

QUARTERLY EWOV

# SOLAR AND SMART METER REPORT

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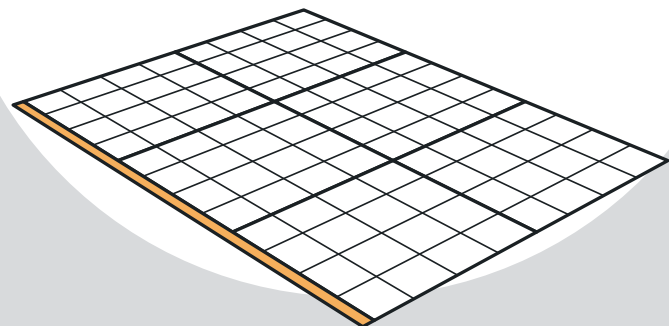
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GFiT cases increased by:

↑ **26%**

Over five quarters



From **137** cases five quarters ago, GFiT increased to **173** cases, and was mainly driven by:

A reduction in the GFiT

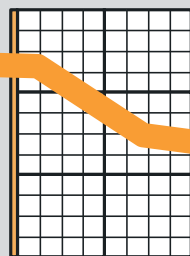
↓ **\$GFiT**

From 1 January 2015 the GFiT was reduced from 8 cents per kWh to 6.2 cents.

Confusion about GFiT being linked to 'fixed term contracts'



Putting this in context...



**Solar** cases decreased by:

↓ **44%**

over the last five quarters

This was mainly due to decreases over five quarters in:



↓ Billing error **81%**

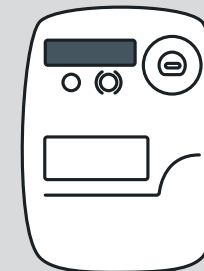


↓ High bill **65%**



↓ Premium Feed-in Tariff **57%**

Also, over five quarters...



**Smart Meter** cases decreased by:

↓ **39%**

This was mainly due to decreases over five quarters in:



↓ Billing error **65%**



↓ High bill **58%**



↓ Loss of off-peak tariff **58%**

The **reductions** in solar and Smart Meter cases are in line with **43% reduction** in **overall EWOV cases** over the last five quarters

## AT A GLANCE

This report details the solar and Smart Meter cases presented by Victorian energy customers to the Energy and Water Ombudsman (Victoria) (EWOV) for the period of 1 January 2015 to 31 March 2015.

In the January to March 2015 quarter:

### Solar

- EWOV received 1,134 solar cases, down 5% on the previous quarter (1,199 cases)
- Supply upgrade delay cases were the most common issue raised by customers and accounted for 11% of all solar cases received in the quarter
- Feed-in Tariff issues were involved in 34% of all solar cases, up from 30% in the previous quarter – GFIT contract issues had a large increase

### Smart Meters

- EWOV received 624 Smart Meter cases, down 36% on the previous quarter (968 cases)
- High bill was the most common issue raised by customers and accounted for 18% of all Smart Meter cases received, down from 24% in the previous quarter
- The second highest issue recorded was high estimated bills (11%) and when this is combined with high bill cases, 29% of customers complained about some form of Smart Meter-related high bill.

### Comparing the January to March 2014 and January to March 2015 quarters

- Smart Meter cases were down 39%, from 1,029 cases
- Solar cases were down 44%, from 2,020 cases.

# SOLAR AND SMART METER CASES

Figure 1 illustrates the number of solar and Smart Meter cases EWOV received for the period of 1 January 2014 to 31 March 2015.

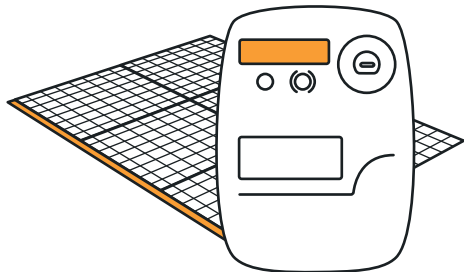
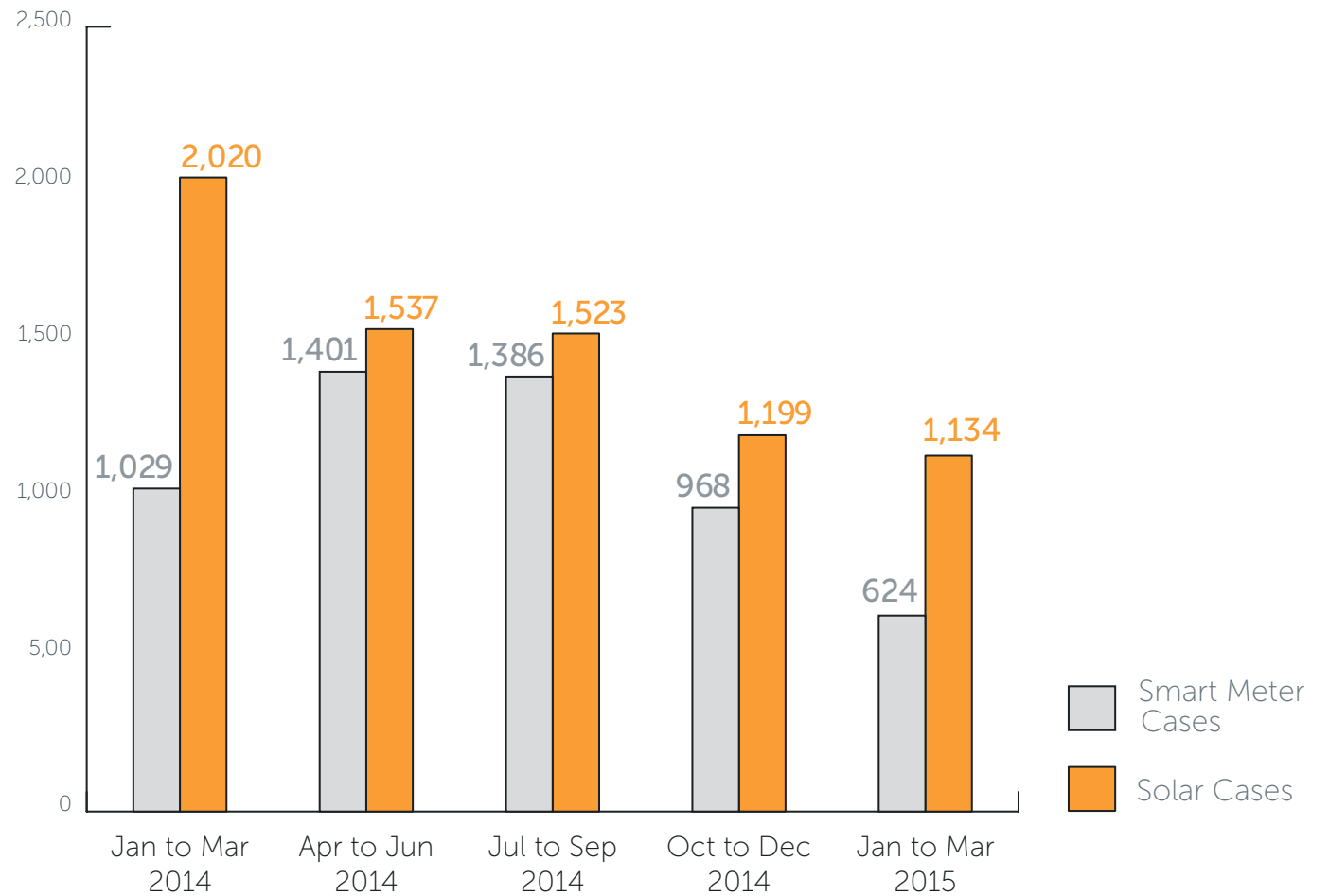


FIGURE 1.

Smart Meter and solar cases by quarter, January–March 2014 to January–March 2015



## SMART METER UPDATE

### EWOV Smart Meter Cases Drop 36%

- During the reporting period, EWOV recorded a 36% decrease in Smart Meter cases compared to the previous quarter (1 October 2014 to 31 December 2014), with a total of 624 cases registered.
- This was also 39% less cases compared with the same period in 2014 (1,029 cases).
- The decline in Smart Meter cases between 1 January 2014 and 31 March 2015 is in line with the 43% reduction in overall EWOV cases in the same period.

Figure 2 shows the Smart Meter cases received between 1 January 2014 and 31 March 2015.

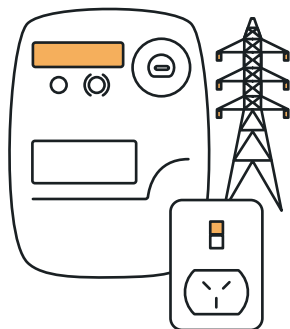
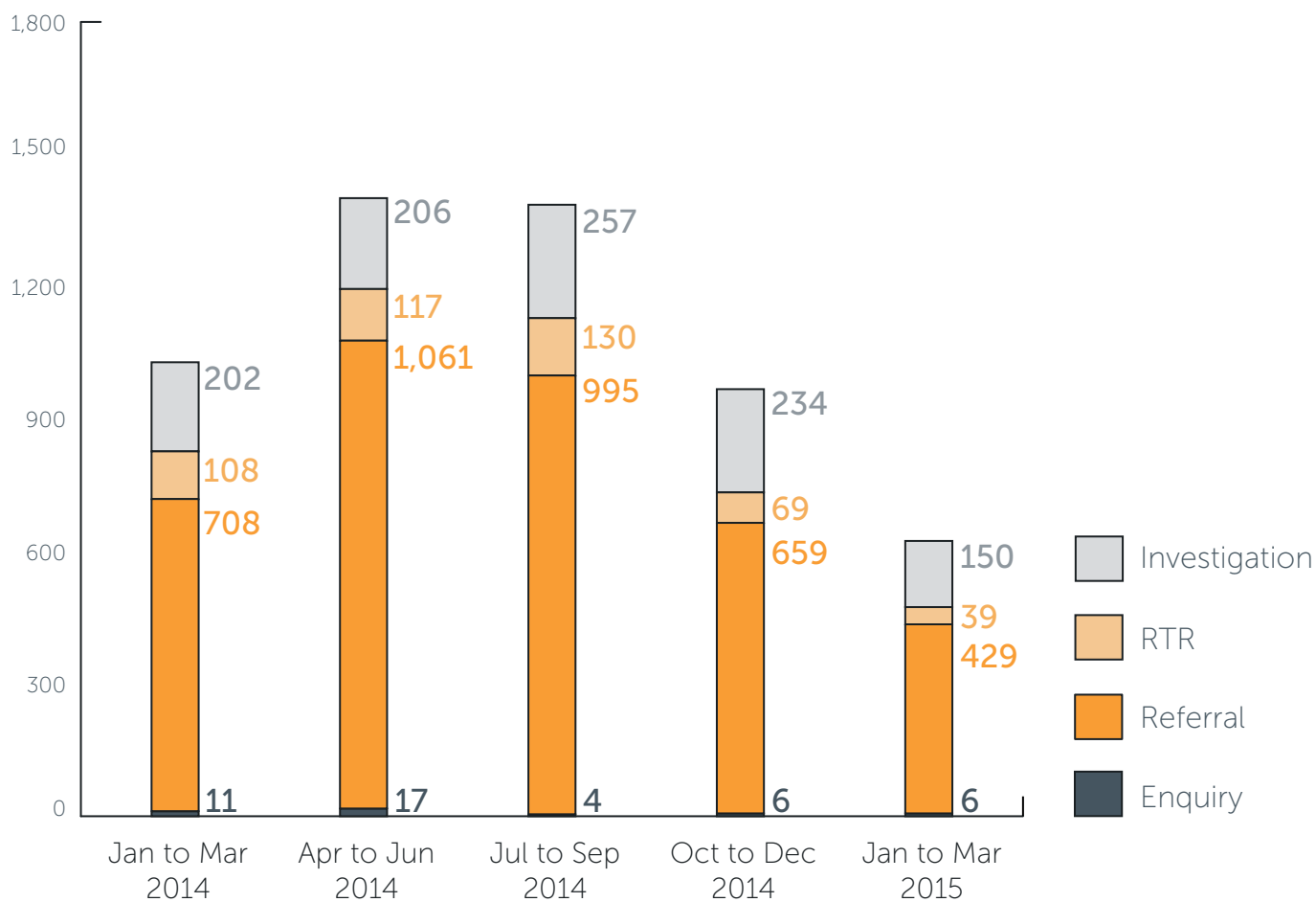


FIGURE 2.

Smart Meter cases by case level and quarter, January–March 2014 to January–March 2015



Descriptions of case levels: Enquiry, Referral, Real Time Resolution (RTR) and Investigation are available in the Glossary on page 15.

## Smart Meter Case and Issue Trends

Of the 624 Smart Meter cases:

- most were recorded against electricity retailers (87%) – the same trend as in the October to December 2014 quarter
- a further 11% of cases were registered against distributors<sup>1</sup>, down from 13% in the previous quarter
- the majority of cases (69%) were registered as Referrals<sup>2</sup>, while 24% required an Investigation<sup>3</sup>
- for the fourth consecutive quarter, Retailer 14 had the most Smart Meter cases with 29% of all Smart Meter cases received (178 cases, down 34% from 269 cases last quarter)
- most of Retailer 14's cases were in Distributor 5's distribution area (130 cases, down 25% from 174 cases in the last quarter)
- Retailer 9 registered a significant proportion of cases with 21% of total Smart Meter cases (129 cases) – most of these (71 cases) were in the Distributor 3 area.

Analysis of the issues raised in Smart Meter cases showed that:

- Billing concerns were raised by customers in 455 cases (73%) during the reporting period, up one percentage point from the 695 cases (72%) registered in the October to December 2014 quarter
- Credit was the second highest issue category and accounted for 75 cases (12%) this quarter, down from the 122 cases (13%) recorded in the October to December 2014 quarter
- High bill and high estimated bill concerns were raised in 29% of all Smart Meter cases. Analysis of a sample of these cases showed that customers complained about:
  - having historically low actual bills and then high estimated bills following the Smart Meter installation
  - being billed at peak rates for off-peak usage and peak usage at off-peak rates with subsequent backbilling
  - being billed for another customer's usage following the Smart Meter exchange
  - incorrectly wired Smart Meter/s causing high bills
  - receiving high estimated bills when a Smart Meter has been installed for some time, or immediately following the installation
  - high usage that coincided with the Smart Meter installation
  - receiving high backbills resulting from a series of estimated bills following the Smart Meter installation
- high estimated bills not including an off-peak tariff that the customer had historically been billed
- incorrect and high estimated usage due to incorrect meter and/or address details recorded by the distributor at the time of the Smart Meter installation
- high estimated final meter reads from old analogue meters.

<sup>1</sup> Note: 10 Smart Meter cases were not allocated against an EWOV Scheme Participant.

<sup>2</sup> 60% were handled as Assisted Referrals and 8% as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are contained in the glossary on page 15.

<sup>3</sup> A further 6% were handled via the Real Time Resolution process. Descriptions are available in the glossary on page 15.

Table 1 shows the top 10 Smart Meter issues received for the reporting period compared with the previous quarter and the same period in 2014.

TABLE 1.

Smart Meter cases by issue, January–March 2015, October–December 2014, January–March 2014

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JAN TO MAR 2015	OCT TO DEC 2014	JAN TO MAR 2014		
Billing > High > General	<b>110</b>	229	263	DOWN 52	DOWN 58
Billing > Estimation > High	<b>66</b>	78	61	DOWN 15	UP 8
Billing > Tariff > Loss of Off Peak Rates	<b>49</b>	76	116	DOWN 36	DOWN 58
Credit > Disconnection / Restriction > Arrears > Imminent	<b>40</b>	79	56	DOWN 49	DOWN 29
Billing > Meter > Reading	<b>30</b>	16	34	UP 88	DOWN 12
Billing > Backbill > Other	<b>28</b>	50	40	DOWN 44	DOWN 30
Billing > Error > Other	<b>26</b>	30	75	DOWN 13	DOWN 65
Billing > Error > Wrong meter	<b>25</b>	32	12	DOWN 22	UP 108
Billing > Delay	<b>23</b>	27	39	DOWN 15	DOWN 41
Credit > Disconnection / Restriction > Arrears > Actual	<b>22</b>	22	30	NO CHANGE	DOWN 27





## Case Study

### *Customer receives large backbill following Smart Meter installation and estimated bills: 2014/50750*

#### The Issue

Mr Z received five electricity bills in August 2014 which totalled about \$6,500, following the installation of a Smart Meter in May 2014. His previous quarterly bills were about \$250 to \$300 per quarter. Mr Z contacted Retailer 14 concerned about the high bills and was advised that they were backbills because all his bills since 2009 – the year he moved into the property – had been estimated. Mr Z did not agree that he had consumed this amount of electricity and advised Retailer 14 that the bill was much higher than expected. Mr Z also advised Retailer 14 that the electricity meter was located next to the gas meter and all gas bills with Retailer 14 had been issued based on actual meter reads. Additionally, he had lost confidence in the meter read data integrity and the ability to be billed correctly as some bills said 'actual' but he was told by Retailer 14 that they were estimated. Retailer 14 could not resolve Mr Z's concerns, so he contacted EWOV on 5 January 2014 and an Assisted Referral was raised.

Dissatisfied with Retailer 14's offer of a 50% waiver of the account balance, Mr Z recontacted EWOV on 4 February 2015 and his complaint was handled at Real Time Resolution. Retailer 14 advised that it had actually estimated bills at Mr Z's property since 2005 and had not attempted contact about this until February 2014. Mr Z said he also thought that the final read taken from the old analogue meter may have been incorrect. Due to the complexities of the case, the complaint was then handled as an Investigation.

#### EWOV's Investigation

EWOV investigated the customer's concerns by reviewing billing, conducting an account reconciliation, undertaking analysis of the meter read data and the contact between Mr Z and Retailer 14. Retailer 14 confirmed that the electricity distributor, Distributor 3, did not have actual data for the start read in 2009. Retailer 14 advised that it estimated the start read and subsequent readings due to a locked gate blocking access. However, when Retailer 14 contacted Distributor 3, it was unable to confirm some of the meter access issues.

EWOV confirmed that the customer's meter had been exchanged for a Smart Meter on 21 May 2014. A final meter read was taken from the removed meter and Retailer 14 reissued bills based on this reading.

EWOV reviewed the Smart Meter read data and found that the customer had used an average of 6.77 kWh per day for the period of 21 May 2014 to 9 February 2015. EWOV then reviewed the customer's bills and found that he had been charged for an average daily consumption of 18.49 kWh for the period prior to the meter exchange (6 February 2009 to 21 May 2014). EWOV discussed this with Retailer 14 and it agreed that it was likely that the estimated start meter read on 6 February 2009 was underestimated and the subsequent backbilling was not correct.

#### The Outcome

Retailer 14 apologised for the inconvenience caused and acknowledged that it should have identified that the account was established based on an estimated reading. Retailer 14 offered to re-bill Mr Z's account on the basis of 6.77 kWh per day usage. This resulted in a credit of about \$6,000 being applied to the account, reducing the account balance to about \$470 for all billing up to 30 January 2015. The customer was satisfied with this outcome and the case was closed.

# SOLAR UPDATE

## EWOV Solar Cases Down 5%

- Between 2001 and 7 April 2015, Victorians installed 252,897<sup>4</sup> small-scale solar systems in Victoria, up 9,072 from the 243,825 systems reported in the last edition of this report<sup>5</sup>.
- Solar systems are now on an estimated 12.9%<sup>6</sup> (up 0.8 of a percentage point since the last report<sup>7</sup>) of the total dwellings in the state.
- During the reporting period, solar cases fell 5% compared to the previous quarter (1 October 2014 to 31 December 2014), with a total of 1,134 cases registered.
- Cases in the current reporting period were down 44% compared to the January to March 2014 quarter (2,020 cases).
- The drop in solar cases between 1 January 2014 and 31 March 2015 is in line with the 43% overall reduction in EWOV cases registered in the same period.

4 Data from Clean Energy Regulator: <http://ret.cleanenergyregulator.gov.au/REC-Registry/Data-reports>. Viewed: 16 April 2015.

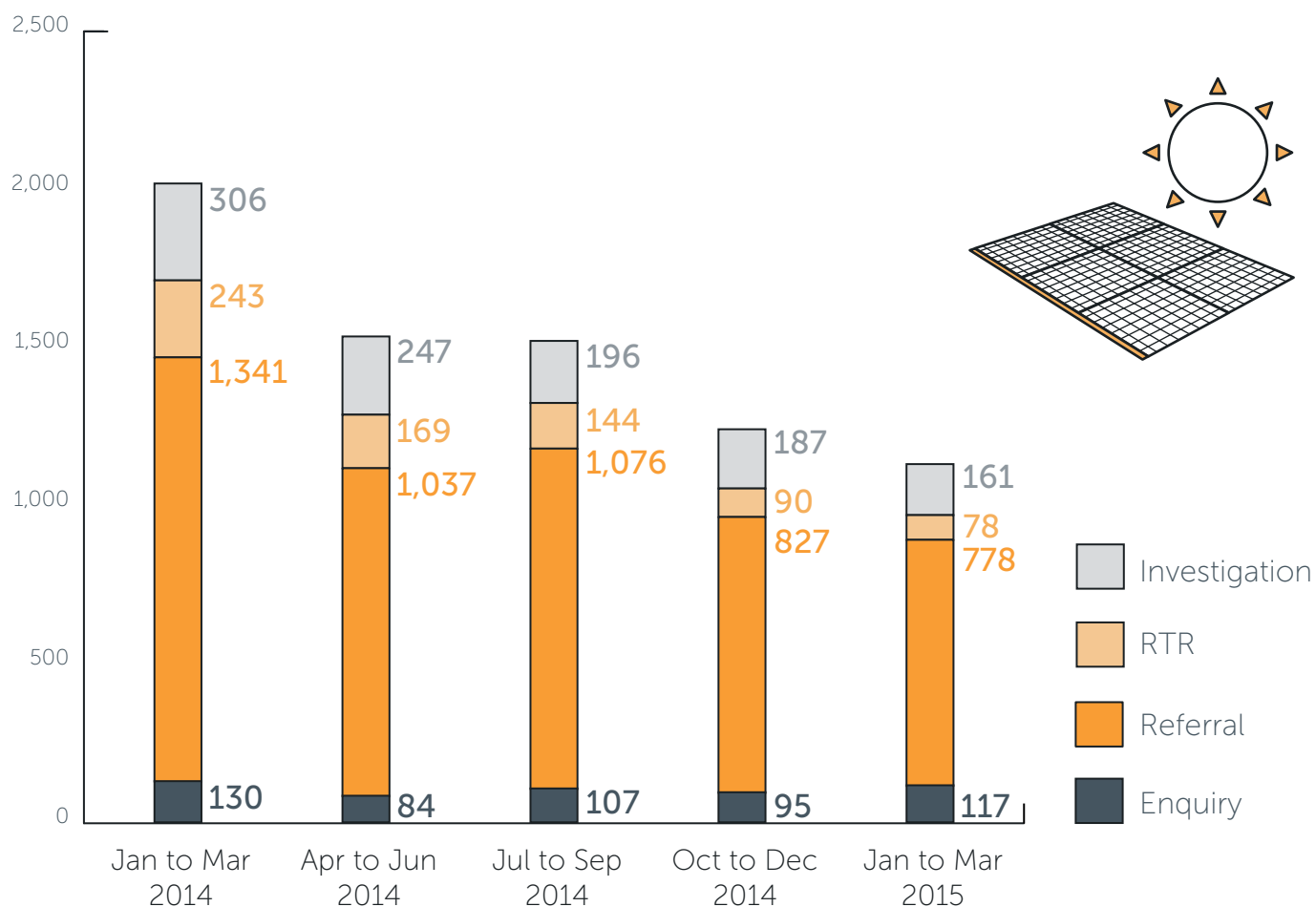
5 Page nine, EWOV Quarterly Solar and Smart Meter Report – January 2015: [http://ewov.com.au/\\_data/assets/pdf\\_file/0013/14053/Quarterly-Solar-and-Smart-Meter-Report-January-2015.pdf](http://ewov.com.au/_data/assets/pdf_file/0013/14053/Quarterly-Solar-and-Smart-Meter-Report-January-2015.pdf)

6 Australian PV Institute (APVI) Solar Map, funded by the Australian Renewable Energy Agency, accessed from <http://pv-map.apvi.org.au/historical#4/-26.67/134.12>. Viewed: 16 April 2015.

7 Page nine, EWOV Quarterly Solar and Smart Meter Report – January 2015: [http://ewov.com.au/\\_data/assets/pdf\\_file/0013/14053/Quarterly-Solar-and-Smart-Meter-Report-January-2015.pdf](http://ewov.com.au/_data/assets/pdf_file/0013/14053/Quarterly-Solar-and-Smart-Meter-Report-January-2015.pdf)

FIGURE 3.

Solar cases by case level and quarter, January–March 2014 to January–March 2015



Descriptions of case levels: Enquiry, Referral, RTR and Investigation are in the Glossary on page 15,

## Solar Case Trends and Issues

Of the 1,134 solar cases:

- the majority were registered against electricity retailers (83%), down three percentage points on last quarter
- a further 6% were recorded about electricity distributors, the same as last quarter
- 122 cases (11%) were not allocated to a scheme participant and of these, 92 cases (8% of total solar cases) were found to be out of EWOV's jurisdiction because the complaint was about a private solar installer<sup>8</sup> – this was a 16% increase compared to the October to December 2014 quarter
- most cases were registered as Referrals (69%)<sup>9</sup> and 14% required an Investigation<sup>10</sup>
- Retailer 9 received the most solar cases with 242, up slightly from last quarter (239 cases), and accounted for 21% of all solar cases (up one percentage point on last quarter)
- billing issues were the primary concern for 60% of solar customers, down five percentage points on last quarter, with 684 billing-related cases registered
- cases involving Provision issues accounted for 16% (180) of all solar cases registered, down one percentage point (200 cases last quarter)

<sup>8</sup> In these instances, customers were referred to Consumer Affairs Victoria.

<sup>9</sup> 53% handled as Assisted Referrals and a further 15% handled as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are available in the glossary on page 15.

<sup>10</sup> 7% were handled by Real Time Resolution and 10% were handled as Enquiries.

- 34% (386 cases) related to Feed-in Tariff (FiT) issues, up four percentage points from 359 cases (30%) in the previous quarter and up three percentage points compared with the same period in 2014 (31%).

Of the 386 FiT cases received:

- there were 173 General Feed-in Tariff (GFIT) cases, up 114% on the previous quarter (81 cases) and 26% higher than the same period in 2014 (137 cases) – EWOV expects to see the proportion of solar cases relating to GFIT increase as it is the only FiT available to customers from 1 January 2013<sup>11</sup>
- there were 95 cases about GFIT not applied and 51 cases about GFIT contracts, with the latter issue increasing 629% from 7 cases in the October to December 2014 quarter
- many of the GFIT contract cases received related to complaints about the solar rebate decreasing from 8 cents kWh to 6.2 cents kWh from 1 January 2015<sup>12</sup>
- 64% of customers complained about not receiving solar credits, down from 75% last quarter
- 21% of customers raised concerns about solar contracts, up 10 percentage points from 11% last quarter
- incorrect generation was associated with 13% of cases
- only 1% of customers said they had been charged instead of credited for solar export.

<sup>11</sup> Victorian Government Energy and Earth Resources Victorian Feed-in Tariff Schemes: <http://www.energyandresources.vic.gov.au/energy/environment-and-community/victorian-feed-in-tariff-schemes>

<sup>12</sup> <http://www.esc.vic.gov.au/getattachment/0364a70d-f8c7-4fb2-a341-3c3d6694adf6/Final-Decision-Minimum-Feed-in-Tariff-for-2015.pdf>

An analysis of a sample of FiT cases showed that customers complained about the following issues:

- delays with retailers processing paperwork resulting in missed solar credits
- contract issues where customers complained about the GFIT decreasing in 2015 – some customers thought that being in a fixed-term contract meant their consumption and solar tariffs would remain the same for duration of the contract
- delays, confusion and conflicting information about the solar meter configuration or installation
- the solar system being wired to an incorrect solar meter
- delays with updating the Market Settlement and Transfer Solution (MSATS) to reflect that the customer had solar
- confusion about solar paperwork causing delays for all parties – customers, solar installers, retailers and distributors
- solar inverter faults which caused the loss of solar credits on billing
- the incorrect FiT being applied, for example SFIT instead of PFIT – this issue was sometimes linked to incorrect backbilling
- losing SFIT when they changed retailers – customers said they were not advised of this
- losing a higher FiT after the retailer uncovered that it had been incorrectly applying a FiT higher than what the customer was eligible for
- estimated meter reads, including estimated solar export, which were lower than actual export.

### Solar Systemic Issue<sup>13</sup>

EWOV identified via case handling instances of complaints about Retailer 14 where customers lost the Premium Feed-in Tariff (PFiT). The impacted customers had been receiving PFiT since it was offered, then without explanation had been reverted to the GFiT – a solar tariff worth about 10 times less than PFiT.

Retailer 14 confirmed that issues with the loss of PFiT or other FiT 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 at a customer's property. The consequence of this is that customers lose their PFiT or other higher FiT entitlements and revert to GFiT. Retailer 14 confirmed that if the customer lost their higher solar credits as a result of an Retailer 14 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.

Table 2 shows the top 10 solar issues received during the reporting period compared with the previous quarter and the same period in 2014.

TABLE 2.

Solar cases by issue, January–March 2015, October–December 2014, January–March 2014

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JAN TO MAR 2015	OCT TO DEC 2014	JAN TO MAR 2014		
Provision > Existing Connection > Supply Upgrade > Delay	125	140	254	DOWN 11	DOWN 51
General Enquiry > Energy / Water	116	89	98	UP 30	UP 18
Billing > Tariff > Premium Feed-in > Not Applied	100	99	232	UP 1	DOWN 57
Billing > Tariff > General Feed-in > Not Applied	95	81	167	UP 17	DOWN 43
Billing > High > General	64	122	185	DOWN 48	DOWN 65
Billing > Tariff > General Feed-in > Contract	51	7	2	UP 629	UP 2,450
Credit > Disconnection / Restriction > Arrears > Imminent	40	32	69	UP 25	DOWN 42
Billing > Error > Other	32	51	170	DOWN 37	DOWN 81
Transfer > Contract Terms > Variation - Price / Terms	31	27	52	UP 15	DOWN 40
Billing > Tariff > Transitional Feed-in > Not Applied	23	39	99	DOWN 41	DOWN 77

<sup>13</sup> EWOV has a role in identifying Systemic Issues: issues, policies or changes in policy or practice that have affected or may affect a number of customers. We report energy-related Systemic Issues to the Essential Services Commission. More information can be found on EWOV's website: <http://ewov.com.au/reports/systemic-issues>.



## Case Study

*Customer enters two-year contract but is dissatisfied when the rate and GFIT change: 2014/54480*

### The Issue

On 7 October 2014, Mr B entered a two-year contract with Retailer 15 which included the General Feed-in Tariff of 8 cents/kWh. On 22 December 2014, Mr B received a letter from Retailer 15 which advised of future price increases and also a reduction in the GFIT to 6.2 cents/kWh. Mr B thought he had entered into a fixed-term contract where the prices and amount of the GFIT did not change, as he was not advised during the call by Retailer 15's sales consultant that the rates or amount of GFIT could change. Mr B was therefore dissatisfied that the letters advised the rates would change. He contacted Retailer 15 on several occasions to discuss the issue and was advised that it had listened to the call recording and confirmed that he was not advised that the prices and amount GFIT could change. However, Retailer 15 said that the terms and conditions sent to Mr B did contain this information.

Dissatisfied with Retailer 15's response, he contacted EWOV on 5 January 2015 and an Assisted Referral was raised. This did not resolve the customer's complaint and he recontacted EWOV on 23 January 2015. The case was handled at Real Time Resolution, however, due to the need for further investigation, the case was moved to an Investigation.

### EWOV's Investigation

EWOV reviewed the customer's contract with Retailer 15 and listened to the call recording of when Mr B entered the contract. This review found that the terms and conditions of the contract do state that the tariffs are subject to change but Mr B was not verbally advised this when he entered the contract. However, the terms and conditions, and subsequent letters, did advise that the rates could change.

### The Outcome

Retailer 15 acknowledged the concerns raised by Mr B and offered to apply a credit of \$169.44 to his account – an amount equivalent to half the difference between the lower rate and the higher rate. Retailer 15 also offered to waive the contract's early termination fee if Mr B wanted to change to another electricity retailer. Mr B was satisfied with Retailer 15's offer and the case was closed.

## CONTEXT

Readers of this report should take into account the following:

### Reporting is by primary issue

Each case that EWOV receives is categorised with a primary issue which falls into one of nine issue categories: billing, credit, customer service, general enquiry, land, marketing, provision, supply and transfer. Descriptions of the issue categories are on page 16. If the customer's statement indicates that the case is about more than one issue, EWOV may register a second (or even third) issue for the one case. For example, a case may be registered as both high bill and meter exchange.

**Figures in this report refer to primary issue only.** In other words, the data in the report only reflects the main issue in the solar or Smart Meters case, even if second and third issues were registered.

### EWOV's analysis is limited by its scope

EWOV only examines the cases it receives, limiting our ability to analyse trends and their causes. For example, we may not always know how many solar customers a company may service; nor do we know how effective each company's internal complaint procedures are.

### Most cases are Referred Complaints

This report is based on data taken from enquiries and complaints. Complaints are categorised as either Unassisted Referrals, Assisted Referrals, Real Time Resolutions or Investigations (see the Glossary on page 15). EWOV does not investigate Referred Complaints and is limited to hearing only the customer's account of the issue.

### Customers sometimes re-contact EWOV

Customers sometimes re-contact EWOV because after a referral back to their company, their concerns remain unresolved. This can mean that EWOV registers an Assisted Referral after a previous Unassisted Referral, or a Real Time Resolution after a failed Assisted Referral, and so on.

### Customers sometimes lodge more than one case

Based on the customer's statement, EWOV sometimes registers two or more cases for one customer – for example, one case about a billing delay and one case about the variation of contract terms/price. Also, a customer may have issues with two different companies at the same time.

### Case data is subject to adjustment

EWOV sometimes reports the same measures in different publications. Data for these reports may be compiled on different dates, which can mean that some cases have been re-opened, escalated or re-categorised as more information came to light. This can result in small variations in reported figures across different reports.

### Percentages

Due to rounding, some percentages may not total 100%.

## GLOSSARY

### Complaint

A complaint is an expression of dissatisfaction regarding a policy, practice or customer service performance of an energy or water company which is part of the EWOV scheme, where a response or resolution is explicitly or implicitly expected.

### Enquiry

An enquiry is a customer's request for general information (e.g. about the Smart Meter rollout). This information may be provided by EWOV or the customer may be referred to another agency.

### Referred Complaint

EWOV does not know the outcome of these referred complaints, except where the referral does not resolve the issue for the customer and they come back to us. There are two types of referred complaints:

#### Unassisted Referral

Where a customer has not yet spoken with their company about their complaint and they are referred back to the company's contact centre.

#### Assisted Referral

Where a customer has spoken with someone at their company's contact centre about their complaint, but it remains unresolved and the matter is referred to a higher level complaint resolution officer at the company.

### Real Time Resolution

EWOV's Real Time Resolution Team receives failed Assisted Referral calls from customers and then works to negotiate a fair and reasonable resolution of the complaint – all within a one-call approach.

### Investigation

A complaint for investigation is registered where:

- an Assisted Referral or Real Time Resolution case has failed, as the matter remains unresolved, and the customer has recontacted EWOV, or
- the matter is complex and unlikely to be resolved as an Assisted Referral or by Real Time Resolution, or
- the energy or water company has requested an escalation to an Investigation.

### Not allocated

This case type is registered when a customer tells EWOV about their concern but it does not involve an EWOV Scheme Participant, or the customer does not know or tell us the company's name.

# EWOV ISSUE CATEGORIES

## Billing

Generating and sending bills and payment processes.

## Credit

Unpaid bills and the action taken to collect arrears, including supply disconnection/restriction and debt collection.

## Customer Service

Service received or not received.

## General Enquiry

A request for information only, where a complaint is outside EWOV's jurisdiction or where the complaint relates to another industry such as telecommunications.

## Land

The effect on property of company activities or network assets.

## Provision

The connection of a property to the energy or water network.

## Marketing

How energy retailers go about winning new customers.

## Supply

The physical delivery of the energy or water service.

## Transfer

Switching an account to a new energy retailer.



## APPENDIX

TABLE 3.

Case Registration Snapshot - Smart Meter Cases, January–March 2015

COMPANY	DISTRIBUTORS							TOTAL
	DISTRIBUTOR 1	DISTRIBUTOR 2	DISTRIBUTOR 3	DISTRIBUTOR 4	DISTRIBUTOR 5	INTERSTATE	NOT ALLOCATED	
Retailer 1	2	5	10		8			<b>25</b>
Retailer 2	2	4	3		5			<b>14</b>
Retailer 4	2		1					<b>3</b>
Retailer 5			7	5	15			<b>27</b>
Retailer 6		4	6					<b>10</b>
Retailer 7		1	1		4			<b>6</b>
Retailer 8		1	2					<b>3</b>
Retailer 9	5	17	71	4	29	1	2	<b>129</b>
Retailer 10		2	4		1			<b>7</b>
Retailer 11					1			<b>1</b>
Retailer 12	1	21	28	4	25	1		<b>80</b>
Retailer 13	6	2	6	1	15		2	<b>32</b>
Retailer 14	11	12	18	5	130	1	1	<b>178</b>
Retailer 15	1	2	11	2	6		1	<b>23</b>
Distributor 1	4							<b>4</b>
Distributor 2		5						<b>5</b>
Distributor 3			25					<b>25</b>
Distributor 4				5				<b>5</b>
Distributor 5					37			<b>37</b>
Not allocated		1	2	2	1		4	<b>10</b>
<b>Total</b>	<b>34</b>	<b>77</b>	<b>195</b>	<b>28</b>	<b>277</b>	<b>3</b>	<b>10</b>	<b>624</b>

TABLE 4.

## Case Registration Snapshot - Solar Cases, January–March 2015

COMPANY	DISTRIBUTORS							TOTAL
	DISTRIBUTOR 1	DISTRIBUTOR 2	DISTRIBUTOR 3	DISTRIBUTOR 4	DISTRIBUTOR 5	INTERSTATE	NOT ALLOCATED	
Retailer 1	10	24	17	1	12		2	<b>66</b>
Retailer 2	5	11	20	1	13		2	<b>52</b>
Retailer 3		1						<b>1</b>
Retailer 4		3	1					<b>4</b>
Retailer 5	3	5	13	2	9			<b>32</b>
Retailer 6	1	6	8		3			<b>18</b>
Retailer 7	2	1	3		5			<b>11</b>
Retailer 8		3	4		3			<b>10</b>
Retailer 9	20	72	109	1	32	1	7	<b>242</b>
Retailer 10	1	4	9		4			<b>18</b>
Retailer 11			1		1			<b>2</b>
Retailer 12	9	66	45	7	41	3	3	<b>174</b>
Retailer 13	9	22	14	1	19		2	<b>67</b>
Retailer 14	22	29	31	1	76	1	1	<b>161</b>
Retailer 15	9	24	34	2	15		2	<b>86</b>
Retailer 16				1				<b>1</b>
Distributor 2		10						<b>10</b>
Distributor 3			18					<b>18</b>
Distributor 4				3				<b>3</b>
Distributor 5					36			<b>36</b>
Not allocated	14	30	33	3	8		34	<b>122</b>
<b>Total</b>	<b>105</b>	<b>311</b>	<b>360</b>	<b>23</b>	<b>277</b>	<b>5</b>	<b>53</b>	<b>1,134</b>