

QUESTION ON NOTICE

No. 922

asked on Tuesday 31, August 2004

MR QUINN ASKED THE MINISTER FOR ENERGY (MR MICKEL)—

QUESTION:

With reference to the Energy Consumer Protection Office –

Will he provide for 2001-02, 2002-03 and 2003-04 (reported separately) the (a) total number of complaints received, (b) total number of complaints that received financial compensation, (c) total number of complaints that were dismissed/resolved without compensation paid and (d) number of complaints that received financial compensation within the following (i) >\$500, (ii) \$501-\$1000, (iii) \$1001-\$2500, (iv) \$2501-\$5,000, (v) \$5001-\$10,000 and (vi) >\$10,000?

ANSWER:

The Energy Consumer Protection Office (ECPO) has provided the attached table.

Financial Year	Total number of complaints received by ECPO seeking compensation (a)	Total number of complaints received by ECPO where compensation was paid (b)	Total number of complaints received by ECPO that were dismissed/ resolved without compensation being paid (c)	Number of complaints received by ECPO involving payments of compensation broken up into compensation ranges (d)					
				Greater than \$500	\$501 - \$1,000	\$1,001 - \$2,500	\$2,501 - \$5,000	\$5,001 - \$10,000	Greater than \$10,000
2001-02	174	40	134	17	4	4	3	2	4
2002-03	244	57	187	27	10	10	4	1	2
2003-04	64	19	45	6	3	2	0	1	0