

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

**Question Number:** 11.6

**Output Number:**

**Date:** 19/06/2025

**From:** Ms Selena Uibo

**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?