

Information Disclosure – Customer Compensation Schemes 2024-25

Essential Energy provides this Information Disclosure on Customer Compensation Schemes in accordance with condition 6.9 of Appendix 1 to Schedule B of the Ministerially imposed licence conditions for the operator of a distribution system.

CUSTOMER COMPENSATION SCHEMES FOR FY2024-25

Type of claim	Method for assessing claims	Number of claims received	Number of payments made	Total financial compensation paid
Faulty streetlight	<p>If Essential Energy fails to repair faulty street lighting on or before the date agreed between a small customer and Essential Energy as the date by which the repair is to be completed, Essential Energy must pay to the customer, as compensation for the loss of illumination, not less than \$25.</p> <p>This clause applies to street lighting that is owned by Essential Energy or that Essential Energy is under a legally enforceable obligation to maintain but does not apply to street lighting to which the service provider merely supplies electricity or connection services.</p> <p>This clause only applies to, or in respect of, small customers if the customer’s premises abuts the part of the street that (but for the fault) would ordinarily be illuminated by the street lighting.</p>	424	34	\$850
Network claims	<p>Claims are assessed based on the circumstances of the individual claim and using Essential Energy’s Claims Management for Small Claims policy. Claims may not be paid for various reasons including but not limited to, if circumstances were within the reasonable control of Essential Energy or caused by unforeseeable external factors such as extreme weather or third-party damage to assets. At times Essential Energy may pay gestures of goodwill to support customers under our Customer Support Policy.</p>	631	520	\$539,407