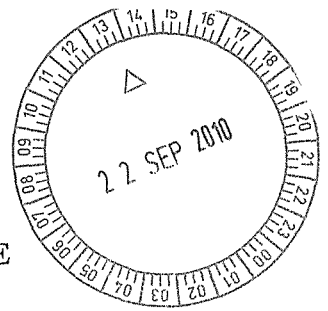


PUBLIC



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE  
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

*Supplementary Information B7 (Page 16)*

*Question:*

*Hon Ljiljanna Ravlich asked, for the years 2007-08, 2008-09 and 2009-10:*

- (a) The total number of and percentage of Synergy's residential customers who have been granted additional time to pay their bill or bills;*
- (b) The total number of and percentage of Synergy's residential customers who have been disconnected because of their failure to pay a bill;*
- (c) The total number of and percentage of Synergy's residential customers that have been disconnected who were previously the subject of an instalment plan;*
- (d) The total number of and percentage of Synergy's residential customers who have been disconnected at the same supply address within the last 24 months;*
- (e) The number of Synergy's residential customers that have been connected whilst receiving a concession; and*
- (f) The number of Synergy's customers who have been granted additional time to pay their bills.*

*Answer:*

Please note that Synergy is in the process of preparing definitive reports on these issues for 2009/10 as per its reporting requirements with the ERA. Currently these reports are being verified according to quality control procedures, and Synergy will make these statistics public when they have been finalised and submitted.

(a) 2007/08: 54,102 (6.1%+5%).  
2008/09: 68,158 (8%+2.5%).

(b) 2007/08: 4833 (0.58%).  
2008/09: 4188 (0.49%).

(c) 2007/08: 816 (0.10%).  
2008/09: 882 (0.10%).

(d) 2007/08: 540 (0.07%).

2008/09: 550 (0.07%).  
(e) 2007/08: 797 (0.10%).  
2008/09: 805 (0.10%).

(f) Please refer to (a)

**Minister for Energy**