

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

**Question Number:** 11-1

**Output Number:** N/A

**Date:** 11/12/2020

**From:** Mr Joshua Burgoyne

**To:** Mr Noel Faulkner

**Portfolio:** Essential Services

**Agency:** Jacana Energy

**Subject:** Savings from paperless bills

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**QUESTION**

Jacana has moved to a paperless billing system and is no longer paying costs for in-person help desk services. I want to know the savings that have been made through those changes.

**ANSWER:**

Total savings from reducing in-person services = \$1,832,870.40

**Paperless Billing System Savings:**

Total annual savings from customers who have transferred to e-billing= \$338,199.96