

SYNERGY — HARDSHIP SUPPORT

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

I refer to the inability of Synergy to provide basic headline data relating to financial hardship.

- (1) What has been the lifetime cost to date of the Synergy SAP billing system in terms of licence fees paid and moneys paid to IT services performed in India?
- (2) Are current IT issues, as referenced in the answer to C431, related to the online portal for financial counsellors, which the minister made reference to in 2021?
- (3) When was the last time the minister received data from Synergy relating to financial hardship; and will the minister table that?
- (4) Are current IT issues adversely impacting on Synergy's ability to issue timely bills, issue accurate bills, assist people in financial hardship and issue reconnection orders to Western Power in a timely manner?

Hon MATTHEW SWINBOURN replied:

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

- (1) Synergy only contracts with Australian-based companies for its system licence fees and IT services for the SAP billing system.
- (2) No.
- (3) The minister frequently discusses hardship matters with Synergy.
- (4) No.