

SYNERGY — REBATE CALCULATION

359. Hon COLIN de GRUSSA to parliamentary secretary representing the Minister for Energy:

I refer to recent notifications sent by Synergy to customers advising that due to a shortage of meter readers electricity bills would be calculated on historical usage rather than an actual meter reading. However, rebates under the renewable energy buyback scheme, or REBS, and distributed energy buyback scheme, or DEBS, will not be made under a similar estimate but will only be made following an actual meter reading.

- (1) Does the minister acknowledge that participants of the REBS and DEBS will be financially worse off because of this decision by virtue of being required to pay their full electricity bill based on an estimate, while having their rebates held back until an actual meter reading is made?
- (2) What steps is the minister taking to remedy this situation?
- (3) Does the minister acknowledge that this issue has arisen due to the delay by Synergy and Western Power in installing smart meters to households?
- (4) Can the minister provide a definitive time line for when smart meters will be installed in all relevant households?

The PRESIDENT: The Parliamentary Secretary to the Attorney General and other portfolios.

Hon MATTHEW SWINBOURN replied:

Thank you, President. That was nice coverage there!

I thank the member for some notice of the question. The following information has been provided to me by the Minister for Energy.

- (1)–(4) It is not possible to provide the information requested in the time required and I therefore ask the honourable member to place his question on notice.