

Good morning,

Thank you for the invitation to provide feedback. By way of background I operate mostly in Queensland, across retailers, across networks and across metering companies and actively manage the electricity accounts for 400 large sites and 5,000 plus small sites and 195,000 streetlights and also 1,500 other unmetered sites. In the renewable energy sphere I am involved with the following:-

- Work with Heidemann Wasserkraftanlagen from Deutschland in the hydro-electricity space.
- Have established a panel of providers for solar solutions including associated integrated battery storage installations.
- Worked on several landfill gas extraction/flaring systems and associated grid fed electricity generation where appropriate.

Below are my opinions about various aspects of the electricity industry in Queensland.

Recently I refinanced my daughter's home loan and I found it easier and quicker to change to a different bank and a different mortgage than to change some electricity network tariffs.

I continue to evidence repeated failures in the same service area which says very little about the industry learning from their mistakes (repeated many times in some cases). By way of example 20 years ago I encountered problems with changing a tariff (copy attached) and I still experience similar problems with tariff changes some 20 years later. In case study six in the Energy Qld disclosures my reference to this problem existing for 20 years was removed from the wording that I provided to EQ on this issue – happy to provide evidence of this. Because of the thousands of errors which I have found over the years I have had to develop my own surveillance systems to monitor the retailers and just as importantly monitoring the networks.

Regarding the maturity model the pass mark for network customer service that I set is " Would I use the network services if I had a financially viable alternative? " In the majority of cases with the networks my answer is "Generally No".

Another area where the Queensland networks continue to fail in my opinion is basic communications with some examples below:-

- My clients continually forward communications from EQ to me with a request to decipher what EQ were trying to say.
- The timeliness of communications is poor in some cases. For example I was driving from the Sunshine Coast to Brisbane for a one on one meeting with EQ about their regulatory proposal when half way during my trip I was notified that the meeting had been cancelled. In another case I received an invitation to a street light meeting after the RSVP date.
- A common complaint which I hear from my clients is about Faceless Communications from EQ. I always put Faceless Communications straight into the waste bin.
- I personally still receive phone calls from EQ staff who just give their first name. In my view this is unprofessional and is simply discourteous.

I receive better overall customer service from electricity entities outside the Energy Charter than those who are signatories to the Charter. In my view the Energy Charter has resulted in increased the lip service rather than an overall better customer service experience. I will be the first to acknowledge that there are few green shoots in the customer service space but those few green shoots are in a large barren customer service paddock particularly in the network area. Indeed I have experienced the Standard Energy Queensland Run-around (SEQR) so often that I continue to progress down the path of a full off grid solution to the energy requirements for my personal residences. I am happy to elaborate further on my many experiences if you wish and can be contacted on the numbers below.

Regards

Mick Fullelove
Category Manager - Energy



9 March 2000



Mr Michael Fullelove
Manager Contract Development
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Dear Michael

**Maroochy Shire Council Account
Maroochydore Sewerage Treatment Plant**

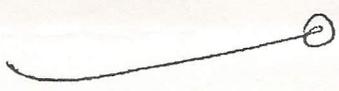
At the outset, let me apologise for the obvious problems that you encountered and the significant frustration you suffered during the unduly prolonged resolution of this issue. We agreed that the fact that this issue remained outstanding for over two years has highlighted a flaw in our system, which we are currently actively addressing. Please be assured, however, that this is not indicative of our usual standard of service and look forward to gaining your confidence when next you deal with ENEREX.

Further to the discussions held on Tuesday, 7th March between yourself and Mr John Hamilton-Smith, National Sales Manager from ENEREX Retail Pty Ltd, we have now completed a calculation of the backdated rate adjustment based on the agreed calculation method.

A copy of the calculations relating to the Fisherman's Road, Sewerage Treatment Plant is attached. Based on these calculations, an amount of \$104,331.26 will be immediately credited to your account.

Once again we thank you for your patience and understanding regarding this issue and hope that this matter is now resolved to your satisfaction.

Yours sincerely


Brian Blinco
Chief Executive
ENERGEX Limited

Encl.



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