.	The energy retailer confirmed that in late December 2014, two days' worth of direct debit transactions were not debited from customer bank accounts as a result of an error with the bank it utilises. Despite this, the energy retailer's records	9,335

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					<p>noted that the payments had in fact been made and customer billing reflected this.</p> <p>An SMS or letter was sent to impacted customers noting that the transaction had not been debited from their nominated bank account and it would be scheduled to occur approximately two weeks after receiving the notification.</p>	
28.	SI/2014/91 Energy Retailer	5 Dec 14	25 Feb 15	EWOV identified via case handling, an instance where an energy retailer produced inaccurate customer account reconciliations and when queried about this, confirmed that it is encountering an internal system issue that is impacting the accuracy of these reconciliations.	<p>The energy retailer confirmed in late 2014 there was a process change for generating a manual account reconciliation, and that the change was not successfully communicated to all areas of the business.</p> <p>This resulted in inaccurate account reconciliations being generated and issued to customers. Once the error was identified, all areas of the business were provided with a detailed procedural explanation of how to generate an account reconciliation and these issues have not been occurring since.</p>	Unknown

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29.	SI/2015/7 Energy Retailer	30 Jan 15	5 Mar 15	EWOV identified via case handling, instances of an energy retailer not providing a sufficient payment timeframe on its reminder and disconnection notices, which resulted in multiple examples of Wrongful Disconnection Payments being applicable.	The energy retailer confirmed that there was an error that resulted in the Melbourne Cup public holiday not being factored into disconnection notice timeframes. Accordingly, it has assessed and paid any Wrongful Disconnection Payments for this period and checked its system for all other future state public holidays to ensure compliance.	Unknown
30.	SI/2015/12 Energy Retailer	13 Feb 15	16 Mar 15	EWOV identified via case handling, instances of customers experiencing difficulties accessing an energy retailer's hardship program. There appeared to be strict parameters about being able to receive hardship assistance. Specifically, some examples highlighted that if a customer previously and successfully completed a payment arrangement on the hardship program, that they were not allowed future assistance if hardship assistance was required at a later stage.	The energy retailer confirmed that this is not its policy and successful completion of a prior payment arrangement does not hinder admittance onto its hardship program, although individual customer circumstances apply. The energy retailer advised that some staff appear to have stated this in error and its Hardship Manager has now provided a refresher to their teams to ensure this incorrect information is not delivered to customers.	Unknown

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31.	SI/2015/18 Energy Retailer	4 Mar 15	17 Mar 15	EWOV identified via case handling, instances where customers received a letter from an energy retailer advising that there was an issue with an Australia Post payment that is resulting in a further debit adjustment to the customer's account.	<p>The energy retailer confirmed that a payment file for payments made at Australia Post on 11 November 2013 was duplicated, by human error, meaning all impacted customers had their payment applied twice to their account.</p> <p>The energy retailer identified this issue towards the end of 2014 and issued impacted customers a letter noting that the second payment applied in error would be reversed. The energy retailer advised it spoke with the staff member responsible to ensure it would not occur again.</p>	1,642
32.	SI/2014/48 Energy Retailer	18 Jun 14	16 Apr 15	EWOV identified via case handling, an instance where a customer lost their prompt payment discount when being transferred from one energy retailer to another after a retailer acquisition.	<p>The energy retailer confirmed that when a group of customers from the existing retailer were transferred to its billing system, the prompt payment discount was not carried over successfully.</p> <p>Accordingly, some of these customers received notification of a balance brought forward, despite paying the bill in full. As soon as this</p>	50,270

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					issue was identified, manual credits were applied to all impacted customers and the correct prompt payment discount was implemented for future billing.	
33.	SI/2015/3 Energy Retailer	14 Jan 15	17 Apr 15	EWOV identified via case handling, instances of business customers having experienced delays in the application of demand charges. Whilst in the cases identified, the energy retailer did not seek to backdate these charges, it did create confusion and budgeting difficulties in some cases.	<p>The energy retailer confirmed that it identified that, due to a billing system fault, network demand charges were not being passed through to a group of approximately 50 business customers, despite the energy retailer incurring these charges.</p> <p>The energy retailer confirmed that it then sent a letter to impacted customers notifying of the error, advising that backdated network demand charges would not be recovered and that they can request to change to a non-demand charge network tariff if they would prefer. The energy retailer confirmed that all impacted customers have now been identified and a system fix has been implemented.</p>	Approximately 50

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34.	SI/2014/33 Energy Distributor	12 May 14	27 Apr 15	EWOV identified via case handling, numerous instances of complaints about transposed metering that effectively meant that customers were being charged for metering that was not their own. This appeared to occur after the Smart Meter installation.	<p>The energy distributor confirmed that a transposed metering issue occurred during the Smart Meter rollout. Effectively, when the Smart Meters were installed, incorrect metering details were assigned to some properties, meaning they were being billed for usage that was not their own.</p> <p>In order to resolve this issue, the energy distributor had to physically attend properties to check and correct the metering details on file. Once this occurred, corrected metering information and data was provided to the energy retailer. Given the amount of effort involved in correcting this issue, it took significant time to remedy. The majority of metering has now been checked, and corrected, and the remainder should be corrected by the end of May 2015.</p>	3,854
35.	SI/2015/24	16 Apr 15	28 Apr 15	An energy retailer alerted EWOV that it had encountered an issue with a batch of reminder and	The energy retailer confirmed that a billing system fault resulted in this issue and that it has now been	Approximately 60

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	Energy Retailer			disconnection notices that were issued. Specifically, the notices issued included a due date that was one day prior to the date of issue of the notice, so customers were unable to pay by the requested date.	corrected to ensure it will not occur again. It confirmed that impacted customers were contacted with a revised due date and that no impacted customer account actually proceeded to the point of disconnection occurring.	
36.	SI/2015/15 Energy Retailer	24 Feb 15	12 May 15	EWOV identified via case handling, customer complaints regarding a new energy retailer and instances of pressure sales or transfers without consent.	The energy retailer confirmed that it was utilising a variety of different sales methods and channels in order to establish its customer base. As a result of the complaints received, the energy retailer confirmed that it ceased using its third-party telemarketing sales channel and changed to another one instead. Additionally, it advised that it was and still is calling all telemarketing contracts established following the transaction to ensure that consent had been obtained. This has resulted in a reduction in complaints to EWOV.	Unknown
37.	SI/2015/32 Energy Retailer	5 May 15	15 Jun 15	EWOV identified via case handling, instances where customers have received imminent disconnection notices addressed to 'the occupier',	The energy retailer confirmed that an account hold was accidentally released for a group of unknown occupier properties with arrears	1,750

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				despite not being customers of the energy retailer.	accrued back in 2011 and 2012. It confirmed that it contacted all impacted sites/customers to apologise and to disregard the prior notice. It has put an indefinite hold back on the occupier accounts until they are remediated. No impacted sites were actually disconnected.	
38.	SI/2015/25 Energy Retailer	17 Apr 15	17 Jun 15	The energy retailer alerted EWOV that it is currently encountering an issue when a customer requests a payment extension. Whilst the account is being protected in the energy retailer's billing system, the reminder notice sequence still continues despite this. Currently the energy retailer is advising impacted customers to disregard the notices until a system fix is devised.	The energy retailer confirmed that a system fix was implemented in early June to correct this issue. When the fix was implemented, all impacted customers were re-contacted to confirm the payment arrangement in place. No customer account ever proceeded to the point of disconnection as a result of this issue.	Approximately 600
39.	SI/2015/30 Energy Retailer	30 Apr 15	23 Jun 15	EWOV identified via case handling, an instance where a customer received billing that included a due date that was prior to the date of issue of the billing.	The energy retailer confirmed that an invoice related system error resulted in billing being issued with an incorrect due date for three billing runs. In order to resolve this issue, the energy retailer corrected the system issue and reversed and ceased collection activity on all	4,691

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					impacted accounts. No impacted customer was disconnected and billing with a revised due date has been issued to customers with arrears owing.	

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