

ESTIMATES COMMITTEE

Question Taken on Notice

Subject: Wrongful disconnections

From: Mrs Lia Finocchiaro

To: Mr Noel Faulkner

Portfolio: Essential Services

Agency: Jacana Energy

Question Number: 11-4

Question:

Could Jacana please provide the details for the reporting period 1 July 2017 to 31 March 2018 of how many household and businesses, disaggregated, were wrongly disconnected by Jacana?

Answer:

For the period 1 July 2017 to 27 June 2018, six customer complaints (five household and one business) were recorded as being related to an incorrect disconnection by Jacana Energy.

In addition, there have been a number of other customers who were disconnected in error but reconnected soon after the incorrect disconnection occurred. As these disconnections were satisfactorily resolved by our customer care team, complaints were not raised and recorded in these instances.

Total instances of incorrect disconnection have not been recorded to date as our current system reporting does not support this activity. Jacana Energy is looking to develop its system reporting so that disconnections made in error are recorded, and can be reported on, in the future.