

13 August 2010

Mr Tom Leuner  
General Manager  
Markets Branch  
Australian Energy Regulator  
GPO Box 520  
Melbourne Victoria 3001



Dear Mr Leuner

### Retail Market Performance Reporting

ENERGEX Limited (ENERGEX) welcomes the opportunity to respond to the Issues Paper recently released by the Australian Energy Regulator in relation to the future development of retail market performance reporting procedures and guidelines, which will be required under the National Energy Retail Law and National Energy Retail Rules. ENERGEX provides this response as the distribution network service provider operating in South East Queensland.

Of particular interest to ENERGEX is chapter 3 of the Issues Paper which addresses information which will be required to be provided by energy distributors for the AER's performance report.

ENERGEX supports the AER's intention to avoid duplication of reporting requirements where there are overlaps with other jurisdictional or national reporting requirements. ENERGEX currently has a number of jurisdictional reporting requirements in relation to service standards, including:

- Section 2.6.2 of the Queensland Electricity Industry Code (Code) requires ENERGEX to report on a quarterly basis to the Queensland Competition Authority on its performance against minimum service standards and guaranteed service levels;
- Section 8.5.6 of the Code requires ENERGEX to report on a quarterly basis to the Authority the number of disconnections performed at the instigation of the distribution entity;
- A quarterly report to the Authority on its performance against service order timeframes; and
- A quarterly report to the Department of Mines and Energy on performance in accordance with the *Minimum Service Standards, Guaranteed Service Levels, Service Quality and Operations Reporting Guidelines*

ENERGEX notes that the AER's retail market performance report must include the performance of distributors in relation to the small compensation claims regime. The AER has indicated that it may request the following information to assist in their assessment of distributor performance:

- the number of compensation claims made within a reporting period in relation to particular incidents or categories of incidents;

**Enquiries**  
Rachel Leaver  
**Telephone**  
(07) 3223 1785  
**Facsimile**  
(07) 3223 1717  
**Email**  
rachel.leaver  
@energex.com.au

**Corporate Office**  
150 Charlotte Street  
Brisbane Qld 4000  
GPO Box 1461  
Brisbane Qld 4001  
Telephone (07) 3407 4000  
Facsimile (07) 3407 4609  
www.energex.com.au

- the amount of compensation paid by distributors within a reporting period in relation to particular incidents or categories of incidents;
- steps taken by the distributor to make customers aware of the small compensation claims regime; and
- the number of complaints received by the distributor in relation to its administration of the small compensation claims regime.

ENERGEX is of the understanding that the small compensation claims regime will only apply in those jurisdictions that specifically provide for such a regime via jurisdictional legislative instruments. ENERGEX seeks confirmation from the AER that the above reporting requirements would not be applicable to distributors where the jurisdiction has not opted into a small compensation claims regime.

Should ENERGEX be required to report on its performance against a small compensation claims regime, ENERGEX believes that an appropriate reporting frequency would be on an annual basis.

If you have any questions in relation to this response please do not hesitate to contact Rachel Leaver, Network Regulation Manager on (07) 3223 1785.

Yours sincerely



Louise Dwyer  
Group Manager Regulatory Affairs