



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Emerson MLA

Addressed to: EvoEnergy

In relation to: Complaints on 'best offer' information

Hearing: 27 July 2026

Uncorrected Proof Transcript pp 16-17

Transcript provided: 30 July 2026

Answer Due: 6 August 2026

Ms Wilcox took on notice the following question(s):

THE CHAIR: Sorry, just a quick supplementary, just to clarify. So if a customer calls up and their load has not changed, but their bill says, "You are on the best offer", and then another offer is offered based on the same load, how is that a different circumstance?

Ms Wilcox: It is a competitive market and so customers can seek to find the best deal by, I guess, seeking out a better offer either from their current retailer or another retailer to reflect that the market is competitive, and retailers may want to retain or attract customers from other retailers, and that is that playing out.

MR EMERSON: And have you had complaints or concerns raised about this practice?

Ms Wilcox: Not that I am aware of.

MR EMERSON: Not by any customers?

Ms Wilcox: Not that I am aware of. There may have been.

MR EMERSON: Might you be able to take on notice to provide over the last, say, financial year how many complaints were made about the practice?

Ms Wilcox: Yes, happy to.

The answer to the Member's question is as follows:

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Evoenergy owns, operates, and maintains the electricity distribution network in the ACT, and the gas network in the ACT and parts of NSW.

Evoenergy and ActewAGL Retail are separate entities. In accordance with its regulatory obligations, Evoenergy does not sell energy to customers. Evoenergy cannot answer questions about the operations of ActewAGL Retail or any other retailer.

The Committee may wish to pose the question directly to ActewAGL Retail or any other retailer operating in the ACT, noting there may be information that is commercially sensitive.

Approved for circulation to the Select Committee on Estimates

Signature:

Date:

By the [Commissioner for/Official.....], [name of Commissioner/Official]