

**ESTIMATES COMMITTEE**  
**Question Taken on Notice**

**Question Number:** 11-6

**Output Number:** N/A

**Date:** 11/12/2020

**From:** Mr Joshua Burgoyne

**To:** Mr Noel Faulkner

**Portfolio:** Essential Services

**Agency:** Jacana Energy

**Subject:** Customers not billed

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**QUESTION**

How many customers are not being billed, for instance in the last quarter? How many people were not issued bills?

**ANSWER**

On average, 922 customers were not issued with bills between October –December 2020. This equates to approximately 2% of customers who were due to be billed but were not during this period.

There are various reasons as to why accounts are not billed. The reasons include:

- delayed receipt of meter data.
- no meter attached to the customer account.
- issues with faulty meters.

Jacana Energy works proactively with Power and Water Corporation to address these issues as they arise to ensure that customers do not remain unbilled for long periods of time.