



Listen Assist Resolve

24 October 2014

Ms Mary Tait
Price Reset Stakeholder Engagement Manager
CitiPower/Powercor
Locked Bag 14090
Melbourne VIC 8001

By email: talkingelectricity@powercor.com.au

Dear Ms Tait,

Re: CitiPower and Powercor Australia Directions and Priorities Consultation Paper (Consultation Paper)

Thank you for the opportunity to provide comment on CitiPower and Powercor Australia Directions and Priorities Consultation Paper (the Consultation Paper).

As an industry-based external dispute resolution scheme, the Energy and Water Ombudsman (Victoria) (EWOV) provides alternative dispute resolution services to Victorian energy and water consumers by receiving, investigating and facilitating the resolution of complaints. EWOV's comments are based on our experiences handling complaints from CitiPower and Powercor Australia (Powercor) customers.

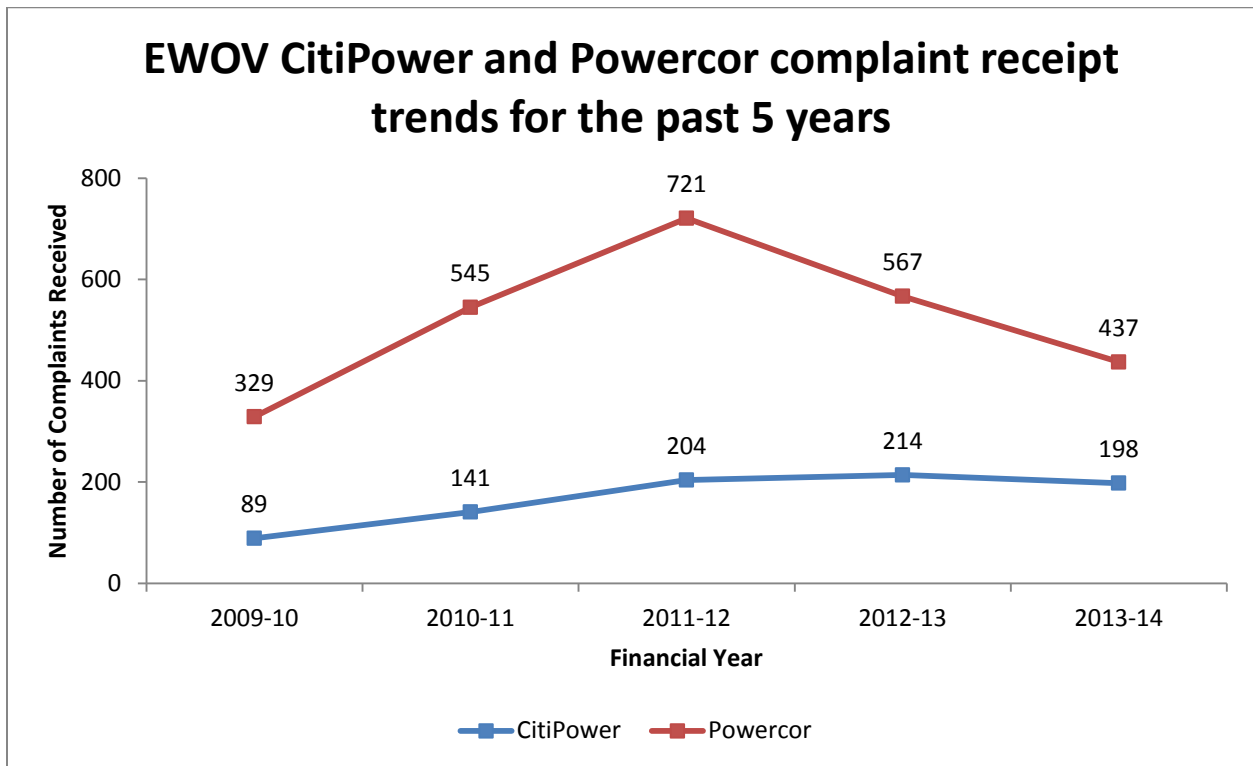
EWOV Case Number

As demonstrated in the graph on the following page, since the 2011-12 financial year EWOV has seen a significant decline in Powercor cases and a recent reduction in CitiPower cases. EWOV welcomes this reduction in cases and hopes that CitiPower and Powercor's proposed focuses, as outlined in the Consultation Paper, will further help to reduce complaints.

Of the cases received in 2013-14 financial year, the majority of customer issues related to either provision¹ or supply² for both CitiPower (37% about provision and 34% about supply issues) and Powercor (44% about provision and 26% about supply issues).

¹ Provision issues are about the connection of a property to the electricity network.

² Supply issues are about the physical delivery of the electricity service.



Commonly, these customers complained about:

- meter exchanges
- unplanned outages - and the damage or loss experienced as a result
- voltage variation - and the damage or loss experienced as a result
- the upgrade of supply - including the associated costs
- disconnections because of safety defects.

EWOV supports CitiPower and Powercor's efforts to reduce case numbers, and we suggest that they continue to focus on the above areas of complaints to EWOV to further reduce customer dissatisfaction in the coming regulatory period and beyond.

We trust the above comments are helpful. Should you require further information or have any queries, please contact Belinda Sandilands, Senior Research and Communications Advisor, on (03) 9672 4460 or at Belinda.Sandilands@ewov.com.au.

Yours sincerely

Cynthia Gebert
Energy and Water Ombudsman (Victoria)