

SYNERGY — A1 TARIFF CUSTOMERS

1379. Hon James Hayward to the parliamentary secretary representing the Minister for Energy:

I refer to Synergy A1 Tariff customers, and I ask:

- (a) how many customers have been charged a late payment fee in the 2023 calendar year to date;
- (b) how many customers are currently repaying debt via a repayment plan;
- (c) how many customers were referred to a financial counsellor in the 2023 calendar year to date; and
- (d) how many customers were disconnected due to non-payment in the 2023 calendar year to date?

Hon Matthew Swinbourn replied:

- (a) 68,228.
- (b) 36,148.
- (c) Financial counsellor referrals are not captured in Synergy's database.
- (d) 2,703.