

QUARTERLY EWOV

# SOLAR AND SMART METER REPORT

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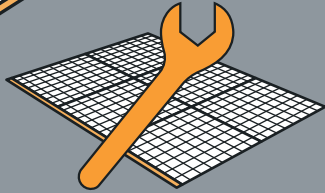
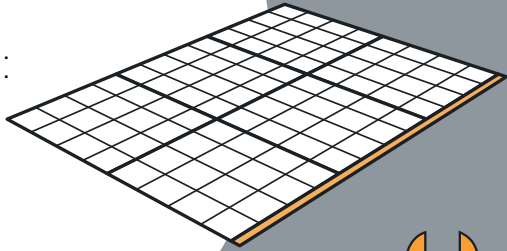
CASE REGISTRATION SNAPSHOT - SOLAR CASES

# Solar

cases decreased by:

↓ **4%**

compared to last quarter



Out of jurisdiction cases about private solar installers increased by

**25%**

from last quarter

This increase in FiT cases is mainly attributable to a single electricity retailer's systemic issue.

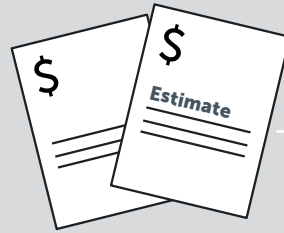


Feed-in Tariff (FiT) cases increased to

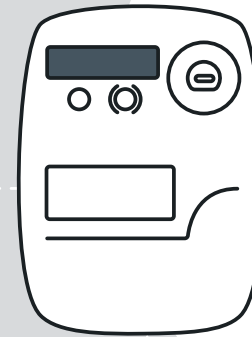
**40%**

as a proportion of total solar cases

↑ **6 percentage points**  
from last quarter



High bill and high estimated bill cases continue to be the main source of customer concern about Smart Meters.



# Smart Meter

cases decreased by:

↓ **11%**

compared to last quarter

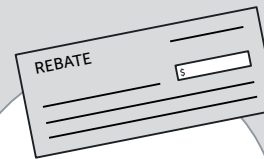
There were:

**89**

cases registered against distributors this quarter

↑ **5 percentage points**  
from last quarter

The increase in distributor-related cases was mainly driven by:



Issues about the Smart Meter rebate



Supply upgrade delays



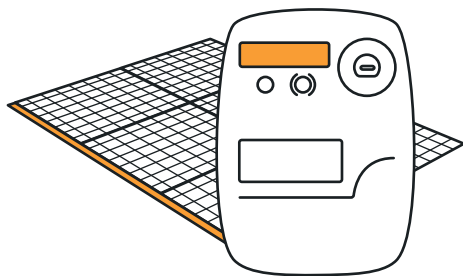
Meter exchanges



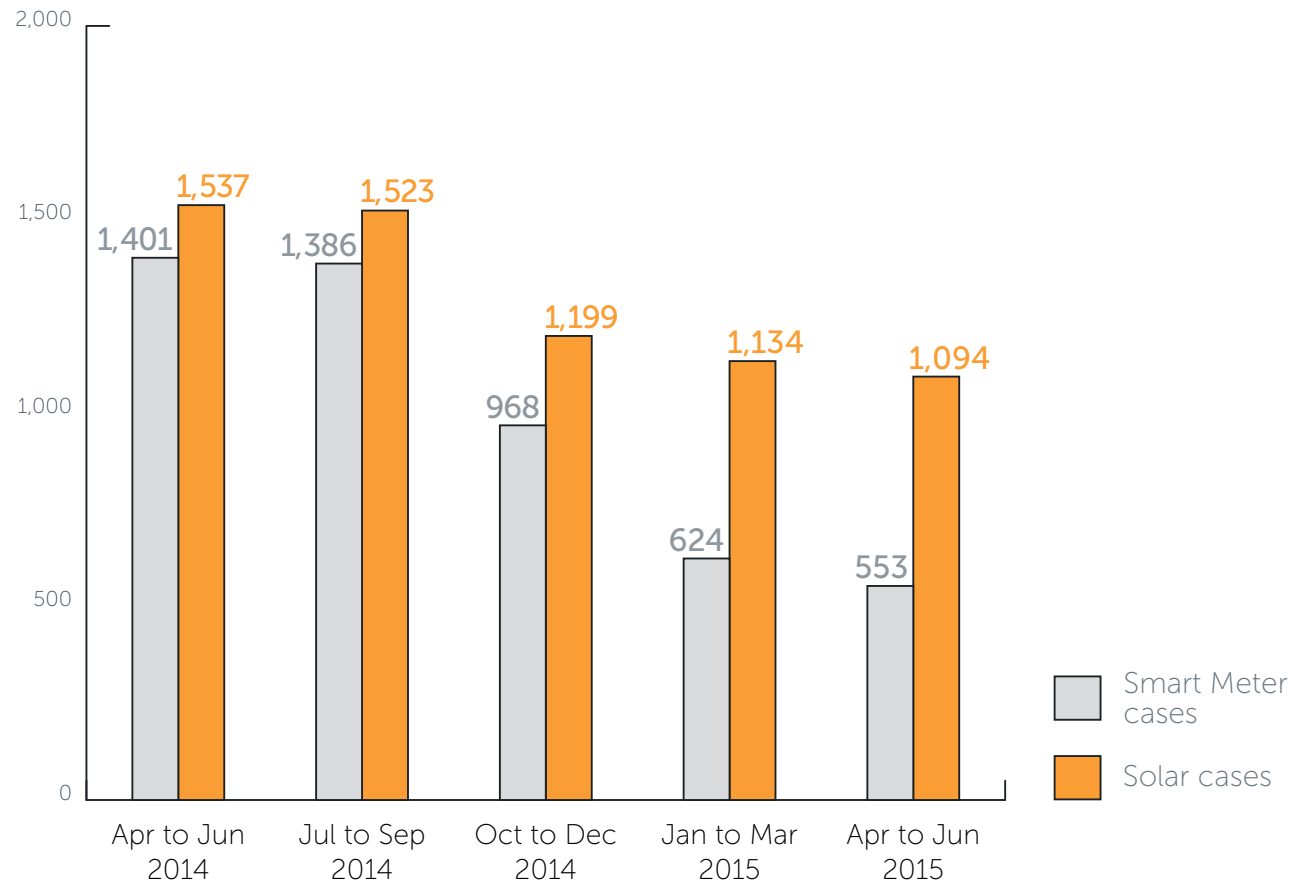
Issues about billing the wrong meter

# SOLAR AND SMART METER CASES

Figure 1 illustrates the number of solar and Smart Meter cases EWOV received by quarter for the period of 1 April 2014 to 30 June 2015.



**FIGURE 1.**  
Smart Meter and solar cases, April–June 2014 quarter to April–June 2015 quarter



# SMART METER UPDATE

## EWOV Smart Meter Cases Decrease 11%

- During the reporting period, EWOV recorded an 11% decrease in Smart Meter cases compared to the previous quarter (1 January 2015 to 31 March 2015), with a total of 553 cases registered.
- This was also 61% less cases compared with the same period in 2014 (1,401 cases).
- The decline in Smart Meter cases between 1 April 2014 and 30 June 2015 is substantially higher than the 33% reduction in overall EWOV cases when comparing the April to June 2015 quarter with the corresponding quarter in 2014. As noted in previous editions of this report, EWOV expected to see a reduction in the volume of Smart Meter-related cases due to the effective completion of the rollout<sup>1</sup> and Smart Meters becoming the accepted 'norm' in Victoria.

Figure 2 shows the Smart Meter cases received between 1 April 2014 and 30 June 2015.

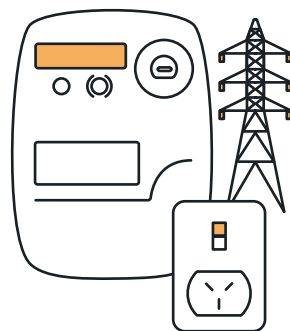
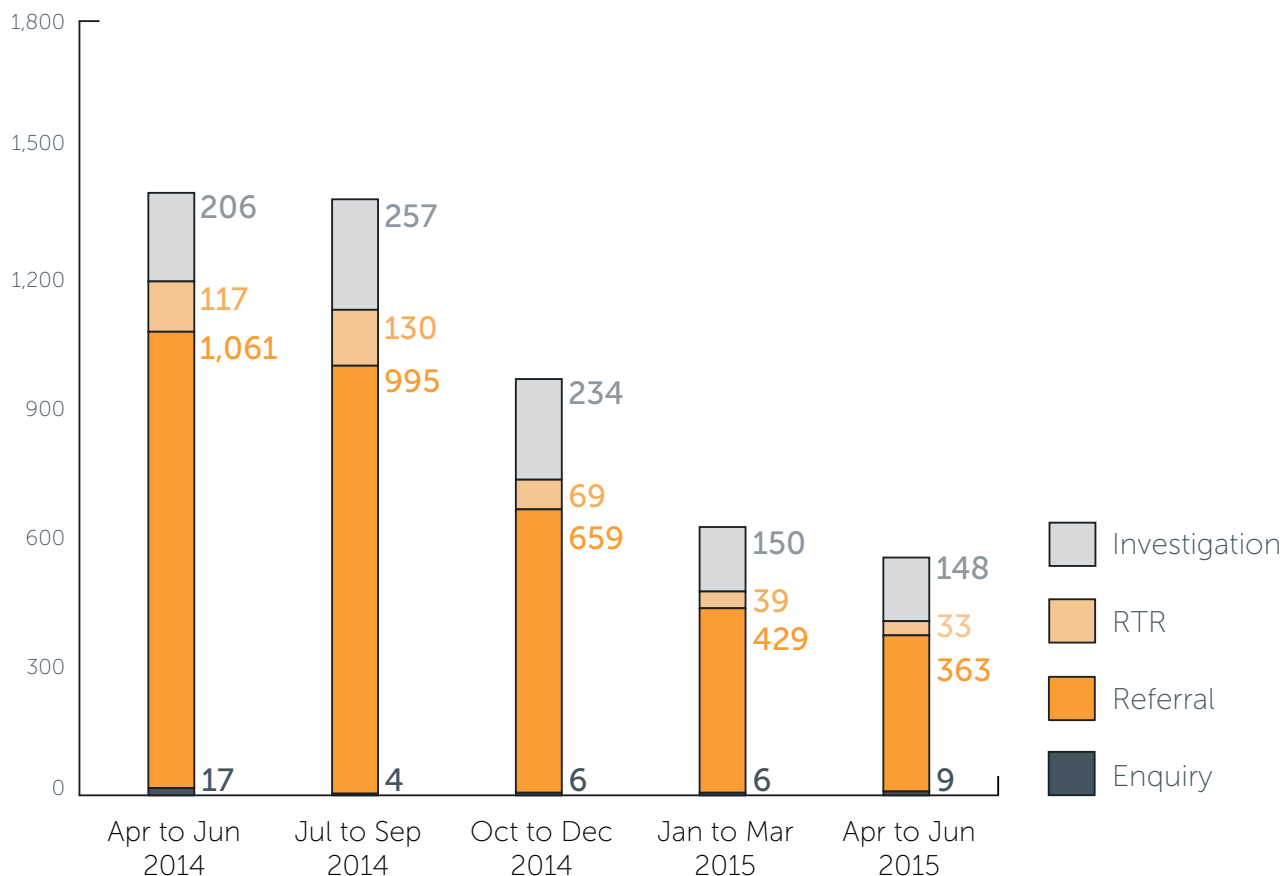


FIGURE 2.

Smart Meter cases by case level, April–June 2014 quarter to April–June 2015 quarter



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

<sup>1</sup> Victorian Government Smart Meter website: <http://www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout>. Accessed: 9 July 2015.

## Smart Meter Issues and Case Trends

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. All of the top 10 issues were down compared to last quarter and the same quarter in 2014, with the exception of Billing > Backbill > Other which was up 32% compared to last quarter and Credit > Disconnection/Restriction > Arrears > Actual which was up 18%.

A new issue was added to EWOV's issue categories in response to the Victorian Government-mandated Smart Meter rebates<sup>2</sup>: Provision > Existing Connection > Smart Meter Rebate. This quarter EWOV received its first complaints about this issue with 18 cases registered. More detail about Smart Meter rebate cases is on page 8.

TABLE 1.

The top 10 Smart Meter issues, April–June 2015 quarter, January–March 2015 quarter, April–June 2014 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	APR–JUN 2015	JAN–MAR 2015	APR–JUN 2014		
Billing > High > General	82	110	223	DOWN 25%	DOWN 63%
Billing > Estimation > High	48	66	109	DOWN 27%	DOWN 56%
Credit > Disconnection / Restriction > Arrears > Imminent	39	40	70	DOWN 3%	DOWN 44%
Billing > Tariff > Loss of Off Peak Rates	38	49	93	DOWN 22%	DOWN 59%
Billing > Backbill > Other	37	28	51	UP 32%	DOWN 27%
Credit > Disconnection / Restriction > Arrears > Actual	26	22	42	UP 18%	DOWN 38%
Billing > Error > Wrong meter	23	25	27	DOWN 8%	DOWN 15%
Provision > Existing Connection > Smart Meter Rebate	18	0	0	N/A	N/A
Billing > Error > Other	16	26	53	DOWN 38%	DOWN 70%
Billing > Estimation > Meter Access	12	12	34	No change	DOWN 65%

<sup>2</sup> Victorian Government Smart Meter website: <http://www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout>. Accessed on 9 July 2015.

Of the 553 Smart Meter cases:

- 462 cases were recorded against electricity retailers (84%) – down three percentage points compared to last quarter
- an additional 89 cases (16%) were registered against distributors<sup>3</sup>, up five percentage points from the previous quarter
- the majority of cases (66%) were handled as Referrals<sup>4</sup>, down three percentage points
- 27% required an Investigation<sup>5</sup>, up three percentage points compared to last quarter – this indicates an increase in case complexity due to the reduction of Referrals and increase of cases being handled as Investigations
- Retailer 6 was the retailer with the highest number of Smart Meter cases for the fifth consecutive quarter, with 26% of all cases received (145 cases, down 19% from 178 cases last quarter)
- most of Retailer 6's cases were in Distributor 2's distribution area (95 cases, down 27% from 130 cases in the last quarter) and its number one issue was Billing > Estimation > High which accounted for 32 cases (22% of Retailer 6's Smart Meter cases)

- Distributor 4 was the distributor with the most cases received, accounting for 9% of all cases received (49 cases).
- Retailer 5 was the retailer with the second highest number of cases and registered 21% of total Smart Meter cases (117 cases) – most of these (79 cases) were in the Distributor 4 area.
- Retailer 5's top Smart Meter issue was Billing > High > General (26 cases) which accounted for 22% of all its Smart Meter cases.

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

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

- the increase in distributor-related cases was mainly driven by:
  - issues about the Smart Meter rebate<sup>6</sup>
  - supply upgrade delays
  - meter exchanges
  - issues about billing the wrong meter
- Billing concerns were raised by customers in 362 cases (65%) this reporting period, down from 455 cases (73%) last quarter

- high bill and high estimated bill issues were raised in 24% of total Smart Meter cases and 36% of Smart Meter Billing cases. Analysis of a sample of these cases showed that customers commonly complained about:
  - receiving high estimated bills even though they had a remotely-read Smart Meter installed
  - problems with their Smart Meter not being remotely read, in turn causing high estimated bills – usually due to meter access issues
  - receiving estimated bills based on the previous occupant's usage
  - index meter reads not matching data noted on bills, or not on bills at all
  - receiving high bills following the Smart Meter exchange
  - problems with the data, including revised data, sent by distributors to retailers – sometimes immediately following the Smart Meter exchange
  - incorrect or missing final read from the old analogue meter causing high bills
  - issues with listing the new Smart Meter in the national database causing high estimated bills
  - loss of off-peak following the Smart Meter exchange which caused high bills.
- Credit was the second highest issue category and accounted for 82 cases (15%), up three percentage points from 75 cases in the previous quarter.

<sup>3</sup> Note: Two Smart Meter cases were not allocated against an EWOV Scheme Participant.

<sup>4</sup> 56% 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.

<sup>5</sup> A further 6% were handled via the Real Time Resolution process. Descriptions are available in the glossary on page 15.

<sup>6</sup> The Victorian Government introduced a two-tier Smart Meter rebate to recognise that some homes and small businesses have not been able to access the benefits delivered by Smart Meters. More information about the rebates and eligibility criteria can be found on the Victorian Government Smart Meter website: <http://www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout>



## Smart Meter Case Focus

*This quarter, instead of looking at a single Smart Meter case, EWOV has reviewed the cases received about the Smart Meter Rebate<sup>7</sup>.*

In total, 18 cases were received in the reporting period. 16 cases (89%) were registered in the Distributor 4 distribution area and two cases (11%) were registered against Distributor 2. Three cases were Enquiries, two were Unassisted Referrals and 13 were handled as Assisted Referrals<sup>8</sup>. As EWOV did not investigate these cases, we are only aware of the customer's 'side of story'.

A summary of the issues customers raised is below:

- One customer was confused about the purpose of the Smart Meter rebate.
- Some customers in the same location (for example, same street) received a Smart Meter rebate letter but others had not, causing confusion and dissatisfaction about eligibility.
- Delays with receiving the Smart Meter rebate letter or rebate itself.
- Some customers believed that they were eligible for the rebate as their Smart Meter did not have remote capabilities, however, the distributor had not offered the rebate.

- Some customers had difficulty claiming the rebate, in one instance due to a deceased estate.
- One customer had difficulty accessing the distributor's contact centre to claim the rebate.
- One customer did not have a licence or passport but did have over 100 points of identification, however, the distributor would not pay the rebate.
- One customer was concerned about the 30 June 2015 deadline to claim the rebate.
- One customer had multiple properties, however, some were de-energised and the distributor advised that they were ineligible for the Smart Meter rebate.
- One customer did not receive the rebate as the distributor said they had prevented access to the Smart Meter. However, later it agreed this was not correct and referred the customer to their retailer to claim the rebate.

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<sup>7</sup> Information about the Smart Meter Rebate can be found on the Victorian Government's Smart Meter website: <http://www.smartmeters.vic.gov.au/about-smart-meters/end-of-rollout>

<sup>8</sup> Descriptions of case levels: Enquiry, Unassisted Referral, Assisted Referral, Real Time Resolution (RTR) and Investigation are available in the glossary on page 15



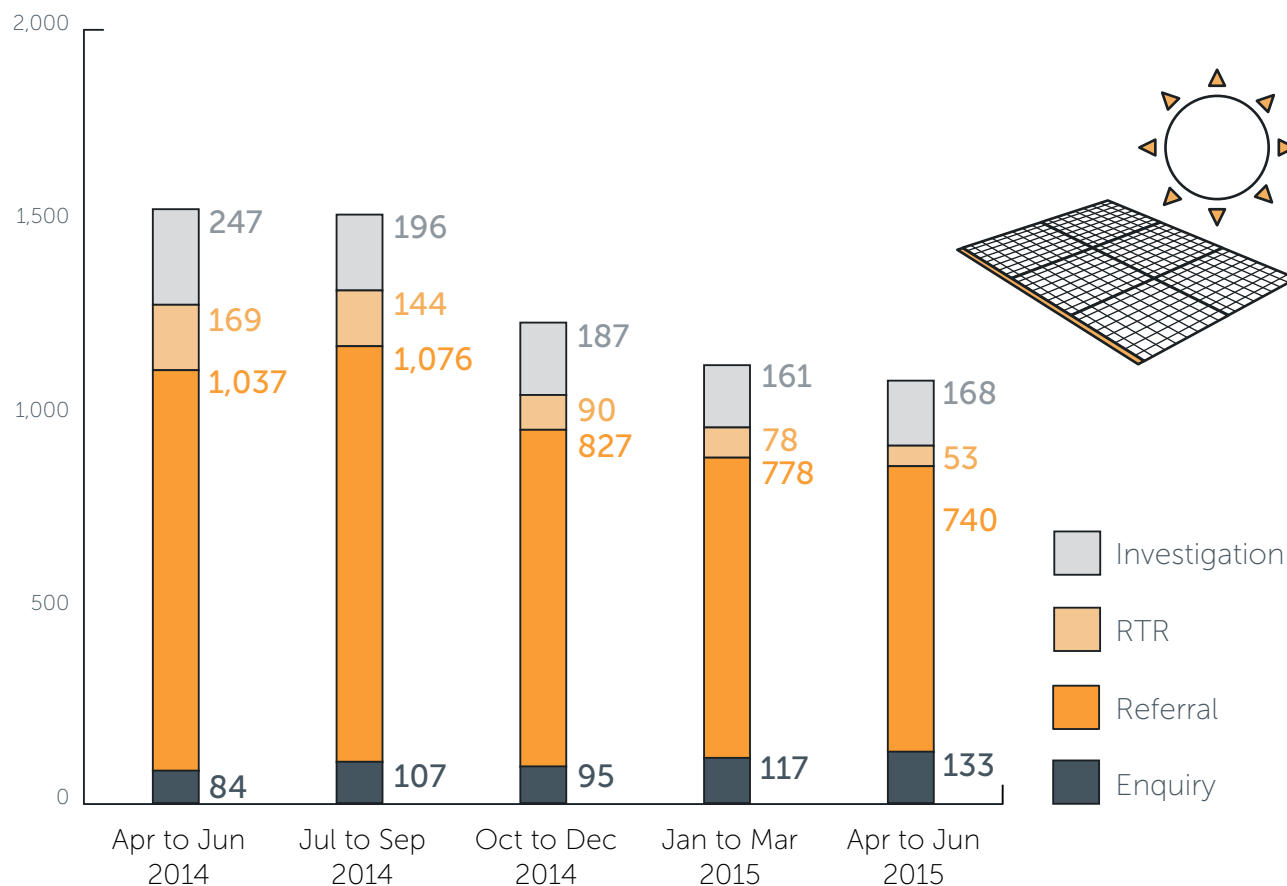
# SOLAR UPDATE

## EWOV Solar Cases Decrease 4%

- Between 1 January 2001 and 30 June 2015, Victorians installed 258,022<sup>9</sup> small-scale solar systems in Victoria, up 2% (5,105) from the 252,897 systems reported in the last edition of this report<sup>10</sup>.
- Solar systems are now on an estimated 12.9%<sup>11</sup> of the total dwellings in Victoria.
- Solar cases fell 4% in the April to June 2015 quarter – when compared to the previous quarter – with a total of 1,094 cases registered.
- When compared to the same quarter in 2014, solar cases received between April and June 2015 were down 29% from 1,537 cases.
- The 29% decline in solar cases between 1 April 2014 and 30 June 2015 was fairly similar to the 33% reduction in EWOV's overall cases received in the same period.

FIGURE 3.

Solar cases by case level and quarter, April–June 2014 quarter to April–June 2015 quarter



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

9 Data from Clean Energy Regulator: <http://www.cleanenergyregulator.gov.au/RET/Forms-and-resources/Postcode-data-for-small-scale-installations>. Viewed: 9 July 2015.

10 Page 10, EWOV Quarterly Solar and Smart Meter Report – April 2015: [http://www.ewov.com.au/\\_data/assets/pdf\\_file/0005/14585/Solar\\_and\\_Smart-Meter\\_Apr\\_2015.pdf](http://www.ewov.com.au/_data/assets/pdf_file/0005/14585/Solar_and_Smart-Meter_Apr_2015.pdf)

11 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: 9 July 2015.

## Solar Issues and Case Trends

Table 2 shows the top 10 solar issues received during the reporting period compared with the previous quarter and the same period in 2014. Interestingly, even though solar cases were down when compared to last quarter and the same time last year, particular issues – especially those relating to Feed-in Tariffs, private solar installers and variation in contract terms – were up significantly in some instances. More detail about solar issues is on page 11.

TABLE 2.

The top 10 solar issues, April–June 2015 quarter, January–March 2015 quarter, April–June 2014 quarter

ISSUE	NUMBER OF ISSUES PER QUARTER			% CHANGE	
	APR–JUN 2015	JAN–MAR 2015	APR–JUN 2014		
General Enquiry > Energy / Water	<b>119</b>	116	80	UP 3%	UP 49%
Billing > Tariff > Transitional Feed-in Tariff > Not Applied	<b>102</b>	23	51	UP 343%	UP 100%
Provision > Existing Connection > Supply Upgrade > Delay	<b>87</b>	125	182	DOWN 30%	DOWN 52%
Billing > Tariff > Premium Feed In > Not Applied	<b>64</b>	97	161	DOWN 34%	DOWN 60%
Billing > Tariff > Transitional Feed-in Tariff > Contract	<b>62</b>	11	14	UP 464%	UP 343%
Billing > High > General	<b>57</b>	64	123	DOWN 11%	DOWN 54%
Transfer > Contract Terms > Variation - Price / Terms	<b>57</b>	31	40	UP 84%	UP 43%
Billing > Tariff > General Feed In > Not Applied	<b>55</b>	73	116	DOWN 25%	DOWN 53%
Billing > Tariff > Standard Feed In > Contract	<b>38</b>	5	1	UP 660%	UP 3700%
Billing > Tariff > Standard Feed In > Not Applied	<b>32</b>	21	31	UP 52%	UP 3%

Of the 1,094 solar cases:

- the majority were registered against electricity retailers (83%), the same as last quarter
- a further 5% were recorded about electricity distributors, in line with last quarter
- 128 cases (12%) were not allocated to a scheme participant and of these, 115 cases (11%) were found to be out of jurisdiction as the customer's case related to a private solar installer<sup>12</sup> – this was a 25% increase compared to the previous quarter.
- the majority were handled as Referrals (68%)<sup>13</sup> and 15% required an Investigation<sup>14</sup>
- Retailer 6 received the most solar cases with 362, up 125% from last quarter (161 cases), and accounted for 33% of all solar cases (up from 14% last quarter)
- Billing issues were the primary concern for 65% of solar customers, up five percentage points on last quarter, with 709 Billing-related cases registered
- cases involving Provision issues accounted for 13% (146) of all solar cases registered, down three percentage points (180 cases last quarter)
- 40% (437 cases) related to Feed-in Tariff (FiT) issues, up six percentage points from 386 cases (34%) in the previous quarter and up nine percentage points compared with the same period in 2014 (31%).

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<sup>12</sup> In these instances, customers were referred to Consumer Affairs Victoria.

<sup>13</sup> 54% handled as Assisted Referrals and a further 14% handled as Unassisted Referrals. Descriptions of Assisted Referrals and Unassisted Referrals are available in the glossary on page 15.

<sup>14</sup> A further 5% were handled by Real Time Resolution and 12% were registered as Enquiries.

Of the 437 FiT cases received:

- Retailer 6 received the most with 248 cases registered (57% of all FiT cases which is equivalent to 23% of all solar cases)
- 40% (174) related to the Transitional Feed-in Tariff (TFiT), up 235% on last quarter (52 cases)
- 22% (95) related to the General Feed-in Tariff (GFiT), down from 45% in the previous quarter (173 cases)
- 19% related to the Premium Feed-in Tariff (PFiT), down from 32% in the January to March 2015 quarter (123 cases)
- 16% (72) related to the Standard Feed-in Tariff (SFiT), up 148% from last quarter (29 cases)<sup>15</sup>
- 60% of customers complained about not receiving solar credits, down from 64% last quarter
- 30% of customers were dissatisfied about solar contracts, up nine percentage points from 21% last quarter
- incorrect generation was associated with 10% of cases, down three percentage points on last quarter<sup>16</sup>
- an analysis of a sample showed that customers complained about the following issues:
  - not receiving solar credits due to delays with setting up solar, usually due to issues with the required paperwork

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<sup>15</sup> A further 3% of FiT cases were classified as 'no feed-in tariff' as the correct FiT could not be identified by the customer.

<sup>16</sup> One case related to the solar FiT being charged not credited.

- receiving a higher solar credit, usually PFiT or TFiT, which was applied in error and then changed to GFiT when the error was detected – this was usually linked to the systemic issue detailed on page 12
- losing a higher TFiT or PFiT when they added more solar panels to their system or when the retailer discovered that it had incorrect paperwork and had been paying a higher FiT in error
- delays with retailers applying solar credits to bills following solar meter exchange or reconfiguration
- losing solar credits when a Smart Meter was installed
- not receiving solar credits and being advised by retailers that this was due to their solar system not working correctly when in fact there was another issue such as meter data or meter reconfiguration
- being incorrectly offered TFiT during marketing and then dropped to the lower GFiT.

## GFIT over time

Victoria's energy and utility regulator, the Essential Services Commission (ESC) is responsible for setting a 'fair and reasonable' feed-in tariff each year<sup>17</sup>. In 2013 and 2014, the GFIT was set at 8.2 cents/kWh.

On 30 June 2015, the ESC released a Draft Decision which proposes to reduce the GFIT to 5.0 cents/kWh from 1 January 2016<sup>18</sup>. EWOV notes, as reported in the April 2015 edition of this report<sup>19</sup>, that there was a large increase in solar contract term complaints specifically about the 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 2015<sup>20</sup>. Analysis of these EWOV solar cases showed that many customers said that they were unaware the GFIT could change during fixed-term contracts and that the lowering of the tariff was not clearly communicated to them. EWOV therefore encourages that any change is clearly communicated when the ESC's Final Decision is released.

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17 Essential Services Commission website: <http://www.esc.vic.gov.au/Energy/2014-Minimum-Feed-in-Tariff>. Accessed on 9 July 2015.

18 Essential Services Commission website: <http://www.esc.vic.gov.au/getattachment/a740acfc-fdf5-4913-9dde-e7069d472aa3/Draft-Decision-Minimum-Feed-in-Tariff-to-Apply-fro.pdf>. Accessed on 9 July 2015.

19 Page 11, Solar and Smart Meter Report – April 2015: [http://www.ewov.com.au/\\_data/assets/pdf\\_file/0005/14585/Solar\\_and\\_Smart-Meter\\_Apr\\_2015.pdf](http://www.ewov.com.au/_data/assets/pdf_file/0005/14585/Solar_and_Smart-Meter_Apr_2015.pdf)

20 Essential Services Commission website: <http://www.esc.vic.gov.au/getattachment/0364a70d-f8c7-4fb2-a341-3c3d6694adf6/Final-Decision-Minimum-Feed-in-Tariff-for-2015.pdf>. Accessed on 9 July 2015.

## Solar Systemic Issue<sup>21</sup>

### SI/2015/33 (open)

Retailer 6 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 Premium Feed-in Tariff or Transitional Feed-in Tariff). This issue affects about 10,500 customers.

Retailer 6 advised that it has written to impacted customers, apologised, corrected the tariff and will not seek to retrospectively recover the difference between the tariffs. The issue is still under investigation by EWOV and the ESC has been notified.

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21 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 ESC. More information can be found on EWOV's website: <http://ewov.com.au/reports/systemic-issues>



## Case Study

*Retailer: Retailer 6. Distributor: Distributor 3. Opened: 9 June 2015. Closed: 10 July 2015.*

*Issues: Billing > Tariff > Standard Feed In > Contract and Customer Service > Incorrect Advice / Information*

### The Issue

Mr S installed a solar system in November 2012. His previous retailer had applied the SFiT for his solar export. He transferred his electricity account to Retailer 6 in December 2013 after contacting a commercial energy price comparison service. During this contact with the energy price comparator he was offered SFiT as part of a three-year contract. He agreed to sign up and was issued bills which included the SFiT credits for his solar export. However, in May 2015, Mr S noticed that he had lost SFiT and was now receiving the lower GFiT. Mr S attempted to resolve the issue directly with Retailer 6, however, he was advised that he could not be placed back on SFiT.

Dissatisfied about the loss of the SFiT and being placed on the substantially lower GFiT, Mr S contacted EWOV on 9 June 2015. An Assisted Referral was raised and Retailer 6 contacted the customer to advise that it had paid the SFiT in error and would not honour it on future bills. Mr S was not satisfied with Retailer 6's response and said he would never have transferred to Retailer 6 if he knew he would not receive SFiT. Therefore, he recontacted EWOV on 18 June 2015 to advise the Assisted Referral had not resolved his complaint. EWOV escalated the case to an Investigation due to the complexity around the solar contract and FiT entitlement.

### EWOV's Investigation

EWOV's Investigation included a review of Mr S' contract, billing, and the call recording with the third-party energy price comparator service. Retailer 6 confirmed that it had offered SFiT in the welcome pack and contract sent to Mr S. It also advised that it had erroneously applied SFiT to the bills when in fact SFiT is not transferrable between electricity retailers and should never have been offered. Retailer 6 also said that Mr S' account was impacted by a systemic issue that had resulted in a group of customers being placed on an incorrect, and higher, FiT than what they were entitled to.

### The Outcome

Retailer 6 apologised for the inconvenience experienced and for the incorrect information about SFiT provided by its agent – the commercial energy price comparison service. It said it had provided the agent with feedback about the issue. Retailer 6 advised that Mr S was no longer eligible for SFiT, according to Victorian Government rules about FiTs. However, it agreed to apply a credit of \$192.12 to recognise the difference between SFiT and GFiT for the quarterly bill that was missing SFiT credits. Also, in order to facilitate the resolution and recognise the impact on Mr S' position due to the incorrect information, Retailer 6 credited the account with an additional \$1,500 which was calculated as the difference between SFiT and GFiT for the remainder of the SFiT scheme (31 December 2016). Retailer 6 also offered to waive the early termination fee if Mr S wanted to transfer to a difference retailer. Mr S 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 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, April–June 2015 quarter

COMPANY	DISTRIBUTORS						TOTAL
	DISTRIBUTOR 2	DISTRIBUTOR 4	DISTRIBUTOR 3	DISTRIBUTOR 5	DISTRIBUTOR 1	NOT ALLOCATED	
Retailer 6	95	21	7	15	4	3	<b>145</b>
Retailer 5	29	79	6	1	1	1	<b>117</b>
Retailer 17	12	9	32	7	8	1	<b>69</b>
Distributor 4		49					<b>49</b>
Retailer 18	11	7	6	1	3		<b>28</b>
Retailer 12	6	11	6	2	1	1	<b>27</b>
Distributor 2	26						<b>26</b>
Retailer 4	8	3	1	2	3		<b>17</b>
Retailer 16	4	6	1	4		1	<b>16</b>
Retailer 11	5	6	2		1		<b>14</b>
Retailer 3	6	2	2	1			<b>11</b>
Distributor 3			8				<b>8</b>
Retailer 7	2	3			2		<b>7</b>
Distributor 5				4			<b>4</b>
Retailer 8		3	1				<b>4</b>
Retailer 15		2	1				<b>3</b>
Retailer 14			1	2			<b>3</b>
Distributor 1					2		<b>2</b>
Not allocated	1		1				<b>2</b>
Retailer 10			1				<b>1</b>
<b>Total</b>	<b>205</b>	<b>201</b>	<b>76</b>	<b>39</b>	<b>25</b>	<b>7</b>	<b>553</b>

TABLE 4.

## Case Registration Snapshot - Solar Cases, April–June 2015 quarter

COMPANY	DISTRIBUTORS							TOTAL
	DISTRIBUTOR 3	DISTRIBUTOR 4	DISTRIBUTOR 2	DISTRIBUTOR 5	NOT ALLOCATED	DISTRIBUTOR 1	INTERSTATE	
Retailer 6	121	34	115	71	13	7	1	<b>362</b>
Retailer 17	53	48	31	7	5	8		<b>152</b>
Not allocated	27	38	19	8	33	3		<b>128</b>
Retailer 5	26	52	28	10	3	5		<b>124</b>
Retailer 12	19	24	13	8		2		<b>66</b>
Retailer 18	16	10	14	4		1		<b>45</b>
Retailer 4	11	22	2	3	1			<b>39</b>
Retailer 16	10	13	9	2		1		<b>35</b>
Retailer 7	10	9	1	1	2	2	1	<b>26</b>
Retailer 11	7	7	5	3		2		<b>24</b>
Distributor 2			23					<b>23</b>
Retailer 3	8	5		5				<b>18</b>
Distributor 4		15						<b>15</b>
Distributor 3	9							<b>9</b>
Retailer 8		2	5			1		<b>8</b>
Retailer 14	4	1						<b>5</b>
Distributor 1						3		<b>3</b>
Distributor 5				3				<b>3</b>
Retailer 9		3						<b>3</b>
Retailer 1	1		1					<b>2</b>
Retailer 10	1	1						<b>2</b>
Retailer 2	1							<b>1</b>
Retailer 13			1					<b>1</b>
<b>Total</b>	<b>324</b>	<b>284</b>	<b>267</b>	<b>125</b>	<b>57</b>	<b>35</b>	<b>2</b>	<b>1,094</b>