

RETAIL AUTHORITY NO. ___ / ___

NAME OF HOLDER _____

ANNUAL REPORT
TO THE REGULATOR
UNDER THE
ELECTRICITY ACT 1994

FOR THE PERIOD
1 JULY 2008 TO 30 JUNE 2009

Energy Regulation and Legislation
Queensland Mines and Energy
Department of Employment, Economic Development and Innovation
61 Mary Street, Brisbane Queensland 4000
PO Box 15216, City East Queensland 4002 Australia
Telephone +61 7 3239 0046
Facsimile +61 7 3237 1344
Website www.dme.qld.gov.au

ANNUAL REPORT TO THE REGULATOR 2008-2009

Under the *Electricity Act 1994* (the Act), the Regulator issues authorities (licences) for generation, transmission, distribution and retail activities undertaken in the Queensland electricity industry.

A Retail Authority authorises its holder to provide 'customer retail services' which means the sale of electricity to a customer for the customer's premises. There are two types of Retail Authority:

1. Retail Authority specifying a Retail Area, which authorises the holder to provide customer retail services to excluded customers in its Retail Area and, in competition with other licensed retail entities, to any other customer anywhere in Queensland (however, Ergon Energy Queensland Pty Ltd is restricted to providing customer retail services only to non-market customers in its Retail Area); and
2. Retail Authority with no Retail Area specified, which authorises the holder to provide customer retail services, in competition with other licensed retail entities, to any customer anywhere in Queensland (other than excluded customers to whom the holder has no retail obligation).

It is a condition of a Retail Authority that the Holder must submit an annual report on its operations, as directed by the Regulator. This information enables the Regulator to assess the Retail Authority Holder's compliance with statutory requirements and its continued suitability to hold a Retail Authority. It also assists the Regulator to perform other functions under the Act.

The Department of Employment, Economic Development and Innovation undertakes to:

- (a) keep confidential all commercial information provided in this report; and
- (b) not disclose or allow to be disclosed this information to any person except officers of the Department to the extent that those persons need to know the information for regulatory purposes*.

* 'Regulatory purposes' means the performance of the Regulator's functions under the Act and maintenance of the security of electricity supply to Queensland customers.

Please return the completed report to:

**The Director
Energy Regulation and Legislation Unit
Queensland Mines and Energy
Department of Employment, Economic Development and Innovation
PO Box 15216
CITY EAST QLD 4002**

No later than:

31 October 2009

For enquiries contact:

**Lorelle Hatch
Queensland Mines and Energy
Department of Employment, Economic Development and Innovation
Telephone: 07 3239 0046
Email: lorelle.hatch@deedi.qld.gov.au**

This form is available in PDF or Word format from the Queensland Mines and Energy website at www.dme.qld.gov.au/Energy/licensing.cfm

Note: If there is insufficient space on the form to answer any question, please attach a statement giving full details.

ANNUAL REPORT TO THE REGULATOR 2008-2009

Annual Report to the Regulator for the period 1 July 2008 to 30 June 2009 *		
Retail Authority No:	Note: This form should be used to report information and activities related only to this Retail Authority. A separate form must be submitted for each authority held. If there is insufficient space on the form to answer any question, please attach a statement giving full details.	
* <i>If the report is not for the full financial year, please indicate the period to which it applies.</i>	<u>From</u>	<u>To</u>

1. General Information relating to the HOLDER of the Retail Authority		
Name of Holder*		
Chief Executive Officer		
General Manager Retail		
Contact Person (for licensing matters)		
Contact Telephone Number	Fax Number	
Contact Email Address		
ACN / ABN		
Address of Registered Office (if applicable)	-----	
Postal Address	-----	
Call Centre No.		
* <i>If the name of the Holder of the Retail Authority has changed but the ACN number remains the same, please attach a copy of the Certificate of Registration of Change of Name or other documentary evidence of the change.</i>		

2. If the HOLDER of the Retail Authority is a private sector company*, has there been any major change in the shareholders of the company (i.e. ownership change greater than 10% by way of sale or transfer of shares to a single entity) during the report period?		
* <i>'Private sector company' includes all international and Australian companies but excludes Government Owned Corporations (GOC)</i>		
<input type="checkbox"/> YES - Give details below <input type="checkbox"/> NO - Go to Question 3		
<input type="checkbox"/> NOT APPLICABLE (GOC) - Go to Question 3		
Full names of new shareholders (attach additional page if necessary)	Address	Date of sale/transfer

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3. Has the HOLDER of the Retail Authority had any criminal convictions or civil judgements (where the civil judgement involves compensation or a fine in excess of \$10,000) awarded against it during the report period?	
<input type="checkbox"/> YES - Give full details below	<input type="checkbox"/> NO - Go to Question 4
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

4. If the HOLDER of the Retail Authority is a private sector company*, has the HOLDER been placed into bankruptcy, receivership, administration or liquidation, or has action been taken by the Authority HOLDER or creditors of the Authority HOLDER, to wind up the company?	
* <i>'Private sector company' includes all international and Australian companies but excludes Government Owned Corporations (GOC)</i>	
<input type="checkbox"/> YES - Give full details	<input type="checkbox"/> NO - Go to Question 5
<input type="checkbox"/> NOT APPLICABLE (GOC) - Go to Question 5	
<hr/> <hr/> <hr/> <hr/> <hr/>	

5. Was the HOLDER of the Retail Authority registered with the National Electricity Market Management Company (NEMMCO) under the National Electricity Rules during the reporting period in respect of the activities authorised by the Retail Authority?	
<input type="checkbox"/> YES - Give full details below	<input type="checkbox"/> NO - Go to Question 6
NAME	
ADDRESS	
REGISTRATION CATEGORIES	<hr/>

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<p>6. If an entity was registered with NEMMCO, was any enforcement action* taken during the report period against the Registered Participant in relation to the activities authorised by the Retail Authority, by the Australian Energy Regulator or a court, for any breaches of the National Electricity Law, the National Electricity Regulation or the National Electricity Rules?</p>	
<p>* <i>'Enforcement action' includes investigations, imposition of sanctions, directions, civil penalties, suspension and fines based on enforcement powers under the National Electricity Law or the National Electricity Rules.</i></p>	
<p><input type="checkbox"/> YES - Give full details of breaches and outcomes <input type="checkbox"/> NO - Go to Question 7</p> <p align="center"><input type="checkbox"/> Not Applicable (not registered)</p>	
<p>.....</p> <p>.....</p> <p>.....</p>	

<p>7. Was any enforcement action* taken during the report period, against the HOLDER of the Retail Authority by the Queensland Competition Authority for a contravention of industry codes under Chapter 5, Part 1A of the <i>Electricity Act 1994</i>?</p>	
<p>* <i>'Enforcement action' includes issue of a warning notice, issue of a code contravention notice, civil penalty, court injunction or other court action.</i></p>	
<p><input type="checkbox"/> YES - Give full details of the action and outcome <input type="checkbox"/> NO - Go to Question 8</p>	
<p>.....</p> <p>.....</p>	

<p>8. Does the HOLDER of the Retail Authority hold any electricity retail authorities or similar licences issued under the law of another State or Territory (equivalent interstate licences)?</p>			
<p><input type="checkbox"/> YES - Give full details, then go to Question 9 <input type="checkbox"/> NO - Go to Question 10</p>			
Licence Number	State/Territory	Date of Issue	Name of Holder
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.....
.....

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9. Was any action taken during the report period for a material breach of any interstate licences held by the Retail Authority HOLDER?			
<input type="checkbox"/> YES - Give details below		<input type="checkbox"/> NO - Go to Question 10	
Date	State/Territory	Brief description of breach	Outcomes

10. How many customers did the HOLDER of the Retail Authority have in Queensland at the end of the report period in the following classifications (where applicable) and what was their combined consumption?		
Customer Classification	No. of Customers at 30/6/2009	Combined consumption (MWh per annum)
Residential*		
Non-residential		
Total (Residential & Non-residential)**		
Market		
Non-Market		
Total (Market & Non-market)**		
<p>* A 'residential' customer means someone who uses their premises primarily for residential purposes. As definitions may vary between individual retailers, retailers should use their own particular definitions for residential (and non-residential) customers.</p> <p>** Residential and non-residential total should equal market and non-market total.</p>		

11. Please attach copies of the Retail Entity's quarterly reports to the Queensland Competition Authority under clause 2.3.2 of the Electricity (Retail Billing Guaranteed Service Level Scheme) Code (i.e. reporting requirements detailing compliance with the guaranteed service level and any other matter reasonably notified to the QCA) for the period 1 July 2008 to 30 June 2009.

12. This question no longer relevant.
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13. Please provide the information on the following pages in relation to the sale of electricity to Customers who consume less than 100 MWh of electricity per annum.

The form and content of this information request arises from the National Regulator's Forum project on National Alignment of Regulatory Reporting for Electricity Distribution and Retailing Businesses. The information (except for actual customer numbers) may be published.

ANNUAL REPORT TO THE REGULATOR FOR YEAR ENDED 30 JUNE 2009

NATIONAL ALIGNMENT OF REGULATORY REPORTING REQUIREMENTS – FOR QUEENSLAND CUSTOMERS BELOW 100MWh Per Annum

DATA FIELD	INDICATOR OR DEFINITION	TO BE ANALYSED AND PROVIDED AS	INSERT FIGURE (ANNUAL)	
			Residential	Non-Residential
Affordability and Access				
Instalment Payment Plans	An instalment payment plan is defined for the purposes of this measure as an arrangement between a retailer and a customer for the customer to pay arrears and continued usage on their account according to an agreed payment schedule and capacity to pay. <u>It does not include customers using a payment plan as a matter of convenience or for flexible budgeting purposes.</u>	Number and % of customers on instalment payment plans.		
Direct Debit Payment Defaults	Defaults or rejections in two successive payment periods.	Number and % of customers who defaulted on direct debit payments.		
Disconnections for Debt and Reconnections in the Same Name	Disconnection for debt means a customer whose supply was disconnected for non-payment of an amount owed. The conditions under which a customer may be disconnected are set out in the <i>Electricity Act 1994 and Electricity Regulation 2006</i> .	Number and % of customers disconnected for failure to pay amount due.		
		Number and % of reconnections at the same premises in the same name within 7 days of disconnection (% of total number of customers disconnected for failure to pay the amount due).		
Security Deposits (Refundable Advances)	The total number of customers who have paid a security deposit (refundable advance) to secure connection or reconnection to supply. Includes refundable advances paid by multi-residential customers.	Number and % of customers who have lodged a security deposit (refundable advance).		
		Average amount of security deposit held (total amount held divided by number of customers who have lodged a security deposit).		
Customer Service			Aggregated	
Customer Complaints	Customer complaint means a written or verbal expression of dissatisfaction made to the retail entity about an action, or a failure to act, or in respect of a product or service offered or provided by the retail entity, where a response or resolution is explicitly or implicitly expected.	Number of <u>retail</u> customer complaints.		
Billing or Account Complaints	Complaints related to a bill or account, including but not limited to: <ul style="list-style-type: none"> • Difficulty in paying accounts; • Overcharging; • Prices; • Payment terms and methods; • Debt recovery practices; and • Disconnection for non-payment and subsequent reconnection. 	Billing or account complaints, as % of total number of retail customer complaints.		
Other Complaints	Includes any other complaints about the quality and timeliness of retail service.	Other retail complaints, as % of total number of retail customer complaints.		

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Customer Service (continued)		Aggregated		
		Queensland only	OR	National (if Qld only data not available)
<p>Telephone Enquiries and Service</p> <p>(Given the use of national call centres by retail entities, it is understood that Queensland only information may not be available. If this is the case, retailers should provide data on national numbers.</p> <p>Additionally, as the call centre of the retail entity may also service its related distribution business, it is understood this data may also include information on contacts about distribution matters, and not just retail matters. Please include a note if this is the case.)</p>	<p>This data relates to <u>all customer contacts</u>* through the entity call centre, whether by operator or IVR system. Being placed in an automated queuing system does not constitute a response, whereas being connected to the appropriate menu option in an IVR system does.</p> <p>* <u>For the purposes of these measures, telephone calls to automated payment lines are not included.</u></p>	Total number of telephone calls.		
		Number and % of calls responded to within 30 seconds from when the customer is connected to a complaint/enquiry line.		
		Average waiting time before a call is answered (in seconds).		
		% of calls abandoned.		
Supporting Information (customer numbers for individual retailers will not be published – only total Queensland residential and non-residential customers numbers will be published)				
Customer Numbers (Total year end)	Shall be regarded as equivalent to an account. Thus where there are multiple accounts in a single name, the number of accounts will be taken to be the number of customers.	Total residential		
		Total non-residential		

Once table completed, go to Question 14.

14. Does the HOLDER of the Retail Authority have any current community services agreements in place with the State of Queensland, in accordance with section 55DA of the <i>Electricity Act 1994</i>?			
<input type="checkbox"/> YES - Provide details below in respect of each agreement		<input type="checkbox"/> NO - No customers in Queensland – go to Statutory Declaration	
Date of Agreement	Period of Agreement	Parties to Agreement	Community Services to which the agreement applies

15. During the report period, has the HOLDER of the Retail Authority been subject to any action regarding non-compliance with the agreement/s described in Question 14 above?	
<input type="checkbox"/> YES - Give details below <input type="checkbox"/> NO - go to Question 16	
Date of Action	Details of Action

16. During the report period, has the HOLDER of the Retail Authority been subject to any action regarding breaches of the <i>Community Ambulance Cover Act 2003</i>, or of agreed practices established by the Office of State Revenue under that Act, regarding administration of the ambulance levy?	
<input type="checkbox"/> YES - Give details below <input type="checkbox"/> NO - go to Statutory Declaration	
Date of Action	Details of Action

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Authority Holder to sign this report as a Statutory Declaration:

Oaths Act 1867

Statutory Declaration

**QUEENSLAND
TO WIT**

I,
(name)

of
(address)

do solemnly and sincerely declare that the information as provided by me in this report is to the best of my knowledge correct and true and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1867*.¹

.....
(Signature of Declarant)

.....
(Position)

.....
(Name of Authority Holder)

Taken and declared before me at
this day of 2009.

.....
(Signature of person before whom the declaration is made)

.....
(Full name)

.....
(Qualification)

A Justice of the Peace/Commissioner for Declarations/
Notary Public/Lawyer/or another person authorised to
administer an oath under the law of Queensland (or the
Commonwealth or another State or Territory if applicable).

¹ If the statutory declaration is made in a State or Territory other than Queensland, then the form of the statutory declaration must be amended to comply with the relevant legislation of that State or Territory.