

Regulator awards customer \$56,000 after AGL cut off gas for nearly four months

27 September 2018

Electricity and gas

The state's energy regulator has required AGL to pay \$56,612 to a customer it wrongfully disconnected for nearly four months in 2017.

It's the biggest [wrongful disconnection payment](#) required by the Essential Services Commission since early 2017.

Commission chair Ron Ben-David says the [Energy Retail Code](#) shows the steps a retailer must follow before disconnecting a customer from their electricity or gas supply.

"There are rules dictating how and when a retailer can disconnect a customer for non-payment of a bill," said Dr Ben-David.

In 2016, the Victorian Government increased to \$500 per day the payment retailers must make to customers when the retailer fails to follow the rules before disconnecting a customer.

"AGL wrongfully disconnected a customer and then left them off supply for 113 days," said Dr Ben-David.

While the [Energy and Water Ombudsman Victoria](#) resolves most disputes involving customer disconnections, the most difficult cases are referred to the commission to resolve.

Since April 2018, the commission has reviewed 29 cases. Six were found in favour of the retailer and

12 were found in favour of the customer (five involved AGL, four from EnergyAustralia, two from Red Energy and one from Lumo Energy). A further 11 cases were withdrawn by the retailer and conceded in favour of the customer (see over for more detail).

These requirements are further defined in the Energy Retail Code which sets the rules electricity and gas retailers must follow when selling energy to Victorian customers.

Customers who are concerned they may have been disconnected wrongfully should contact their retailer, or Energy and Water Ombudsman Victoria on 1800 500 509. View information on [making a complaint to the Energy and Water Ombudsman Victoria](#).

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12 September 2018

[Customer H and AGL Sales decision and reasons](#)

In this decision, we found that AGL Sales must make a wrongful disconnection compensation payment of \$56,612 to Customer H.

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[Wrongful disconnection payments](#)

View the operating procedure for wrongful disconnection payments and our latest wrongful disconnection payment decisions.

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