



MEDIA RELEASE

Independent regulator releases report on utility performance

Each year the ACT Independent Competition and Regulatory Commission reports on the performance and compliance of utilities operating in the ACT. In addition, we report on National Energy Retail Law (NERL) retailers' compliance with the Consumer Protection Code 2020. Today, we released our report on the utilities' performance in 2022-23.

The performance of water and sewerage services improved in 2022-23. The number of unplanned interruptions to the water supply decreased by 6.62% and sewerage services decreased by 16%. Planned interruptions to water supply increased by 52% suggesting a focus to conduct preventative maintenance and upgrades. Water complaints also reduced, although sewerage complaints increased marginally.

Electricity customers experienced a reduction in unplanned interruptions and slight increase in planned interruptions. Gas customers similarly saw an increase in planned interruptions. Customer complaints about electricity and gas fell significantly.

There was an increase in wrongful disconnections with Evoenergy reporting that 45 electricity customers were wrongly disconnected in 5 instances over the year. Senior Commissioner Dimasi said, "It is always concerning when a customer is wrongly disconnected, and we will continue to monitor and report on this."

The Consumer Protection Code establishes guaranteed service levels. If a utility does not meet a guaranteed service level when providing its utility service, it must pay a rebate to the affected customer.

Senior Commissioner Joe Dimasi said, "The rebates serve as an acknowledgement to customers that they have not received the expected level of service. While the introduction of automatic payments has led to an increase in rebates paid to customers, it has not yet resulted in a reduction in the occurrences of non-compliance."

The amount of rebate paid to customers by utilities and NERL retailers in 2022-23 was \$368,740 an increase of \$63,950 from 2021-22. The increase is primarily due to an increase in the rebates paid by Icon Water in relation to failure to provide the required notice of a planned interruption to service.

Senior Commissioner Joe Dimasi said, "We will continue to monitor the compliance and performance of utilities and retailers and encourage them to take actions to better serve their customers."

Our full report is available on our website www.icrc.act.gov.au

Contact

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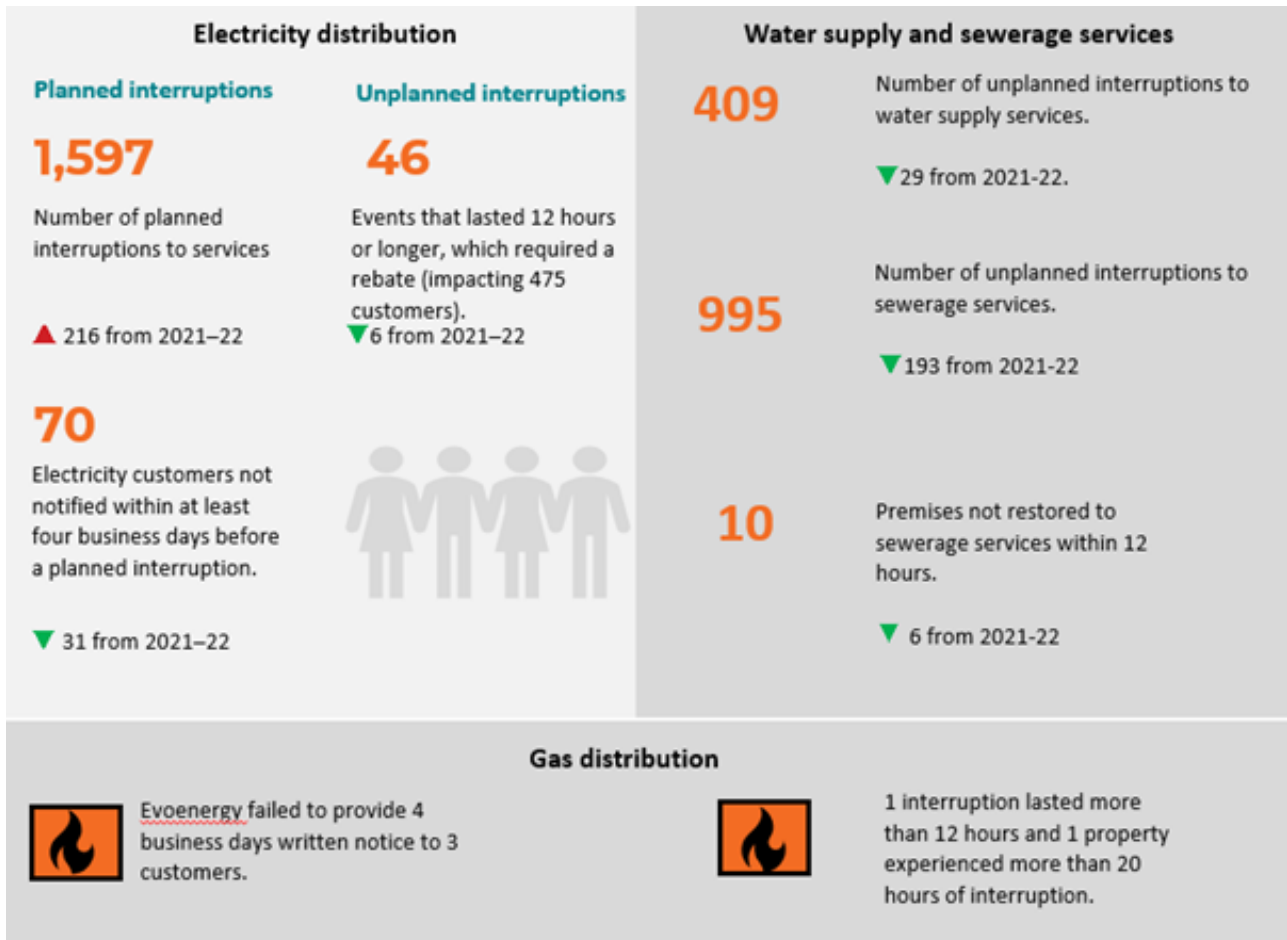
Background

The commission licenses 6 utilities to operate in the ACT: Icon Water for water and sewerage services; Evoenergy electricity and Evoenergy gas for electricity and gas distribution services; Transgrid and Lumea for electricity transmission services; East Australian Pipeline Limited (EAPL) for gas transmission services.

We do not license retail energy providers. Energy retailers are authorised under the national energy customer framework by the Australian Energy Regulator, which reports annually on their performance.

A snapshot of overall outcomes is included in the attachment.

Attachment: 2022-23 outcomes at a glance



Water supply

11,909 Water supply complaints

▼ 1078 from 2021–22

3 complaints were not responded to within 20 business days

Sewerage services

133 Sewerage services complaints

▲ 26 from 2021–22.

All complaints were responded to within 20 business days

Electricity distribution

199 Electricity distribution complaints

▼ 136 from 2021–22

26 complaints were not responded to within 20 business days

Gas distribution

72 Gas distribution complaints

▼ 68 from 2021–22

All complaints were responded to within 20 business days.

Icon Water
Water supply and sewerage service

Evoenergy
Electricity distribution

Evoenergy
Gas distribution

Number of times utilities paid rebates in 2022–23

1483

1,265

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