

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

**Question Number:** 11.2

**Output Number:**

**Date:** 19/06/2025

**From:** Ms Selena Uibo

**To:** Mr Trevor James

**Portfolio:** Essential Services

**Agency:** Jacana Energy

**Subject:** Customers currently in default

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**QUESTION**

Can Jacana please break down the number of customers currently in default of paying their power bills, by region?

**ANSWER**

Jacana Energy does not collect or report customer payment default data at a regional level. Segmenting this data geographically risks misrepresenting trends due to variation in customer volumes and demographics across regions. Such segmentation can lead to disproportionate comparisons and inaccurate conclusions.

Additionally, the Electricity Industry Performance Code does not require reporting of payment default figures at this level of granularity. The Code is designed to promote consistency and fairness in performance reporting and to minimise the risk of inequitable regional comparisons.

However, Jacana Energy does report the value of customer debt that is more than 90 days overdue. This information is included in the enclosed table and reflects aggregated Territory-wide figures.

<b>Metric</b>	<b>FY2025 (YTD Mar25)</b>	<b>FY2024</b>
Number of residential customers with debt over 90 days	1,337 (2.0%)	2,506 (3.75%)
Number of small business customers with debt over 90 days	206 (2.4%)	381 (3.2%)