

Commission's response to EnergyAustralia's letter

The Commission notes that, in response to most items in the Commission's letter, EnergyAustralia has provided unqualified and detailed assurances; these items are not discussed further. The Commission will continue to monitor on-going compliance with these issues at regular fortnightly meetings with EnergyAustralia.

The Commission has considered the information EnergyAustralia has provided about items:

7 – Establishing further payment programs for customers experiencing difficulties caused by billing failures and delays; and

10 – 'Fast-tracking' responses to complaints arising from billing issues.

The Commission will continue to monitor customers' complaints, but will take no further action at present with respect to the concerns expressed in items 7 and 10.

Undertakings

Undertaking to reduce the number of unbilled accounts: The Commission asked EnergyAustralia for an Administrative Undertaking to reduce the number of late and unbilled customer accounts. EnergyAustralia has given this Undertaking.

Undertaking to provide information for Ausgrid smart meter customers: the Commission asked EnergyAustralia for an Administrative Undertaking to remedy the present deficiencies in Ausgrid Billing. This matter is still under review