

## **ESTIMATES COMMITTEE**

### **Question Taken on Notice**

**Date:** 20/06/2018

**Subject:** New Jacana Energy bill

**From:** Mrs Kate Worden

**To:** Mr Noel Faulkner

**Portfolio:** Essential Services

**Agency:** Jacana Energy

---

**Question Number:** 11-1

**Question:**

*Could we find out how many complaints or inquiries have been made about the move to only having one name on the new Jacana power bills?*

**Answer:**

Jacana Energy has approximately 85,000 customer accounts of which 14,800 are in more than one name. From the launch of Jacana Energy's new retail operating system, known as ROS, on 3 April 2018 to 9 July 2018, nine complaints have been recorded relating to the move from multiple names to a single name on the new-look Jacana Energy electricity bill.

Other customers may have made enquiries regarding the reason why this change occurred, with their questions resolved by our customer service agents; however, these interactions are not recorded.

Customer communications regarding the new-look Jacana Energy bill included a message in relation to this change which was presented as part of a bill insert that introduced the new-look bills to our customers.