

Division 2: Parliamentary Commissioner for Administrative Investigations —

[Supplementary Information No A1.]

Question: Mr D.A. Templeman asked: Can I have a comment on the nature of the complaints that are going to the Energy Ombudsman and whether that is related to individuals highlighting concerns due to the cost of energy. The Ombudsman mentioned the significant increase since 2008–09. I would like to have the breakdown of that increase in percentage terms for each of the years 2008–09, 2009–10, 2010–11 and 2011–12 showing the increase in the number of complaints. I would like the previous question with regard to breakdowns to be provided as supplementary information.

Answer: The breakdown of the increase in demand for Energy Ombudsman services in percentage terms is:

For 2008-09 to 2009-10:

- 10% for gas;
- 158% for electricity; and within the electricity figures, an increase of 171% for Synergy.

For 2009-10 to 2010-11:

- No change for gas;
- 58% for electricity; and within the electricity figures, an increase of 75% for Synergy.

For 2010-11 to 2011-12, current projections indicate little or no change.

Overall the increase for 2008-09 to 2010-11 is:

- 10% for gas;
- 307% for electricity; and within the electricity figures, an increase of 375% for Synergy.