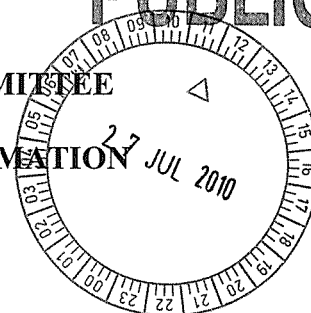


PUBLIC

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION



Wednesday, 7 July 2010

Synergy

Supplementary Information B1 (Page 3)

Question:

Hon Kate Doust asked how many complaints have you had made to Synergy in relation to the SmartPower tariff issue?

Answer:

Synergy is not able to accurately identify the number of complaints relating specifically to SmartPower tariff increases. The current classification for complaints does not specifically refer to SmartPower complaints.

Synergy has received some complaints in relation to SmartPower. It is important to note that Synergy has responded to previous customer feedback in setting all SmartPower rates below the A1 tariff, apart from the on-peak rate which better reflects the actual costs of providing electricity at times of maximum demand.

The purpose of the SmartPower tariff is to encourage consumers to shift consumption to non peak periods. The peak rate is designed to achieve this outcome. If customers cannot save money on the SmartPower tariff, they can revert to the A1 tariff at any time.

Minister for Energy

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

Supplementary Information B2 (Page 3)

Question:

Hon Kate Doust asked how many people have come off SmartPower in the past 12 months?

Answer:

923 customers changed from the SmartPower product back to the regulated A1 tariff in the past 12 months.



Minister for Energy

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

Supplementary Information B3 (Page 12)

Question:

Hon Kate Doust asked how many complaints came in in 2009–10 regarding Synergy's billing system?

Answer:

Synergy does not categorise complaints in this way and is therefore unable to distinguish complaints which resulted from system issues, and complaints which resulted from other issues such as enquiries relating to meter readings, tariff increases and customer service to name a few.



Minister for Energy

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

Supplementary Information B4 (Page 13)

Question:

Hon Kate Doust asked is Synergy aware of whether or not any registered financial counsellors were unable to see referred clients due to demand pressure; and, if so, what action has Synergy taken to ensure customers had someone to see to progress their claim?

Answer:

Financial counsellors are funded by the Department of Child Protection, and Synergy is unable to expedite appointments. Synergy relies on customers to advise of any delays in accessing a financial counsellor, so it can suspend collection activities until they are able to be assessed.



Minister for Energy

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

Supplementary Information B5 (Page 13)

Question:

Hon Kate Doust asked for the breakdown of the days above 90 days of bills not being sent to customers under the current billing system.

Answer:

This information is not yet available. Synergy expects to be able to provide a response by the resumption of Parliament.



Minister for Energy

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 7 July 2010

Synergy

Supplementary Information B6 (Page 14)

Question:

Hon Ken Travers asked what percentage of the price increases over the past two years have actually been responsible for the increase in the dividends that are payable?

Answer:

In the 2009/10 financial year Synergy recorded a total profit of \$98.7 million, of which \$22 million was derived from the A1 tariff. Of this \$22 million, \$3 million (13.63%) can be attributed to tariff increases.



Minister for Energy