

9 December 2011
Our ref: C/11/35617

Mr Pieter Double
CEO
Click Energy
PO Box 1048
Collingwood 3066

Dear Mr Double

PERFORMANCE INDICATORS FOR CUSTOMER SERVICE

During preparation of the 2010-11 Energy Retailers Comparative Performance Report – Customer Service, the Essential Services Commission (the Commission) was concerned by Click Energy's performance for the following indicators.

- The electricity disconnection rate for 2010-11 was 1.3 disconnections per 100 customers, above the state average of 0.77 per 100 customers.
- The number of complaints reported for electricity rose significantly to 5.9 complaints per 100 customers up from 1.8 in 2009-10. The majority of these were in the 'other' category, which contributed nearly 50 per cent of all complaints.

We seek your explanation for the following.

1. Disconnections were high.
2. Complaints have increased overall, in particular complaints categorised as 'other'.

Further, we seek your assurance that Click Energy has been or will be addressing these issues. Click Energy should provide written details of any corrective actions completed to be taken to address these matters. Please provide this information by Friday 27 January 2012.

The Commission will monitor retailer's performance against these indicators while the Commission retains responsibility for retail energy matters and will consider further action on specific retailers, if warranted, to ensure retailers are complying with their obligations.

This letter and your response will be published on our website along with the Energy Retailers Comparative Performance Report 2010-11.

Yours sincerely



Dr Ron Ben-David