

Pricing of Distribution Services

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Commissioner (EGCC)



EGCC

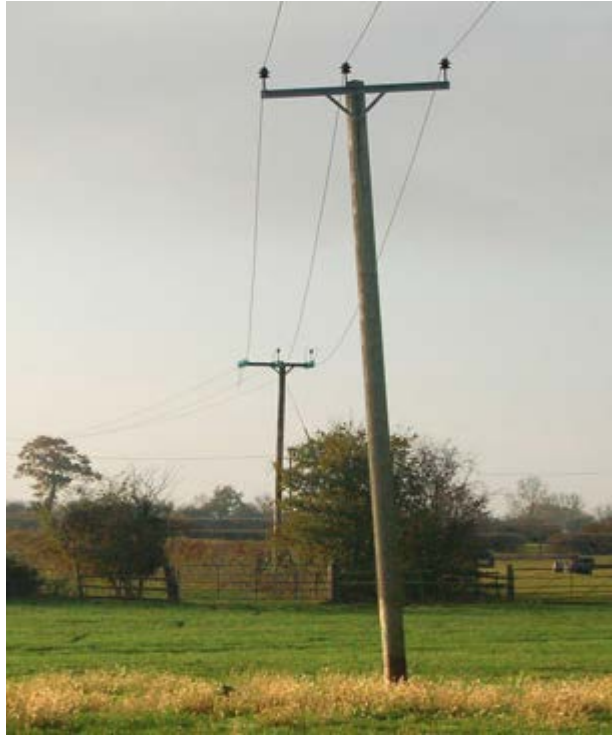
50,000 enquiries and complaints

2,000 investigations

Billing and customer service 60-75%



Impacting consumers



- Consumer impacts
- Resistance to change
- Communication
- Things to consider

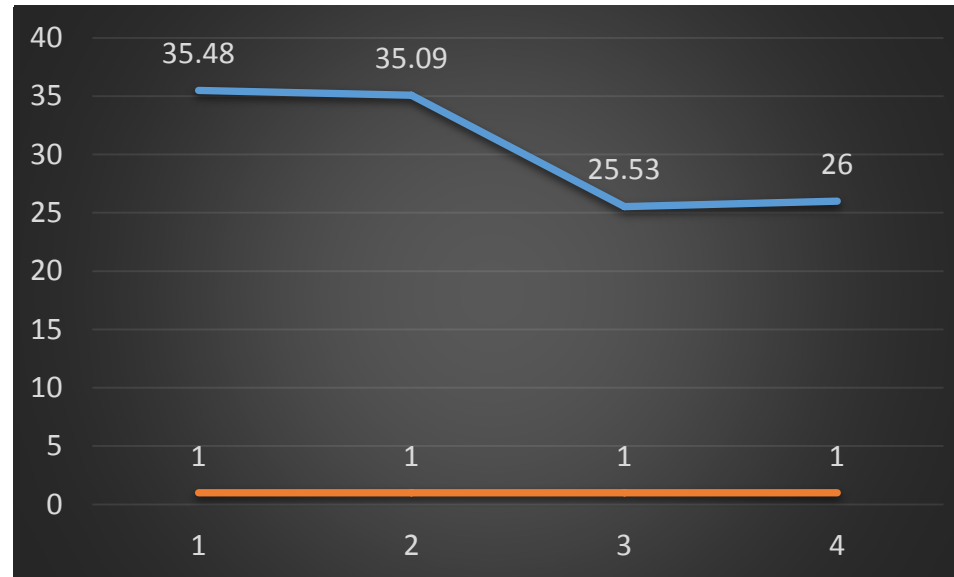


Consumer Impacts

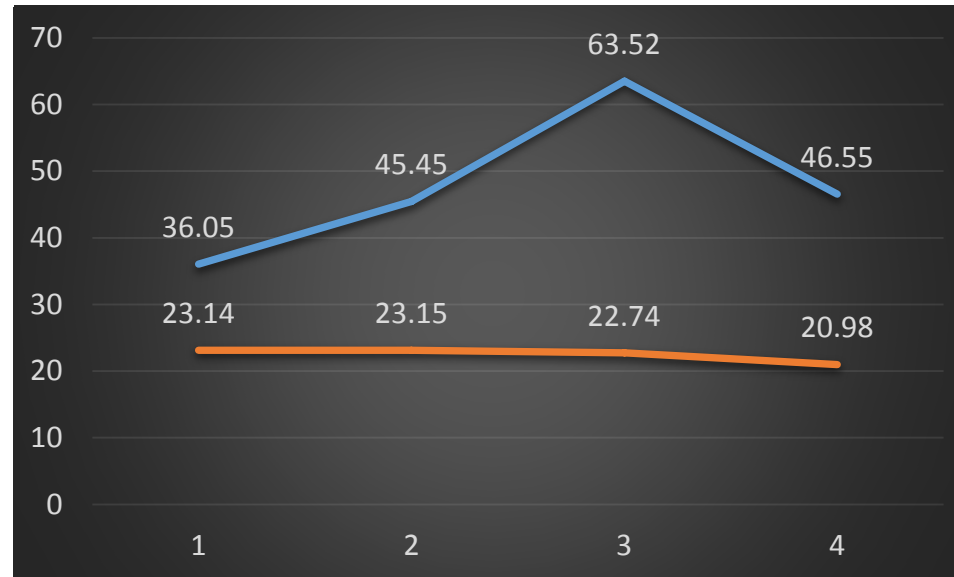
- Direct billing and demand based pricing
- Changing a billing system



Direct billing and demand based pricing



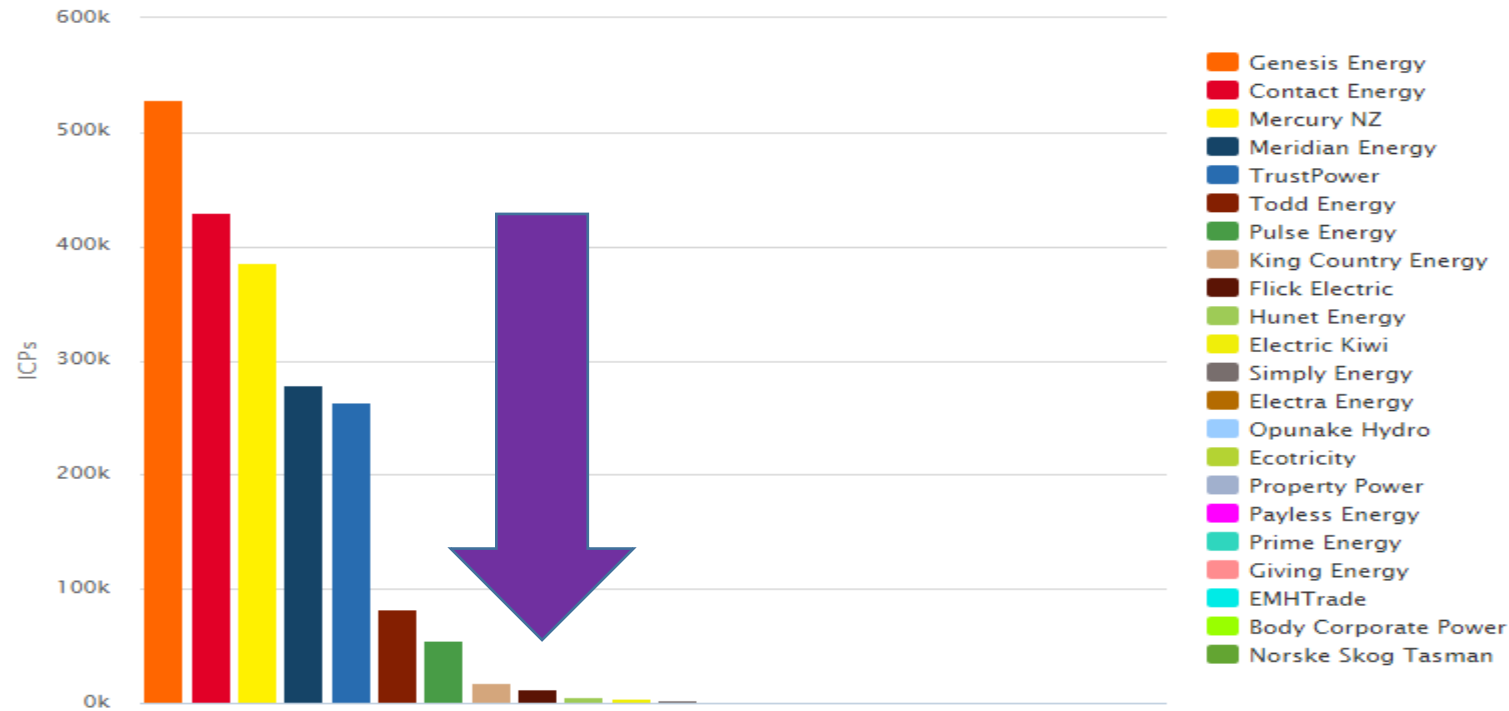
Changing a billing system



Resistance to change



Resistance to change



Can resistance to change be overcome by standard communication?

1,800,000

6

77

140,000,000



Things to consider

- Any change will have an impact on consumers
- Consumers want reliable supply at a reasonable cost
- Who will explain pricing? Distributor or retailer?
- Do you have adequate resources to deal with the impact of change for consumers?

