

Reticulation Licence Annual Report

Kleenheat Gas is a leader in the supply, distribution and application of LPG to growing markets in all mainland states of Australia through a comprehensive network of depots, company-operated branches, dealers and franchisees. The company services more than 14,080 bulk and 230,398 domestic customer installations. Business is conducted with the highest regard for the safety of Kleenheat Gas staff, customers and the community at large.

Reticulated Kleenheat Gas is piped directly into homes thus providing our customers a continual supply of gas for cooking, heating homes and providing hot water needs. Our customers can enjoy all the benefits of using gas without having to order, re-order, exchange bottles or cylinders of Kleenheat Gas.

Each year, all gas reticulation system licensees in WA are required to prepare and publish a report covering various parameters of the operation of their gas reticulation networks.

The following tables cover Kleenheat's activities during the 2009 / 2010 financial year. All clauses refer to Kleenheat Gas licence conditions.

Affordability and access

(a) the total number of, and percentage of, its residential customers who:

(i)	are subject to an instalment plan;	10	2.3%
(ii)	have been granted additional time to pay their bill under Part 6;	0	0%
(iii)	have been placed on a shortened billing cycle;	0	0%
(iv)	have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	0	0%
(v)	have been disconnected who were previously the subject of an instalment plan;	0	0%
(vi)	have been disconnected at the same supply address within the past 24 months;	0	0%
(vii)	have been disconnected while receiving a concession;	0	0%
(viii)	the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b); and clause 8.1(1)(c), who were not reconnected within the prescribed timeframe;	0	0%
(ix)	have been reconnected at the same supply address in the same name within 7 days of having been disconnected;	0	0%
(x)	have been reconnected in the same name who were previously the subject of an instalment plan;	0	0%
(xi)	have been reconnected in the same name and at the same supply address within the past 24 months;	0	0%
(xii)	have been reconnected and who, immediately prior to disconnection, were receiving a concession;	0	0%
(xiii)	have lodged security deposits; and	0	0%
(xiv)	have had direct debit plans terminated.	0	0%

(b) the total number of, and percentage of, its non-residential customers who:

(i)	are subject to an instalment plan;	0	0%
(ii)	have been granted additional time to pay their bill under Part 6;	0	0%
(iii)	have been placed on a shortened billing cycle;	0	0%
(iv)	have been disconnected in accordance with clauses 7.1 to 7.3 for failure to pay a bill;	0	0%

(v)	the retailer requested to be reconnected, other than pursuant to clause 8.1(1)(b) and clause 8.1(1)(c), who were not reconnected within the prescribed timeframe;	0	0%
(vi)	have been reconnected at the same supply address in the same name within 7 days of having been disconnected;	0	0%
(vii)	have lodged security deposits; and	0	0%
(viii)	have had direct debit plans terminated.	0	0%

Customer Complaints

(a)	the total number of complaints received by residential customers and non-residential customers; and	0
(b)	the percentage of total complaints by residential customers and non-residential customers that relate to:	

(i)	billing/credit complaints;	N/A
(ii)	transfer complaints;	N/A
(iii)	marketing complaints (including complaints made directly to a marketer); and	N/A
(iv)	other complaints.	N/A

(c)	the action taken by a retailer to address a complaint;	N/A
(d)	the time taken for the appropriate procedures for dealing with the other complaint to be concluded;	N/A
(e)	the percentage of complaints from residential customers resolved within 15 business days and 20 business days; and	N/A
(f)	the percentage of complaints from non-residential customers resolved within 15 business days and 20 business days.	N/A

Call Centre Performance

Kleenheat Gas operates a single call centre covering all aspects of the Kleenheat Gas business. The below statistics covering the call centre encompass entire Kleenheat Gas call centre operations.

(a)	the total number of telephone calls to a call centre of the retailer;	172080
(b)	the number of, and percentage of, telephone calls to a call centre responded to within 30 seconds;	160239, 93.1%
(c)	the average duration (in seconds) before a call is answered by a call centre; and	13
(d)	the percentage of calls that are unanswered.	0.4%

Supporting Information

(a)	residential accounts held by customers; and	433
(b)	business accounts held by customers.	2