

9 December 2011  
**Our ref:** C/11/35617

Mr Phil Craig  
General Manager - Retail  
Origin Energy  
PO Box 186  
Melbourne 3001

Dear Mr Craig

### **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 Origin Energy's performance for the following indicators.

- While the Commission does not set a standard for customer service indicators, we are concerned that 15 per cent of calls forwarded to an operator were abandoned; the state average was 8 per cent. Wait times also increased from 89 seconds in 2009-10 to 160 seconds in 2010-11. The state average was 101 seconds.
- Electricity complaints increased by 49 per cent in 2010-11, with the majority of these in the Billing category.

We seek your explanation for the following.

1. Call centre performance has decreased
2. Complaints have increased overall.

Further, we seek your assurance that Origin Energy has been or will be addressing these issues. Origin Energy should provide written details of any corrective actions completed or planned to address these matters. We recognise that some of this information is related to the current audit process and this should be taken into account when responding to these indicator issues. 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