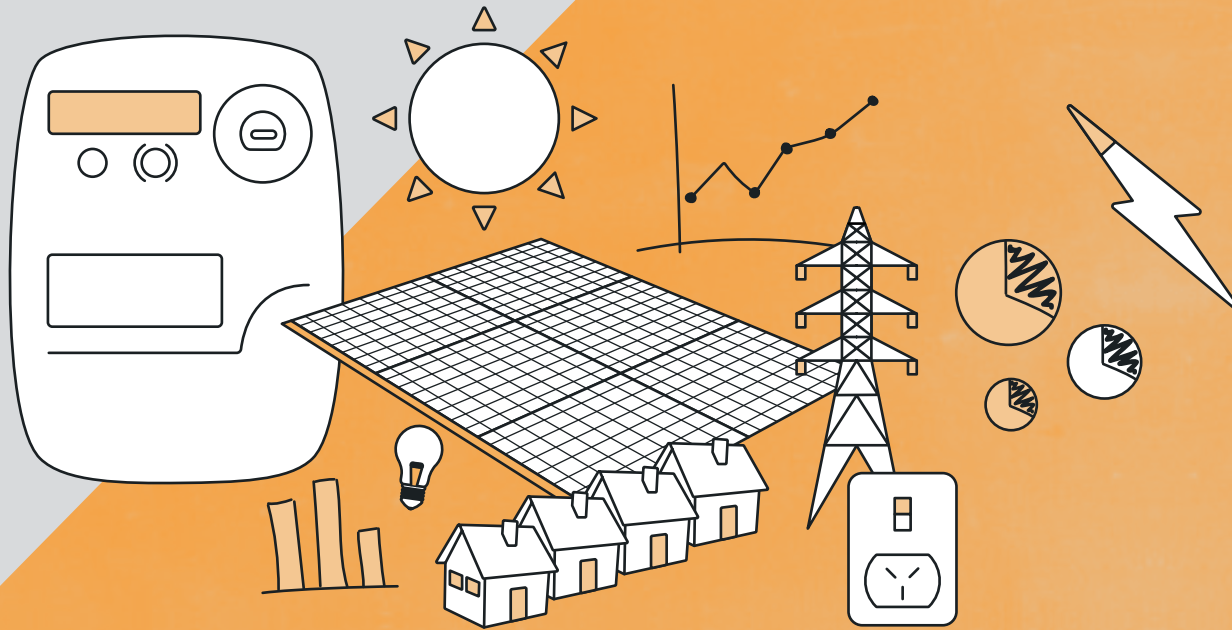




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QUARTERLY EWOV

SOLAR AND SMART METER REPORT



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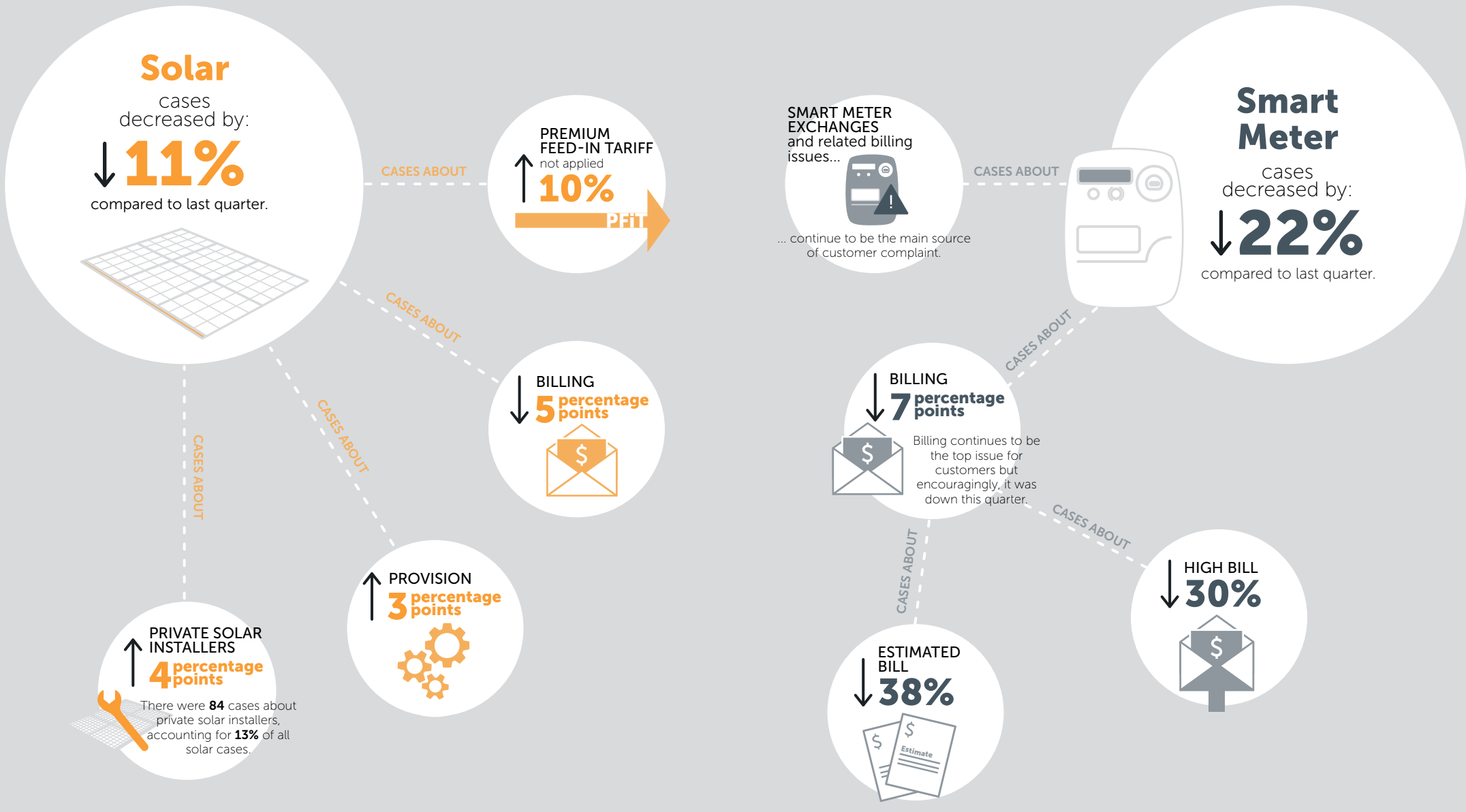
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Note:

This report provides stakeholders with an analysis of the Energy and Water Ombudsman (Victoria) (EWOV)'s solar and Advanced Meter (Smart Meter) case data, including case issues, case studies, outcomes, and systemic issues.

Case Snapshot - January 2016 to March 2016



SOLAR AND SMART METER CASES

Figure 1 illustrates the number of solar and Smart Meter cases EWOV received for the period of 1 January 2015 to 31 March 2016.

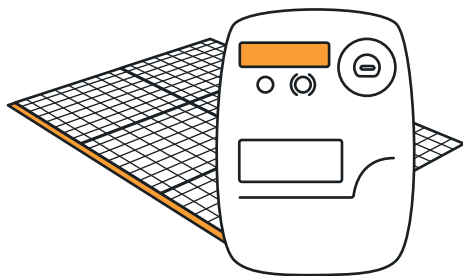
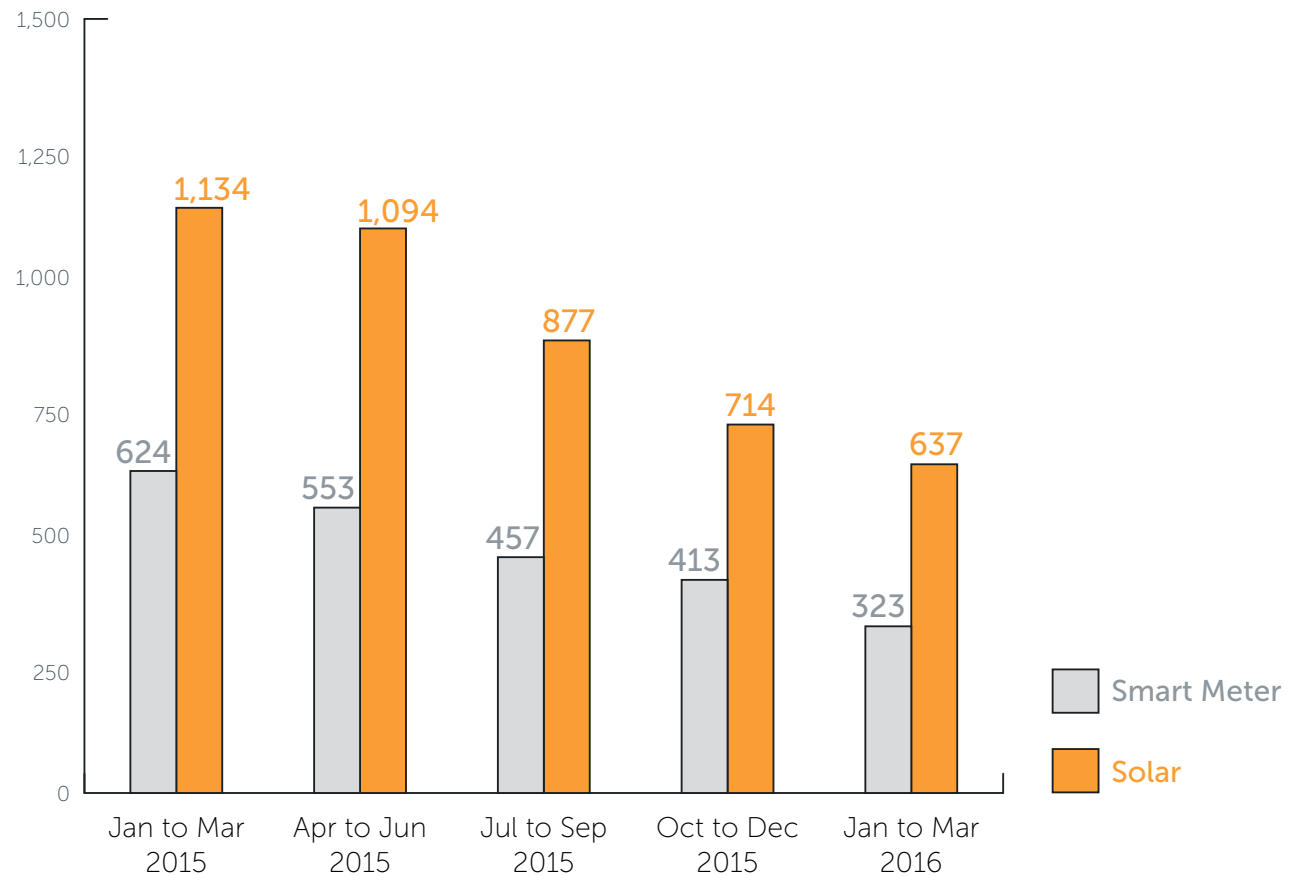


FIGURE 1.

Solar and Smart Meter cases by quarter, January–March 2015 quarter to January–March 2016 quarter



SMART METER UPDATE

EWOV Smart Meter Cases Down 22%

- During the January-March 2016 quarter, EWOV saw a 22% decrease in Smart Meter cases compared to the previous quarter (1 October 2015 to 31 December 2015), with a total of 323 cases registered.
- Compared with the same period in 2015, Smart Meter cases are down 48% from 624 cases. Although cases have reduced significantly, especially from the volumes seen during the height of the rollout, customers are continuing to raise issues that relate to their Smart Meter. These are mainly billing-related issues and are discussed in more detail on [page six](#).
- As noted in previous editions of this report, EWOV expected Smart Meter-related cases to reduce as the rollout is now effectively complete¹ and Smart Meters have become the accepted 'norm' in Victoria.

Figure 2 shows the Smart Meter cases registered between 1 January 2015 and 31 March 2016.

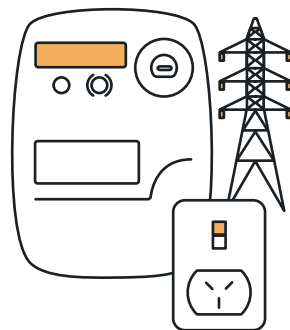
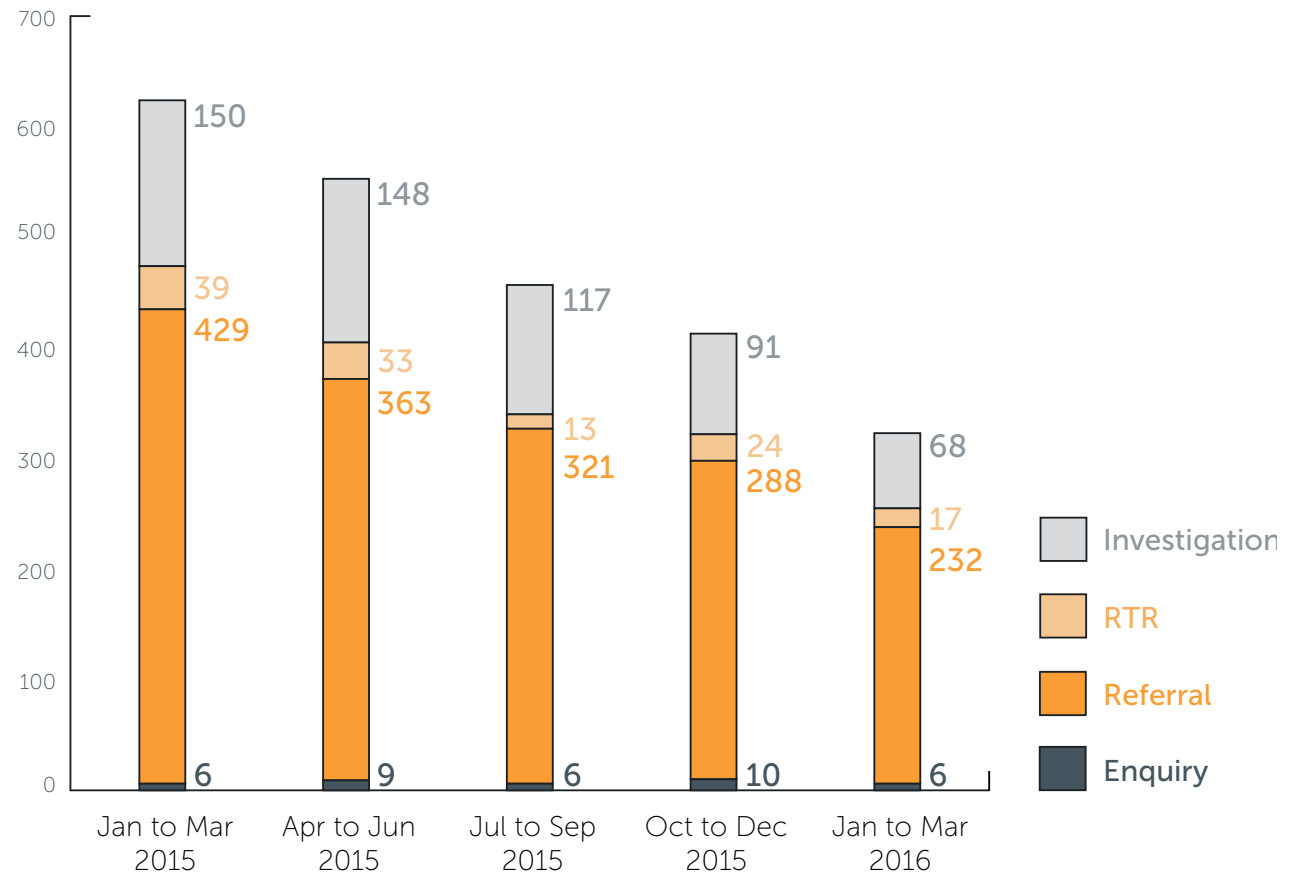


FIGURE 2.

Smart Meter cases by case level by quarter, January–March 2015 quarter to January–March 2016 quarter



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

¹ Victorian Government Smart Meter website: www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout

Smart Meter Issues and Case Trends

Table 1 shows the top 10 Smart Meter issues registered between 1 January 2016 and 31 March 2016 compared to the prior quarter and the same period in 2015. Billing-related Smart Meter cases decreased as a proportion of total Smart Meter cases for the second quarter in a row, falling to 55% this reporting period. Billing sub-issues decreased substantially compared to the last quarter for the following issues:

- high estimated bills were down 38%
- high bills and estimated bills due to meter access were both down 30%
- loss of off-peak rates was down 25%.

Following the seven percentage point increase in Provision cases between the July to September 2015 quarter and the October to December 2015 quarter, there has been a small decrease (two percentage points) this quarter. Provision cases made up 15% of the total Smart Meter cases EWOV received this reporting period. The decrease can be mainly attributed to small reductions in cases involving supply upgrade and safety issues. However, of the cases received, the biggest concern raised was the meter exchange – 45% of these were registered against Distributor 5.

TABLE 1.

The top 10 Smart Meter issues, January–March 2015 quarter, October–December 2015 quarter, January–March 2016 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JAN–MAR 2015	OCT–DEC 2015	JAN–MAR 2016	Year-on-Year	Quarter-on-Quarter
	Billing > High > General	110	88	62	DOWN 44%
Credit > Disconnection / Restriction > Arrears > Imminent	40	25	28	DOWN 30%	UP 12%
Billing > Backbill > Other	28	19	21	DOWN 25%	UP 11%
Credit > Disconnection / Restriction > Arrears > Actual	22	20	20	DOWN 9%	NO CHANGE
Billing > Estimation > High	66	26	16	DOWN 76%	DOWN 38%
Billing > Tariff > Loss of Off-Peak Rates	49	20	15	DOWN 69%	DOWN 25%
Provision > Existing Connection > Meter Exchange	16	11	11	DOWN 31%	NO CHANGE
Billing > Error > Other	26	9	9	DOWN 65%	NO CHANGE
Provision > Existing Connection > Other	6	16	9	UP 50%	DOWN 44%
Billing > Estimation > Meter Access	12	10	7	DOWN 42%	DOWN 30%

Analysis of all the meter exchange cases showed that customers commonly complained about:

- a delay having a Smart Meter installed
- not being advised that a Smart Meter would be installed
- a controlled load, such as hot water, being wired incorrectly during the exchange process.

Analysis of a range of other Smart Meter cases that involved issues about to meter exchange included customer concerns with:

- problems with meter reads from their Smart Meter after it was installed
- being billed for the incorrect meter following the meter exchange
- delayed bills and receiving backbills following the meter exchange
- billing errors and high bills
- receiving estimated bills
- the final read taken from the previous analogue meter.

Of the 323 Smart Meter cases:

- 261 cases were recorded against electricity retailers (81%) – down two percentage points compared to the last quarter
- an additional 58 cases (18%) were registered against distributors², up three percentage points from the last reporting period
- most customers were residential (88%), business customers accounted for 11% of cases received and not for profit organisations made up 1%
- the majority of cases (72%) were handled as Referrals³, up two percentage points from the previous quarter
- 21% required an Investigation⁴, down one percentage points compared to last the quarter
- Retailer 3 was the electricity retailer with the highest number of Smart Meter cases for the eighth consecutive quarter, with 19% of all cases received (60 cases). However, this was down from 78 cases in the last quarter.
- the majority of Retailer 3's cases were in both the Distributor 5 and Distributor 1 distribution areas with 18 cases registered each

- Retailer 3's top three issues were imminent and actual disconnection of supply (25%), high bills (15%) and high estimated bills (12%)
- Distributor 5 was again the distributor with the most cases, accounting for 7% of all cases received (24 cases), up one percentage point on the last quarter. Distributor 5 customers complained about similar issues to the last quarter, including meter exchanges, safety concerns and not having the remote capabilities of their Smart Meter activated.

For more Smart Meter case data, Table 3 on [page 17](#) shows the cases received by company and distribution area.

² Note: Four Smart Meter cases were not allocated against an EWOV Scheme Participant.

³ 62% were handled as Assisted Referrals and 10% as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are contained in the glossary on [page 15](#).

⁴ A further 5% were handled via the Real Time Resolution process. Descriptions are available in the glossary on [page 15](#).



Case Study

Case reference: 2016/291 | Issues: Billing > High > General and Billing > Backbill > Other | Outcome: Conciliation

Estimated reads from the Smart Meter cause high bill and backbill issues

The Issue

Mrs S on behalf of Mrs L was dissatisfied with Retailer 2 about a high bill received in November 2015 which covered a one-month period and totalled just over \$1,900. The previous monthly bills had been around \$150 up until mid-2015 when they increased to about \$250 per month. Mrs S contacted Retailer 2 about the higher than expected bill and was advised that the meter had not been read for about seven months, therefore previous bills had been estimated and the high bill received was a backbill due to underestimated meter reads. Mrs S was unsure why bills had been estimated as there was clear and safe access to the meter.

Mrs S contacted the electricity distributor, Distributor 5, to ask about the meter and the reads taken as she believed that there may have been a fault with the meter. She was advised that Distributor 5 had sent a technician to inspect the meter as it was not transmitting remote meter readings.

Mrs S was still concerned that the usage charged in the backbill was not correct and that there may be a fault with the meter. She contacted EWOV on 6 January 2016 and an Assisted Referral was raised. Mrs S was contacted by Retailer 2 and it raised a request for the meter to be tested to ensure that it was operating within Australian standards. However, the Assisted Referral process did not address all of Mrs S' concerns so she re-contacted EWOV on 3 February 2016 and the complaint was moved to an Investigation due to the complexity of the case.

The Investigation

As part of EWOV's investigation, we requested and reviewed Mrs L's contact notes, bills, account reconciliation, and meter test results. We also graphed and analysed the property's historical usage. This identified that an electrical appliance, such as a heater, may have been on overnight from around April to October each year. Our analysis of the data showed that this usage pattern had occurred since 2004.

EWOV's investigation established that there had been remote meter reading issues with Distributor 5's Smart Meter and therefore the reads used by Retailer 2 to bill had been underestimated. Compounding the issue was that Distributor 5 had not been attending the property every three months to manually obtain the actual data and that the spacing between actual reads was up to nearly six months.

As the account was still being billed monthly and the actual meter reads were not taken each month, there could be ongoing issues with the amount of the estimated monthly bills issued in between the actual meter reads, and also with the actual bills if the estimated bills had been too low.

The Outcome

Retailer 2 applied credits totalling just over \$500 to Mrs L's account to recognise the missed pay-on-time discounts while the high bill was being reviewed. It also applied a goodwill credit of \$100 to the account. These credits reduced the account balance to just under \$1,200. Retailer 2 offered a payment plan for six months to help manage the account balance and also offered to refer Mrs L to its hardship team along with assistance to apply for the Utility Relief Grant Scheme. Mrs L was also provided with a higher level direct contact at Retailer 2 in case any similar issues with estimated bills occurred in the future. Mrs S was satisfied with the investigation and the case was closed.



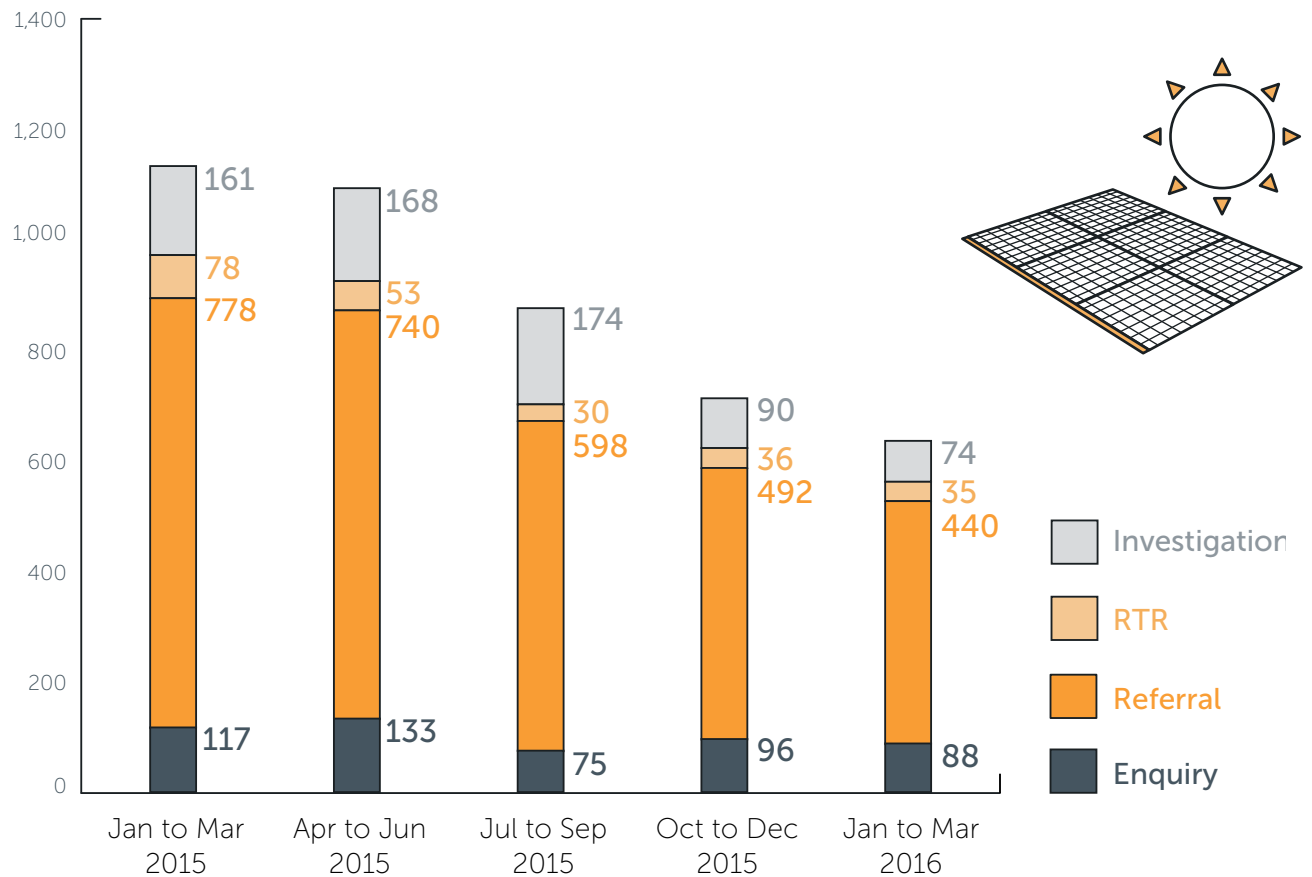
SOLAR UPDATE

EWOV Solar Cases Down 11%

- Between 1 January 2001 and 31 March 2016, Victorians had installed 282,295 small-scale solar PV systems, up from 275,561⁵ (up 2.4% or 6,734 systems) reported in the last edition of this report⁶.
- Solar systems are now on an estimated 14.2%⁷ of the total dwellings in Victoria, up from 13.8% in the last edition of this report.
- Solar cases fell 11% in the January to March 2016 quarter, compared to the previous quarter, with a total of 637 cases received.
- When compared to the same quarter in 2015, solar cases received during the January to March 2016 quarter were down 44% from 1,134 cases.
- The 44% decline in solar cases between 1 January 2015 and 31 March 2016 is likely due to many of the feed-in tariff (FiT) issues subsiding following the closure of some FiT schemes. However, as outlined in this report, there are still residual FiT issues being experienced by some solar customers.

FIGURE 3.

Solar cases by case level and quarter, January–March 2015 quarter to January–March 2016 quarter



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

⁵ Data from Clean Energy Regulator: www.cleanenergyregulator.gov.au/RET/Forms-and-resources/Postcode-data-for-small-scale-installations

⁶ Page 9, EWOV Quarterly Solar and Smart Meter Report – January 2016: www.ewov.com.au/_data/assets/pdf_file/0006/16656/Solar-and-smart-meter-report-Jan2016.pdf

⁷ Australian PV Institute (APVI) Solar Map, funded by the Australian Renewable Energy Agency, accessed from: www.pv-map.apvi.org.au/historical#4/-26.67/134.12

Solar Issues and Case Trends

Table 2 shows the top 10 solar issues recorded during the January to March 2016 quarter and is compared with the previous quarter and the same period in 2015. Most top solar issues are down compared to the last quarter and the same time last year. However, interestingly, cases about the Premium Feed-in Tariff (PFIT) increased by a modest 10% compared to the last quarter even though the solar scheme closed at the end of 2011. Overall, however, Billing-related solar cases were down by five percentage points to 59% of all solar cases, and Billing sub-issues were mostly down across the board.

Provision-related issues increased as a proportion of total solar cases, growing from 12% in the October to December 2015 quarter to 15% in the current reporting period. Compared with the previous quarter, customers raised the same number of cases (60) about delays with having their solar meter installed or their existing meter reconfigured to make it solar-capable. The second most complained about issue was the cost of upgrading their meter so it was compatible with solar.

TABLE 2.

The top 10 solar issues, January–March 2015 quarter, October–December 2015 quarter, January–March 2016 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JAN–MAR 2015	OCT–DEC 2015	JAN–MAR 2016	Year-on-Year	Quarter-on-Quarter
	General Enquiry > Energy / Water	116	90	83	DOWN 28%
Provision > Existing Connection > Supply Upgrade > Delay	125	60	60	DOWN 52%	NO CHANGE
Billing > High > General	64	90	58	DOWN 9%	DOWN 36%
Billing > Tariff > Premium Feed-in > Not Applied	97	39	43	DOWN 56%	UP 10%
Billing > Tariff > General Feed-in > Not Applied	73	42	31	DOWN 58%	DOWN 26%
Credit > Disconnection / Restriction > Arrears > Imminent	40	25	21	DOWN 48%	DOWN 16%
Billing > Tariff > No Feed-in > Not applied	34	17	18	DOWN 47%	UP 6%
Billing > Tariff > Premium Feed-in > Contract	15	22	15	NO CHANGE	DOWN 32%
Billing > Tariff > Transitional Feed-in Tariff > Not Applied	23	17	15	DOWN 35%	DOWN 12%
Billing > Backbill > Other	15	22	14	DOWN 7%	DOWN 36%

Private solar installers and EWOV scheme participants' solar businesses

EWOV received 84 solar cases (13%) in the reporting period that involved an issue with customers' private solar installers or an EWOV scheme participant's solar business. For complaints about private solar installers, EWOV does not have jurisdiction to investigate the complaint as private solar installers are not required to be EWOV scheme participants.

EWOV also receives complaints about EWOV scheme participants that have a solar business (such as selling and installing solar panels). These are generally not in EWOV's jurisdiction because under EWOV's Charter⁸ these solar businesses are usually regarded as being 'commercial activities outside the scope' of the scheme participant's electricity licence.

When EWOV receives cases about out of jurisdiction solar installers, we refer customers to Consumer Affairs Victoria. Some of the common issues raised by customers of private solar installers include:

- having faulty inverters and/or panels, often resulting in missed solar generation credits
- delays having systems installed

- problems with the paperwork submitted to the customer's retailer, often involving incorrect information and delays
- businesses that have gone into administration or become insolvent
- not being able to resolve disputes
- property damage, usually when the solar panels were installed.

Of the 637 solar cases:

- the majority were registered against electricity retailers (80%), down two percentage points on the last quarter
- a further 6% were recorded about electricity distributors, up one percentage point on the last quarter
- 83 cases (13%) were not allocated against a scheme participant⁹
- the majority were from residential customers (95%) while business customers recorded 5% of cases registered
- the majority were handled as Referrals (69%)¹⁰ – the same as the last quarter

- 12% required an Investigation¹¹ – a decrease of one percentage point from the last quarter, indicating a continued fall in the complexity of solar issues EWOV received and and/or better internal dispute resolution at companies
- Retailer 3 had the most solar cases with 120 (19% of all cases), up one case compared with the last quarter – 37 cases were recorded in both the Distributor 3 and Distributor 1 distribution areas
- Retailer 13 recorded 14% of all solar cases, registering 90 (down 29 cases on the last quarter) – the majority of these (57%) were in Distributor 5' distribution area.

As previously reported, EWOV has seen a large reduction in the proportion of Feed-in Tariff (FiT) cases received, decreasing from 40% in the July to September 2015 quarter to 29% in the October to December 2015 quarter. This proportion of FiT-related cases has remained stable with the same percentage registered in the current reporting period. In total, 186 FiT cases were registered, down 11% from the 208 cases recorded in the last quarter.

⁹ A further two cases were requested against Exempt Retailers

¹⁰ 53% handled as Assisted Referrals and a further 16% handled as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are available in the glossary on [page 15](#).

¹¹ A further 5% were handled by Real Time Resolution and 14% were registered as Enquiries.

⁸ EWOV's Charter is available at: www.ewov.com.au/about-us/charter-and-constitution

Of the 186 FiT cases received:

- Retailer 3 recorded the highest with 45 cases – the same result as last quarter – which accounted for 24% of all FiT cases
- Retailer 2 had the second highest with 30 cases registered (16% of all FiT cases), up from 17 cases last quarter where it accounted for 8% of all FiT cases
- 32% involved the Premium Feed-in Tariff (PFiT), the same as last quarter, and resulted in 60 cases being registered
- GFiT was the second highest FiT issue for customers and was raised in 28% (53 cases) of all FiT cases (down five percentage points on the previous quarter)
- 16% (30 cases) were about the Transitional Feed-in Tariff (TFiT), down slightly from 33 cases last quarter but made up the same proportion of total FiT cases as last quarter
- there was a two percentage point increase from 9% (18 cases) last quarter to 11% (20 cases) this quarter for cases involving the Standard Feed-in Tariff (SFiT)¹²
- as seen for the last two quarters, 62% of customers had concerns about not receiving solar credits on their bills

- 29% of customers had concerns about their solar contracts, up two percentage points from the October to December 2015 quarter
- incorrect generation was registered in 8% of cases, down three percentage points from the previous quarter¹³.

For more solar case data, Table 4 on [page 18](#) shows the cases received by company and distribution area.

GFiT in 2016

Victoria's independent regulator of essential services, the Essential Services Commission (ESC) is responsible for setting a 'fair and reasonable' solar feed-in tariff each year¹⁴. In 2013 and 2014, the GFiT was set at 8.0 cents/kWh. In 2015, the GFiT was lowered to 6.2 cents/kWh. EWOV reported in the July 2015¹⁵ edition of this report that there was a large increase in solar contract term complaints specifically about the GFiT during the January to March 2015 quarter. The spike in cases corresponded with the GFiT being lowered from 8.0 cents/kWh to 6.2 cents/kWh from 1 January 2015¹⁶.

Analysis of these EWOV solar cases showed that many customers said that they did not know the GFiT could be changed during their fixed-term contracts and that the lowering of the GFiT was not clearly communicated to them.

Despite the reduction of the GFiT to 5.0 cents/kWh from 1 January 2016 following the ESC's Final Decision¹⁷, encouragingly, EWOV saw a decrease in overall GFiT cases and specifically those about GFiT contract terms in the current reporting period. This may be attributable to more customers being aware that the GFiT can vary from 1 January each year.

¹³ Two cases related to the solar FiT being charged not credited.

¹⁴ ESC website:
www.esc.vic.gov.au/Energy/2014-Minimum-Feed-in-Tariff

¹⁵ EWOV Solar and Smart Meter Report – July 2015:
www.ewov.com.au/reports/solar-and-smart-meter-report-jul-2015

¹⁶ ESC website:
www.esc.vic.gov.au/getattachment/0364a70d-f8c7-4fb2-a341-3c3d6694adf6/Final-Decision-Minimum-Feed-in-Tariff-for-2015.pdf

¹⁷ ESC website:
www.esc.vic.gov.au/getattachment/93edcf18-1659-4518-9057-eee1215bf194/Minimum-Electricity-Feed-in-Tariff-to-apply-from-1.pdf

¹² A further 12% of FiT cases were classified as 'no feed-in tariff' as the correct FiT could not be identified by the customer.



Case Study

Case reference: 2015/21742 | Issues: Billing > Tariff > Premium Feed In > Not Applied | Outcome: Conciliation

A sudden loss of the Premium Feed-in Tariff results in three years trying to get it reinstated

The Issue

Mr P had a solar system installed in 2011 and applied for the Premium Feed-in Tariff (PFiT) scheme. In 2011, he started to receive bills with solar export displayed and the corresponding PFiT credits applied. However, suddenly the PFiT credits stopped appearing on his bills for about three years. Mr P said he was receiving bills but they did not include the PFiT credits despite numerous contacts with Retailer 13 to ask for the problem to be fixed. During one of the contacts, Retailer 13 advised Mr P that it made a mistake with his electricity bills and that he had been overcharged. Mr P also received letters in 2015 from Retailer 13 which advised that it was working to fix the issue with the missing PFiT credits, however, this did not occur.

Due to ongoing delay with resolving the PFiT and billing issues on his account, Mr P contacted EWOV on 5 August 2015 and an Assisted Referral was raised. Mr P was contacted by Retailer 13 but this did not resolve the complaint so he re-contacted EWOV on 13 January 2016 and the matter was handled as an Investigation due to the complexity involved.

The Investigation

As part of the investigation, EWOV requested the contact notes between Mr P and Retailer 13, copies of the solar contract and bills, an account reconciliation, meter data, and a copy of a meter test report completed in October 2015. This information confirmed that Mr P was on a PFiT solar contract and that previous meter readings had resulted in the account being undercharged which had resulted in some backbilling. EWOV confirmed that the meter test found that Mr P's meter was operating within Australian standards. Retailer 13 had re-billed the account based on new and actual meter data from the electricity distributor which included solar export data. EWOV reviewed the re-bills and the calculation of the adjustment made to Mr P's account to waive amounts backbilled that were greater than the nine months allowed under the Energy Retail Code. We also confirmed that PFiT credits had been applied for solar exported and sent copies of the bills to Mr P who advised that they were now correct.

The Outcome

Retailer 13 applied a \$500 credit to Mr P's account in recognition of the delays and inconvenience experienced in resolving the matter. Retailer 13 also applied an adjustment of \$82.59 to the account to waive backbilled charges that were more than nine months old. After the credits were applied and the account re-billed with PFiT, the account balance was revised to just under \$820 in credit. The credit balance was direct credited into Mr P's bank account and he was satisfied with the outcome and the case was closed.



CONTEXT

Readers of this report should take into account the following:

Reporting is by primary issue

Each case 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.

TABLE 3.

Case Registration Snapshot - Smart Meter Cases, January–March 2016 quarter

COMPANY	DISTRIBUTORS							TOTAL	PERCENTAGE
	Distributor 1	Distributor 2	Distributor 3	Distributor 4	Distributor 5	Not allocated	Interstate		
Retailer 1					4			4	1%
Retailer 2	4	3	9		13			29	9%
Retailer 3	18	12	6	5	18		1	60	19%
Retailer 4	6	2	4		3			15	5%
Retailer 8	4	3	16	3	10	2		38	12%
Retailer 10	6		2	4	2			14	4%
Retailer 12	6	2	1	1	7			17	5%
Retailer 13	8	3	13	5	24			53	16%
Retailer 14	5	5	2		2			14	4%
Retailer 16			3	1				4	1%
Retailer 17	3				10			13	4%
Distributor 1	19							19	6%
Distributor 2		3						3	1%
Distributor 3			9					9	3%
Distributor 4				3				3	1%
Distributor 5					24			24	7%
Not allocated	1			1		1	1	4	1%
TOTAL	80	33	65	23	117	3	2	323	
PERCENTAGE	25%	10%	20%	7%	36%	1%	1%		

TABLE 4.

Case Registration Snapshot - Solar Cases, January–March 2016 quarter

COMPANY	DISTRIBUTORS							TOTAL	PERCENTAGE
	Distributor 1	Distributor 2	Distributor 3	Distributor 4	Distributor 5	Not allocated	Interstate		
Retailer 1		2			7			9	1%
Retailer 2	12	5	15	1	19	2		54	8%
Retailer 3	37	25	37	1	18	2		120	19%
Retailer 4	5	9	11		21	1		47	7%
Retailer 5						1		1	0%
Retailer 6				1				1	0%
Retailer 7			2					2	0%
Retailer 8	18	2	33	5	28	4	1	91	14%
Retailer 9					1			1	0%
Retailer 10	8	1	4		9			22	3%
Retailer 11					1			1	0%
Retailer 12	9	1	15		12			37	6%
Retailer 13	12	6	19	1	51	1		90	14%
Retailer 14	1	1	5		7			14	2%
Retailer 15		1			1			2	0%
Retailer 16			1		1			2	0%
Retailer 17	2	1	6	1	8			18	3%
Distributor 1	10							10	2%
Distributor 2		6						6	1%
Distributor 3			11					11	2%
Distributor 4				1				1	0%
Distributor 5					12			12	2%
Not allocated	13	5	18	4	17	26		83	13%
Exempt Retailers			1			1		2	0%
TOTAL	127	65	178	15	213	38	1	637	
PERCENTAGE	20%	10%	28%	2%	33%	6%	0%		