

Case summaries

File No.		Outcome	File Size	No. of Pages
21080	Supply – unplanned outage - compensation	Complaint not upheld	62.5 KB	1
20905	Billing – payment options – information provided – whether accurate	Complaint not upheld	64.1 KB	1
20824	Supply – low voltage – compensation for damage	Complaint settled	74.8 KB	2
20544	Pre-pay meter – method of buying credit Customer service – accuracy of information Jurisdiction – business decision to change product outside Commissioner’s jurisdiction	Complaint not upheld	66.2 KB	2
20331	Supply – fault in service line – whether customer liable for cost of repair	Complaint not upheld – settlement reached	64.6 KB	2
20090	Pre-paid meter – fault Billing – back-bill – responsibility for debt	Complaint settled	64.2 KB	1
20017	Supply – surge – compensation for damage to appliances	Complaint settled	70.7KB	1
19984	Supply – disconnected in error Compensation	Complaint upheld	64.3 KB	1

19870	Supply – fault Compensation – lost stock - expenses	Complaint not upheld	64.5 KB	2
19751	Supply – gas pressure – request for upgrade Customer service – provision of accurate information	Complaint upheld – Award made	67.3 KB	2
19686	Contract – Meter tampering Calculation of un-metered electricity use	Complaint not upheld	63.0 KB	1
19666	Supply – unplanned outage – damage	Complaint withdrawn	63.9 KB	1
19527	Supply – disconnected in error - subsequent damage to circuit breakers Responsibility for cost of repairs	Complaint settled	56.0 KB	1
19490	Supply – unplanned outage -disruption to business – compensation for loss	Complaint not upheld	62.0 KB	1
19486	Power pole – Responsibility for cost of replacement	Complaint upheld	74.4 KB	2
19467	Billing – price increases – application to estimated consumption	Complaint not upheld	73.1 KB	2
19368	Meter reader – access	Complaint settled	64.2 KB	1
19309	Billing – overdue account paid – disconnection/reconnection fees Customer service	Complaint settled	63.3 KB	1
19308	Supply – fusing requirements Billing – tariff options – residential versus non-residential	Complaint not upheld	65.1 KB	1

19204	Meter – start reading on installation of new meter Billing – inaccurate – start reading	Complaint settled	60.7 KB	1
19118	Tree – cut and trim notice – owner not notified, notice sent to wrong address	Complaint settled	62.8 KB	1
19094	Supply – damage to pole – ownership – responsibility for cost of repairs	Complaint not upheld	62.6 KB	1
19045	Supply – unplanned outage – whether damaged freezer	Complaint settled	63.0 KB	1
19008	Meter relocation – costs – whether quote or standard fee Customer service – delays – information requested not provided	Complaint settled	67.9 KB	1
18729	Supply – upgrade requested – payment for transformer upgrade	Complaint not upheld	58.0 KB	1
18505	Billing – high estimated bills	Complaint settled	61.8 KB	1
18489	Billing – accuracy – billing address wrong	Complaint settled	61.8 KB	1
18195	Jurisdiction – whether contract – whether customer applied to be supplied with electricity	No contact therefore no jurisdiction to proceed	63.2 KB	1