

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 12-1

Output Number:

Date: 18/06/2026

From: J Davis

To: Mr Trevor James

Portfolio: Essential Services

Government Owned Corporation:

Jacana Energy

Subject: Complaints received

QUESTION

How many complaints has Jacana Energy received in the past 12 months?

ANSWER

Jacana Energy's complaint rate is currently less than 0.75% of customers year-to-date, outperforming the industry benchmark of 1%. A total of 602 complaints has been received year-to-date, with approximately 61% relating to billing matters, which is consistent with broader energy retail industry trends.