

SYNERGY — A1 TARIFF CUSTOMERS

**387. Hon JAMES HAYWARD to the parliamentary secretary representing the Minister for Energy:**

I refer to Synergy A1 tariff customers.

- (1) How many customers have been charged a late-payment fee in the 2023 calendar year to date?
- (2) How many customers are currently repaying debt via a repayment plan?
- (3) How many customers were referred to a financial counsellor in the 2023 calendar year to date?
- (4) How many customers were disconnected due to non-payment in the 2023 calendar year to date?

**The PRESIDENT:** The question seems to require a lot of information, but let me see whether the parliamentary secretary is able to provide an answer.

**Hon MATTHEW SWINBOURN replied:**

Due to the IT technical problems that Synergy is experiencing, the information will not be available today. Therefore, I ask the honourable member to put the question on notice.