

QUARTERLY EWOV

SOLAR AND SMART METER REPORT

CONTENTS

3 ~~~~~ CASE SNAPSHOT

4 ~~~~~ SOLAR AND SMART METER CASES

5 ~~~~~ SMART METER UPDATE

5 EWOV SMART METER CASES DECREASE 17%

6 SMART METER ISSUES AND CASE TRENDS

7 EWOV SMART METER-RELATED SYSTEMIC ISSUES

8 CASE STUDY

9 ~~~~~ SOLAR UPDATE

9 EWOV SOLAR CASES DOWN 20%

10 SOLAR ISSUES AND CASE TRENDS

12 SOLAR SYSTEMIC ISSUES

13 CASE STUDY

14 ~~~~~ CONTEXT

15 ~~~~~ GLOSSARY

16 ~~~~~ EWOV ISSUE CATEGORIES

17 ~~~~~ APPENDICES

TABLES AND FIGURES

4 ~~~~~ FIGURE 1.

SMART METER AND SOLAR CASES BY QUARTER

5 ~~~~~ FIGURE 2.

SMART METER CASES BY CASE LEVEL AND QUARTER

6 ~~~~~ TABLE 1.

THE TOP 10 SMART METER ISSUES

9 ~~~~~ FIGURE 3.

SOLAR CASES BY CASE LEVEL AND QUARTER

10 ~~~~~ TABLE 2.

THE TOP 10 SOLAR ISSUES

17 ~~~~~ TABLE 3.

CASE REGISTRATION SNAPSHOT - SMART METER CASES

18 ~~~~~ TABLE 4.

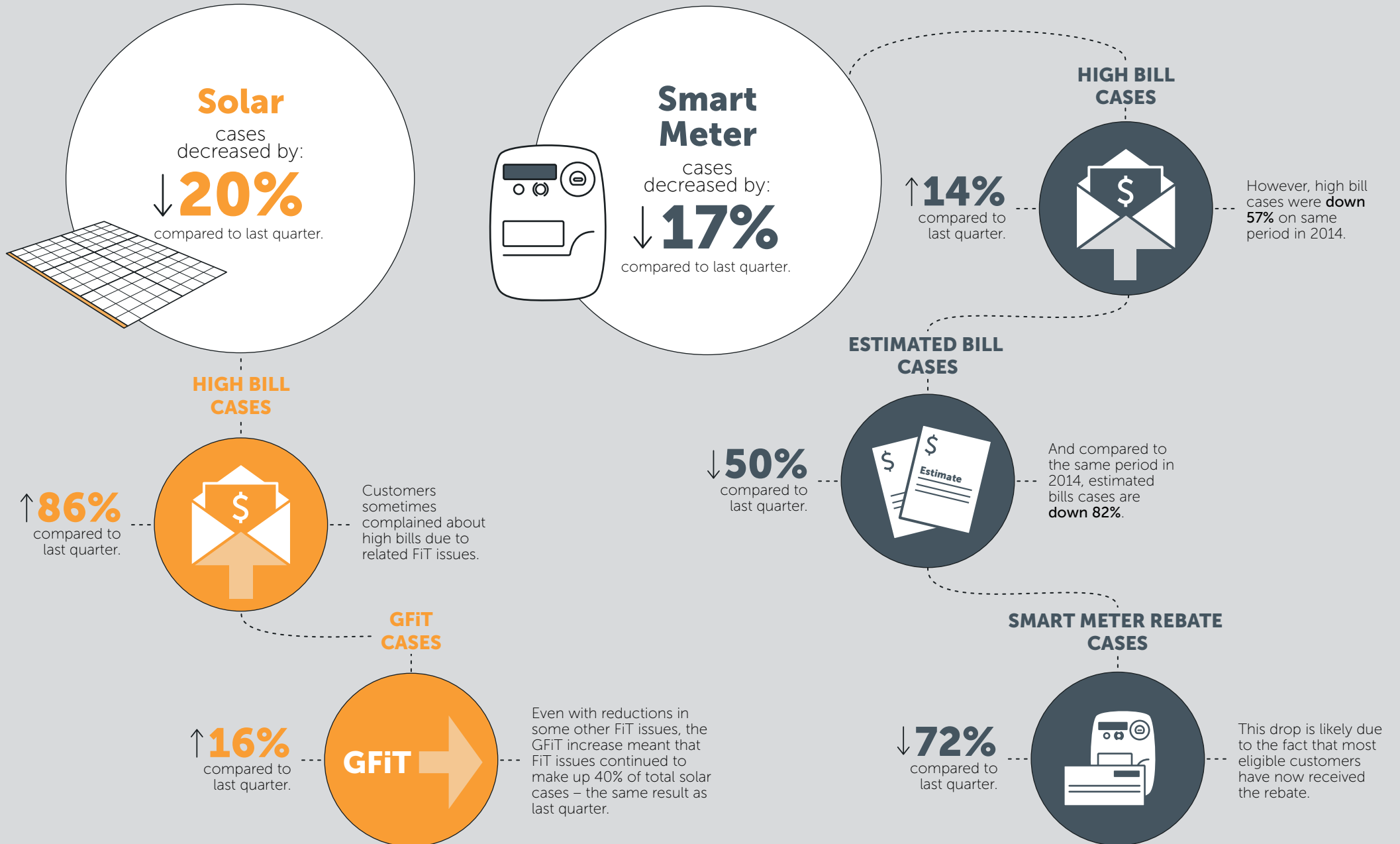
CASE REGISTRATION SNAPSHOT - SOLAR CASES

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.

A de-identified version of this report is uploaded onto EWOV's website.

Case Snapshot - July to September 2015



SOLAR AND SMART METER CASES

Figure 1 illustrates the number of solar and Smart Meter cases EWOV received for the period of 1 July 2014 to 30 September 2015.

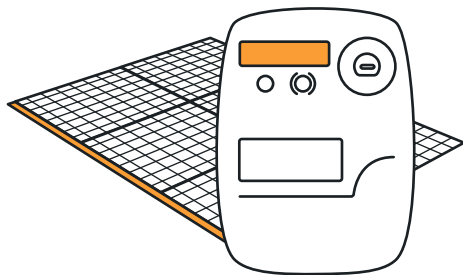
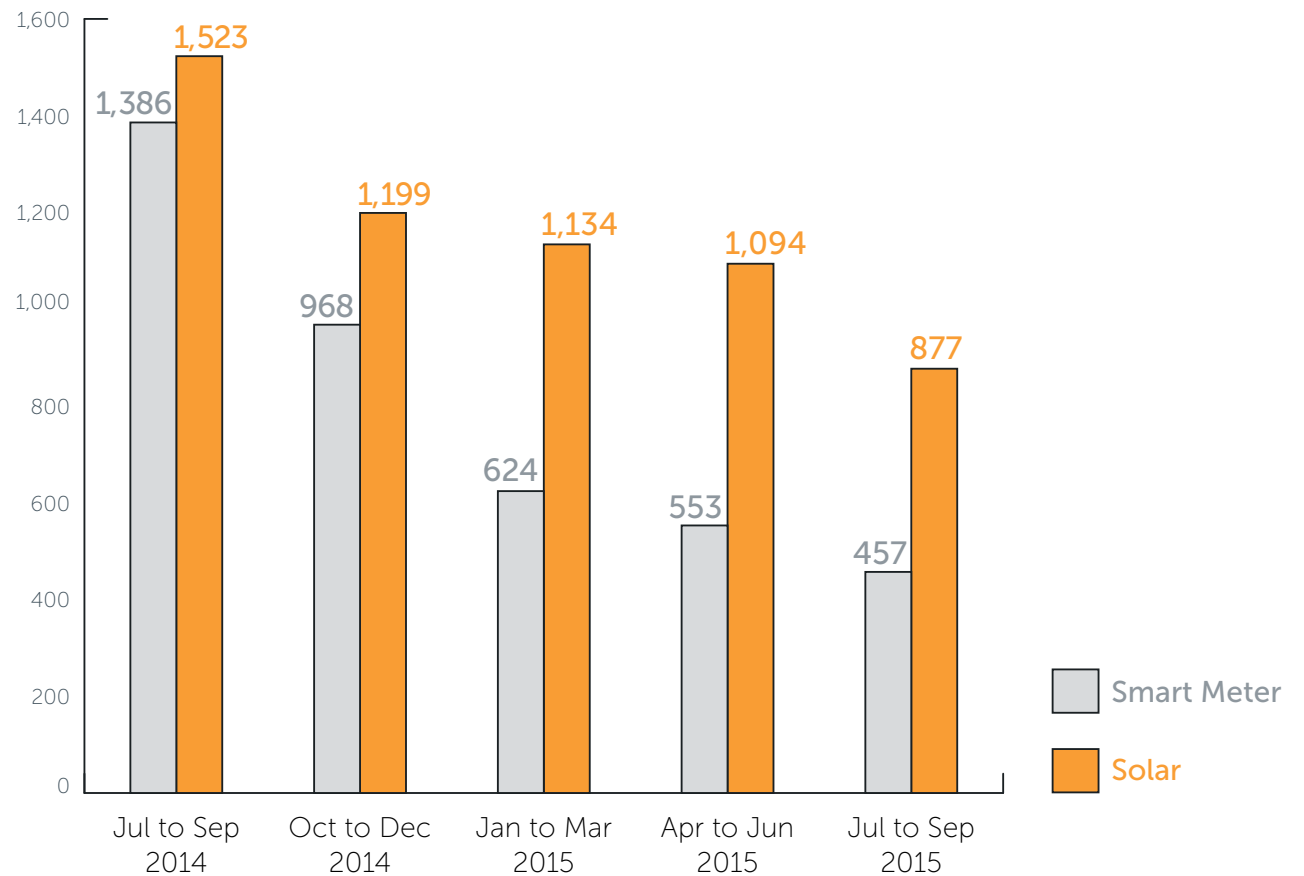


FIGURE 1.

Solar and Smart Meter cases, July–September 2014 quarter to July–September 2015 quarter



SMART METER UPDATE

EWOV Smart Meter Cases Decrease 17%

- During the reporting period, EWOV recorded a 17% decrease in Smart Meter cases compared to the previous quarter (1 April 2015 to 30 June 2015), with a total of 457 cases registered.
- This quarter's Smart Meter cases were 67% less compared with the same period in 2014 (1,386 cases).
- The reduction in Smart Meter cases between 1 July 2014 and 30 September 2015 is significantly higher than the 30% drop in overall EWOV cases when comparing the July to September 2015 quarter with the corresponding quarter in 2014. As noted in previous editions of this report, EWOV expected to see a continued reduction in the volume of Smart Meter-related cases due to the effective completion of the rollout¹ and Smart Meters becoming the accepted 'norm' in Victoria.

Figure 2 shows the Smart Meter cases received between 1 July 2014 and 30 September 2015.

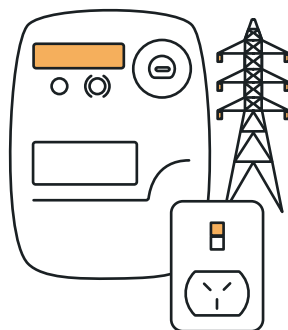
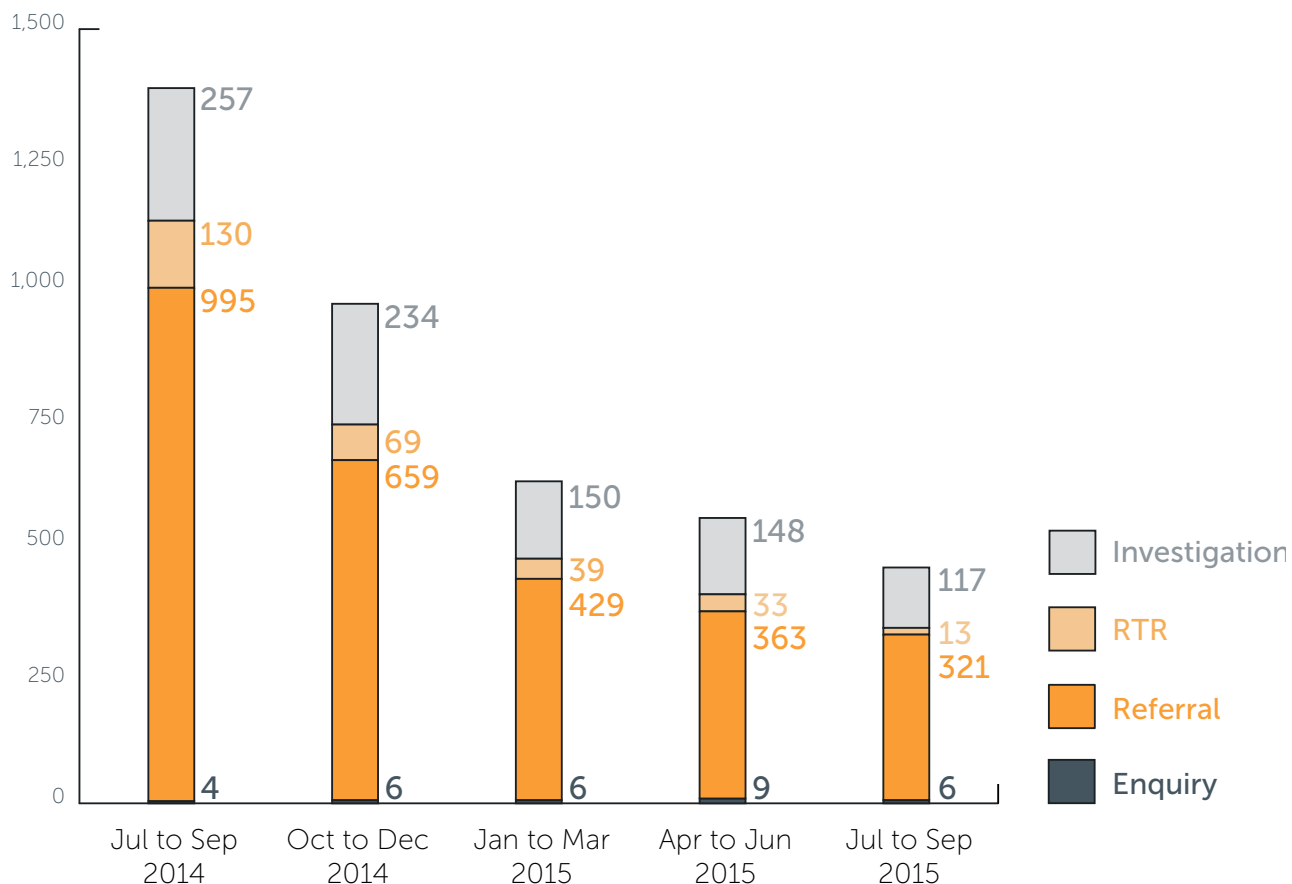


FIGURE 2.

Smart Meter cases by case level, July–September 2014 quarter to July–September 2015 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: <http://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 recorded for the reporting period compared with the previous quarter and the same period in 2014. All of the top 10 issues were down compared to last quarter with the exception of Billing > High > General which had a 14% increase, and larger percentage increases for both Billing > Backbill > Payment and Billing > Meter > Reading, but from low base numbers. Encouragingly, all case issues were down significantly compared to the same period in 2014. Other notable changes include the 50% decrease in estimated bills compared to last quarter and an 82% drop on 2014's figures.

There was a 45% decrease in Provision cases, including reductions in meter exchange and being billed on the wrong meter.

As reported in the last report, a new issue was added to EWOV's issue categories in response to the Victorian Government-mandated Smart Meter rebates²: Provision > Existing Connection > Smart Meter Rebate. In the April to June 2015 quarter, EWOV received its first complaints about this issue with 18 cases registered. However, this quarter we saw this issue drop 72% to only five cases. We think that this drop is most likely due to most eligible customers having their rebates paid, even though the timeframe for paying the rebate was extended until 31 December 2015.

² Victorian Government Smart Meter website: <http://www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout>.

TABLE 1.

The top 10 Smart Meter issues, July–September 2014 quarter, April–June 2015 quarter, July–September 2015 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JUL–SEP 2014	APR–JUN 2015	JUL–SEP 2015	Jul–Sep 2014	Apr–Jun 2015
	Billing > High > General	291	110	125	DOWN 57%
Billing > Tariff > Loss of Off Peak Rates	105	38	32	DOWN 70%	DOWN 16%
Billing > Backbill > Other	70	37	30	DOWN 57%	DOWN 19%
Credit > Disconnection / Restriction > Arrears > Imminent	68	39	28	DOWN 59%	DOWN 28%
Billing > Estimation > High	132	48	24	DOWN 82%	DOWN 50%
Credit > Disconnection / Restriction > Arrears > Actual	37	26	23	DOWN 38%	DOWN 12%
Billing > Backbill > Payment	36	8	16	DOWN 56%	UP 100%
Billing > Error > Other	51	16	13	DOWN 75%	DOWN 19%
Billing > Meter > Reading	35	8	11	DOWN 69%	UP 38%
Billing > Error > Wrong meter	27	23	7	DOWN 74%	DOWN 70%

Of the 457 Smart Meter cases:

- 405 cases were recorded against electricity retailers (89%) – up five percentage points compared to last quarter – this uplift correlates with the increase in Billing-related Smart Meter cases
 - an additional 47 cases (10%) were registered against distributors³, down six percentage points from the previous quarter
 - most cases (70%) were handled as Referrals⁴, up four percentage points
 - 26% required an Investigation⁵, down one percentage point compared to the previous quarter
 - Retailer 4 was the electricity retailer with the highest number of Smart Meter cases for the sixth consecutive quarter, with 19% of all cases received (88 cases). However, this was down from 145 cases last quarter when it accounted for 26% of all cases received.
- most of Retailer 4's cases were in Distributor 5's distribution area (49 cases, down 48% from 95 cases last quarter) and its top two issues were Billing > High > General (22 cases) and Billing > Estimation > High which accounted for 10 cases. This correlates with the overall issues trend seen in the reporting period for all companies.
 - Distributor 3 was again the distributor with the most cases received, accounting for 5% of all cases received (22 cases), down four percentage points on last quarter.
 - Retailer 1 continued to be the retailer with the second highest number of cases and registered 19% of total Smart Meter cases (86 cases) – most of these (61 cases) were in the Distributor 3 area.

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

³ Note: Five Smart Meter cases were not allocated against an EWOV Scheme Participant.

⁴ 61% were handled as Assisted Referrals and 9% as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are contained in the glossary on page 15.

⁵ A further 3% were handled via the Real Time Resolution process. Descriptions are available in the glossary on page 15.



Case Study

A customer with a delayed Smart Meter installation wanted the Smart Meter rebate paid - 2015/11582

The Issue

Mr W was dissatisfied that the installation of a Smart Meter at his property had been delayed for a long period of time and believed he was entitled to two Victorian Government-mandated Smart Meter rebates as a result.

Mr W received numerous letters from Distributor 5 advising that a Smart Meter would be installed on a certain date, however, the meter did not get installed on the nominated date. Mr W subsequently received letters advising the Smart Meter was not installed because access to the meter was hindered. Mr W advised that this was not the case. Distributor 5 had apologised to Mr W but it denied his request for a \$125 Smart Meter rebate because it had made attempts to install the Smart Meter. Dissatisfied, Mr W contacted EWOV on 24 April 2015 and an Assisted Referral was raised.

During the Assisted Referral process Distributor 5 apologised to Mr W and agreed that his old meter was accessible and the Smart Meter should have been installed. Whilst it did not believe he was entitled to the Smart Meter rebate, Distributor 5 agreed to pay him the equivalent amount of \$125 as a gesture of goodwill. Mr W was satisfied with this but he believed he was entitled to a second payment of \$125 because the Smart Meter was not being remotely read. Distributor 5 did not agree to his request. Dissatisfied, Mr W contacted EWOV again on 13 August 2015 and we attempted to resolve the matter via our Real Time Resolution process. During this process, EWOV arranged for Distributor 5 to install the Smart Meter. However, Mr W's other concerns were not resolved so we commenced an Investigation.

The Investigation

EWOV spoke with Distributor 5 about the complaint. During this, EWOV was able to confirm that Distributor 5 had made several appointments to install a Smart Meter at Mr W's property but the appointments, including rescheduled appointments, were cancelled for various reasons. We also confirmed that the Smart Meter was installed on 11 May 2015.

EWOV reviewed the Victorian Government regulations and eligibility requirements for the Smart Meter rebates. We noted that customers who did not have a Smart Meter installed by 30 June 2014 were eligible for a \$125 payment unless an exception applied. EWOV noted that there is an exception which states that customers are not eligible for a payment where an attempt has been made to install the meter. However, in this case there were no access or safety issues preventing the installation and Mr W did not delay or prevent the installation so EWOV formed the preliminary view that it would be fair and reasonable for the customer to receive a rebate payment in this case.

In regards to the second rebate for the Smart Meter not being remotely read by 31 March 2015, Distributor 5 advised it did not believe the customer was eligible for this rebate because this payment was intended to compensate customers who had a Smart Meter installed by the due date but effectively did not benefit from this because the meter's remote capabilities had not been activated.

The Outcome

Distributor 5 agreed to pay a second amount of \$125, equivalent to the second Smart Meter rebate, in recognition of the customer service issues experienced on the condition that Mr W sign a deed of release to confirm that this payment would be full and final settlement of the matter. Mr W was satisfied with this outcome and the case was closed.

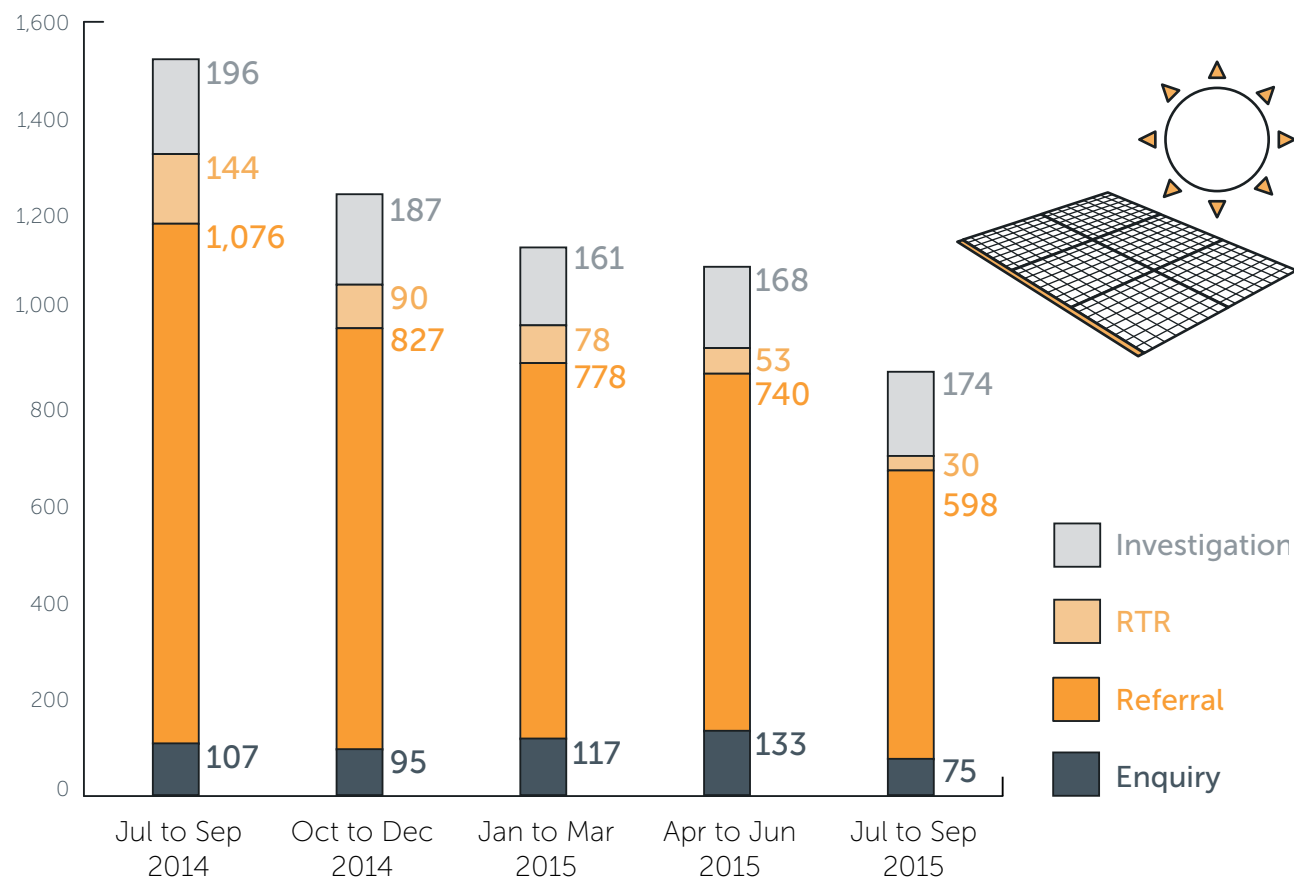
SOLAR UPDATE

EWOV Solar Cases Down 20%

- Between 1 January 2001 and 30 September 2015, Victorians had installed 268,148 small-scale solar PV systems, up from 258,022⁶ (up 4% or 10,126 systems) reported in the last edition of this report⁷.
- Solar systems are now on an estimated 13.1%⁸ of the total dwellings in Victoria.
- Solar cases fell 20% in the July to September 2015 quarter – when compared to the previous quarter – with a total of 877 cases registered.
- When compared to the same quarter in 2014, solar cases were down 42% from 1,523 cases.
- The 42% decline in solar cases between 1 July 2014 and 30 September 2015 was higher than the drop in total EWOV cases received in the same period (down 30%).

FIGURE 3.

Solar cases by case level and quarter, July–September 2014 quarter to July–September 2015 quarter



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

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

7 Page 10, EWOV Quarterly Solar and Smart Meter Report – July 2015: <https://www.ewov.com.au/reports/solar-and-smart-meter-report-jul-2015>.

8 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>.

Solar Issues and Case Trends

Table 2 shows the top 10 solar issues recorded during the July to September 2015 quarter and is compared with the previous quarter and the same period in 2014. Even though solar cases decreased substantially when compared to last quarter – and the same time last year – particular issues, including high bills and the General Feed-in Tariff (GFiT) not being applied to bills, increased from the last quarter. More detail about the solar issues in EWOV cases is on page 11.

There were decreases in Provision cases (down 45%), including supply upgrade delays (down 47%). There was also a 45% reduction in TFiT not being applied to bills issues.

TABLE 2.

The top 10 solar issues, July–September 2014 quarter, April–June 2015 quarter, July–September 2015 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	JUL–SEP 2014	APR–JUN 2015	JUL–SEP 2015	Jul–Sep 2014	Apr–Jun 2015
Billing > High > General	133	57	106	DOWN 20%	UP 86%
General Enquiry > Energy / Water	99	119	66	DOWN 33%	DOWN 45%
Billing > Tariff > General Feed-in > Not Applied	105	55	64	DOWN 39%	UP 16%
Billing > Tariff > Premium Feed-in > Not Applied	118	64	60	DOWN 49%	DOWN 6%
Billing > Tariff > Transitional Feed-in Tariff > Not Applied	52	102	55	UP 6%	DOWN 46%
Billing > Tariff > Transitional Feed-in Tariff > Contract	7	62	53	UP 657%	DOWN 15%
Provision > Existing Connection > Supply Upgrade > Delay	150	87	46	DOWN 69%	DOWN 47%
Transfer > Contract Terms > Variation - Price / Terms	34	57	44	UP 29%	DOWN 23%
Billing > Tariff > Standard Feed-in > Not Applied	47	32	30	DOWN 36%	DOWN 6%
Credit > Disconnection / Restriction > Arrears > Imminent	49	39	26	DOWN 47%	DOWN 33%

Of the 877 solar cases:

- the majority were registered against electricity retailers (88%), up five percentage points on the previous quarter
- a further 4% were recorded about electricity distributors, down one percentage point on last quarter
- 69 cases (8%) were not allocated to a scheme participant and of these, 44 cases (5%) were found to be out of jurisdiction as the customer's case was about a private solar installer⁹ – this was a 62% decrease compared to the previous quarter.
- the majority of cases were handled as Referrals (68%)¹⁰ – the same as last quarter
- 20% required an Investigation¹¹ – an increase of five percentage points which tells us that a higher proportion of the solar complaints handled by EWOV this quarter were more complex
- Retailer 4 again received the most solar cases with 232, down 36% from 362 in the previous quarter, but up 44% from the January to March 2015 quarter (161 cases)

- Retailer 4 accounted for 26% of all solar cases (down seven percentage points from last quarter) – most of these (58%) were in Distributor 5 and Distributor 1 distribution areas
- Billing issues were the primary concern for 69% of solar customers, up again this quarter by four percentage points compared to April to June 2015, with 608 Billing-related cases registered
- Provision issues continued to decline and only accounted for 9% of solar cases (80 cases), down four percentage point on last quarter (146 cases)
- 40% of cases related to Feed-in Tariff (FiT) issues (353 cases, down from 437 cases last quarter). Despite this 19% decline in FiT cases from last quarter, the same proportion of solar cases involved a FiT issue, which was also up eight percentage points compared with the same period in 2014 (32%).

Of the 353 FiT cases received:

- Retailer 4 had the most with 150 cases (42% of all FiT cases – down 15 percentage points on last quarter – which is equivalent to 17% of all solar cases)
- 33% (115) were about the Transitional Feed-in Tariff (TFiT), down 34% from 174 cases last quarter (174 cases)
- 27% (97 cases) related to the GFiT, up from 22% (95 cases) last quarter
- The proportion of Premium Feed-in Tariff (PFiT) cases increased from 19% to 23%, but was down from 32% in the January to March 2015 quarter (123 cases)
- 14% (48 cases) were about the Standard Feed-in Tariff (SFiT), down two percentage points from 72 cases in the previous quarter¹²
- 62% of customers had concerns about not receiving solar credits, up from 60% last quarter
- 29% of customers were dissatisfied about their solar contracts, down one percentage point compared to the April to June 2015 quarter
- incorrect generation was associated with 9% of cases, down one percentage point on last quarter¹³.

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

⁹ In these instances, customers were referred to Consumer Affairs Victoria.

¹⁰ 57% handled as Assisted Referrals and a further 11% handled as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are available in the glossary on page 15.

¹¹ A further 3% were handled by Real Time Resolution and 9% were registered as Enquiries.

¹² A further 3% of FiT cases were classified as 'no feed-in tariff' as the correct FiT could not be identified by the customer.

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

GFIT in 2016

Victoria's regulator of essential services, the Essential Services Commission (ESC) is responsible for setting a 'fair and reasonable' solar feed-in tariff (FiT) 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 notes, as reported in the July 2015¹⁵ edition of this report, that there was a large increase in solar contract term complaints specifically about GFIT during the January to March 2015 quarter. This 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 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. EWOV therefore encourages both industry and government to proactively communicate the ESC's recent Final Decision¹⁷ to customers and advise that a GFIT of 5.0 cents/kWh will apply from 1 January 2016 (or another date after this that the electricity retailer nominates).

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

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

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

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

This could include directing customers to the relevant sections of contracts that state when a tariff or FiT can be varied and what notification is required to be given to customers.

Solar Systemic Issues¹⁸

SI/2015/33 (closed)

As reported last quarter, Retailer 4 notified EWOV of a systemic issue where it identified that a large group of customers were incorrectly receiving a higher solar tariff than what they were entitled to (primarily the PFIT or TFIT). This issue affected about 10,500 customers.

Retailer 4 advised that it had written to impacted customers, apologised, corrected the tariff and confirmed it would not seek to retrospectively recover the difference between the erroneous higher FiT and the lower GFIT. The investigation is now closed and the ESC was notified of the issue.

18 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 on 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>.

SI/2015/55 (closed)

In 2014, EWOV investigated a systemic issue (SI/2014/49) where a group of Retailer 12 customers had received an incorrect and higher FiT than what they were entitled to. More recently, a further systemic issue, related to the 2014 issue, was identified via case handling. In the 2015 investigation, we found that an additional nearly 1,200 customers were erroneously receiving a higher FiT than what customers should have been receiving. These FiT errors on customer accounts were uncovered through additional account auditing completed by Retailer 12. Retailer 12 advised that it would not be seeking to recover the difference between the higher FiT overpaid to customers and the lower GFIT. Also, it corrected the billing system issue and implemented measures to ensure that the correct process and FiT was applied when establishing solar customers' accounts. EWOV's investigation is now closed and we notified the ESC of the issue.



Case Study

A customer discovers she is placed on the wrong Feed-in Tariff after receiving an higher than expected electricity bill.

The Issue

Mrs M installed a 5kW solar system in October 2014 and had received her first Retailer 4 electricity bill which was in line with how much she expected the bill to be. However, the next bill for the period of 12 March 2015 to 7 June 2015 was higher than expected and totalled \$490. She contacted Retailer 4 to discuss the high bill and was advised that she had been placed on an incorrect and higher solar feed-in tariff (FiT) of 33 cents/kWh. Retailer 4 advised that the correct FiT was the General Feed-in Tariff (GFIT) which was 8 cents/kWh. Shortly afterward, Mrs M received a letter from Retailer 4 which confirmed that it had applied the incorrect FiT to her account but that it would not seek to recover the difference between the higher FiT applied in error and the GFIT she was eligible for.

Mrs M was still dissatisfied about the higher than expected bill for \$490 – as the consumption recorded was very similar to the same period in 2014 – so she contacted EWOV on 23 July 2015 and an Assisted Referral was raised. However, Retailer 4 did not contact Mrs M within the required timeframe so she re-contacted EWOV on 31 July 2015. The complaint was handled by EWOV's Real Time Resolution (RTR) process, but due to the complexity of the matter and Mrs M's ongoing concerns about the accuracy of the bill, the matter was escalated to an Investigation on 5 August 2015.

The Investigation

EWOV requested copies of bills, an account reconciliation, and Mrs M's electricity usage data. We also reviewed the account to check if any backbilling had occurred, which also confirmed that all bills had been based on actual meter read data. EWOV reviewed Mrs M's interval meter data to check for any data abnormalities and checked it against the bills issued by Retailer 4. This confirmed that the interval data matched the consumption charged on the bills. EWOV provided Mrs M with a copy of the data and highlighted times and days where consumption was high. Mrs M paid the undisputed portion of her bill, which reduced her account balance to about \$140 and started to monitor her electricity usage by taking regular meter readings. Retailer 4 provided EWOV with a copy of a meter test report which confirmed that the meter was tested on 16 July 2015 and was found to be operating within Australian Standards.

The Outcome

Retailer 4 offered to waive half of Mrs M's account balance and applied an equivalent credit of just over \$70 to assist with the resolution of the complaint. Retailer 4 also waived the meter test fee which totalled about \$420 and advised that after the application of these credits, Mrs M's account was in credit just over \$37. Mrs M was satisfied with Retailer 4's offer and explanation 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.

APPENDICES

TABLE 3.

Case Registration Snapshot - Smart Meter Cases, July–September 2015 quarter

COMPANY	DISTRIBUTORS						TOTAL	PERCENTAGE
	DISTRIBUTOR 3	DISTRIBUTOR 5	DISTRIBUTOR 1	DISTRIBUTOR 4	DISTRIBUTOR 2	NOT ALLOCATED		
Retailer 4	11	49	10	11	6	1	88	19
Retailer 1	61	16	6		2	1	86	19
Retailer 12	25	15	28	6	7		81	18
Retailer 3	10	13	6	2	2		33	7
Retailer 8	14	11	3	1		3	32	7
Retailer 7	12	5	8		1		26	6
Distributor 3	22						22	5
Retailer 11	10	4	4			1	19	4
Distributor 5		18					18	4
Retailer 5	4	7	4	1			16	4
Retailer 15	4	3	1	2			10	2
Retailer 10	3	1	1	3			8	2
Not allocated	1	1			1	2	5	1
Retailer 2	1	1	1				3	1
Distributor 1			3				3	1
Distributor 2					2		2	0
Distributor 4				2			2	0
Retailer 6	2						2	0
Retailer 18					1		1	0
Total	180	144	75	28	22	8	457	100
Percentage	39	32	16	6	5	2	100	

TABLE 4.

Case Registration Snapshot - Solar Cases, July–September 2015 quarter

COMPANY	DISTRIBUTORS							TOTAL	PERCENTAGE
	DISTRIBUTOR 3	DISTRIBUTOR 1	DISTRIBUTOR 5	DISTRIBUTOR 4	NOT ALLOCATED	DISTRIBUTOR 2	INTERSTATE		
Retailer 4	45	64	71	47	2	3		232	26
Retailer 12	35	56	35	14	3	7		150	17
Retailer 1	66	26	30	13	5	2		142	16
Not allocated	16	16	10	7	18			67	8
Retailer 7	15	28	15	1	2	2		63	7
Retailer 3	26	10	7	6				49	6
Retailer 8	14	11	6	4	1		1	37	4
Retailer 11	13	9	7		1	2		32	4
Retailer 5	5	7	5	2	1			20	2
Retailer 10	6	4	5	1				16	2
Distributor 3	12							12	1
Retailer 15	5	4	1	1				11	1
Distributor 1		11						11	1
Retailer 2	4	5			1			10	1
Distributor 5			8					8	1
Retailer 13		3						3	0
Distributor 4				3				3	0
Retailer 16	1	2						3	0
Retailer 17	2		1					3	0
Distributor 2						1		1	0
Retailer 14	1							1	0
Retailer 9		1						1	0
Exempt Retailers	1							1	0
Retailer 6		1						1	0
Total	267	258	201	99	34	17	1	877	100
Percentage	30	29	23	11	4	2	0	100	