

ESTIMATES COMMITTEE
Question Taken on Notice

Question Number: 11.6

Output Number:

Date: 19/06/2025

From: Ms Selena Uiibo

To: Mr Trevor James

Portfolio: Essential Services

Agency: Jacana Energy

Subject: Customer Complaints Response Times

QUESTION

Does Jacana have the current average response times and wait and the resolution times for customer complaints?

ANSWER

Contact Centre – Customer Care

FY2025 (YTD-July to May) Average wait 2.1 minutes

Complaints

The average complaints resolution timeframe FY2024-25:

- General complaints - 7 business days
- Ministerial - 5 business days
- Ombudsman - 4 Business Days

Total Average is 5.3 Business days