Kleenheat

2026

Electricity Performance Reporting Datasheets – Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd
Reporting period: 2025-2026

Residential customers		
Indicator No.	Description	Basis of Reporting Number
CCR1	Contestable residential customers as at June 30.	
CCR2	Non-contestable residential customers excluding pre-payment meter customers as at 30 June.	
CCR17	Rresidential customer payment plans (including hardship payment plans) during the reporting year.	
CCR125	Residential customers, excluding hardship customers, on a payment plan as at 30 June.	
CCR19	Residential customers granted additional time to pay an energy bill during the reporting year.	
CCR31	Residential customers who lodged a security deposit for their account during the reporting year.	
CCR35	Residential customers who had a direct debit plan terminated by the retailer during the reporting year.	
CCR117	Residential customers using Centrepay to pay their energy bills as at 30 June.	
CCR126	Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year.	
CCR127	Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year.	
CCR115	Residential customers, excluding hardship customers, with energy bill debt as at 30 June.	
CCR118	Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June.	
CCR122	Residential customers, excluding hardship customers, with energy bill debt over $500 and up to $1,500 as at 30 June.	
CCR123	Residential customers, excluding hardship customers, with energy bill debt over $1,500 and up to $2,500 as at 30 June.	
CCR124	Residential customers, excluding hardship customers, with energy bill debt over $2,500 as at 30 June.	
CCR129	Residential customers denied access to a hardship program during the reporting year.	

Business customers		
Indicator No.	Description	Basis of Reporting Number
CCR4	Contestable business customers as at 30 June.	5
CCR5	Non-contestable business customers as at 30 June.	
CCR25	Business customers on a payment plan as at 30 June.	0
CCR27	Business customers granted additional time to pay an energy bill during the reporting year.	
CCR33	Business customers who lodged a security deposit for their account during the reporting year.	
CCR37	Business customers who had a direct debit plan terminated by the retailer during the reporting year.	
CCR116	Business customers with energy bill debt as at 30 June.	0

CCR119	Mean energy bill debt of business customers with energy bill debt as at 30 June.	$0

Pre-payment meter customers		
Indicator No.	Description	Basis of Reporting Number
CCR7	Pre-payment meter customers as at 30 June.	
CCR10	Pre-payment meter customers at the start of the reporting year with a standard meter as at 30 June.	
CCR8	Pre-payment meter customers who reverted to a standard meter during the reporting year within three months of commencing a pre-payment meter arrangement.	
CCR39	Pre-payment meter customers who informed the retailer of financial hardship at some time during the reporting year.	

Hardship customers		
Indicator No.	Description	Basis of Reporting Number
CCR120	Hardship customers as at 30 June.	
CCR135	Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June.	
CCR136	Hardship customers using Centrepay as at 30 June.	
CCR128	Hardship customers with a concession as at 30 June.	
CCR137	Customers who exited a hardship program during the reporting year.	
CCR138	Hardship customers at the start of the reporting year who are no longer hardship customers as at 30 June because they successfully completed their hardship program or by agreement with the retailer.	
CCR139	Customers removed from a hardship program during the reporting year for non-compliance.	
CCR140	Hardship customers at the start of the reporting year with an inactive account as at 30 June.	
CCR141	Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment.	
CCR142	Customers who exited a hardship program during the reporting year or the previous reporting year because they successfully completed it or by agreement with the retailer, but who were subsequently disconnected during the reporting year for non-payment and then reconnected within seven days.	
CCR121	Mean energy bill debt of hardship customers as at 30 June.	
CCR130	Mean energy bill debt of customers who entered a hardship program during the reporting year, at the time of entering the hardship program.	
CCR131	Customers who entered a hardship program during the reporting year with energy bill debt up to $500 at the time.	
CCR132	Customers who entered a hardship program during the reporting year with energy bill debt over $500 and up to $1500 at the time.	
CCR133	Customers who entered a hardship program during the reporting year with energy bill debt over $1,500 and up to $2,500 at the time.	
CCR134	Customers who entered a hardship program during the reporting year with energy bill debt over $2,500 at the time.	

Vulnerable customers		
Indicator No.	Description	Basis of Reporting Number
CCR143	Vulnerable customer accounts as at 30 June	
CCR144	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder.	
CCR145	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder.	
CCR146	Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium.	
CCR147	Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the reporting year.	

Call centre performance		
Indicator No.	Description	Basis of Reporting Number
CCR109	Calls to the licensee call centre that selected to speak to an operator during the reporting year	15
CCR110	Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year.	10
CCR112	Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year.	154
CCR113	Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year.	1

Billing delays		
Indicator No.	Description	Basis of Reporting Number
CCR11	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year where the delay was the fault of the retailer.	
CCR13	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year because the retailer did not receive timely data from the distributor.	
CCR23	Business customers issued an energy bill outside the prescribed maximum timeframe during the reporting year.	

Complaints		
Indicator No.	Description	Basis of Reporting Number
CCR72	Complaints from residential customers, excluding pre-payment meter customers, during the reporting year.	
CCR73	Complaints from business customers during the reporting year.	1
CCR98	Complaints from pre-payment meter customers during the reporting year.	
CCR74	Billing/credit complaints from residential customers during the reporting year.	

CCR76	Billing/credit complaints from business customers during the reporting year	1
CCR78	Transfer complaints from residential customers during the reporting year	
CCR80	Transfer complaints from business customers during the reporting year	
CCR82	Marketing complaints from residential customers (including those directly to the retailer) during the reporting year.	
CCR84	Marketing complaints from business customers (including those directly to the retailer) during the reporting year.	
CCR86	Other complaints from residential customers during the reporting year	
CCR88	Other complaints from business customers during the reporting year	
CCR90	Complaints from residential customers concluded within 15 business days during the reporting year.	
CCR92	Complaints from residential customers concluded within 20 business days during the reporting year.	
CCR94	Complaints from business customers concluded within 15 business days during the reporting year.	1
CCR96	Complaints from business customers concluded within 20 business days during the reporting year.	
CCR99	Complaints from pre-payment meter customers concluded within 15 business days during the reporting year.	
CCR101	Complaints from pre-payment meter customers concluded within 20 business days during the reporting year.	

Compensation payments		
Indicator No.	Description	Basis of Reporting
		Number
CCR103	Number of payments made to customers during the reporting year under clause 94 of the Code related to delayed connections	
CCR104	Total payments to customers during the reporting year under clause 94 of the Code related to delayed connections.	
CCR105	Number of payments made to customers during the reporting year under clause 95 of the Code related to wrongful disconnections.	
CCR106	Total payment to customers during the reporting year under clause 95 of the Code related to wrongful disconnections.	
CCR107	Number of payments made to customers during the reporting year under clause 96 of the Code related to customer service.	
CCR108	Total payment to customers during the reporting year under clause 96 of the Code related to customer service.	

Disconnections and reconnections		
Indicator No.	Description	Basis of Reporting
		Number
CCR40	Residential customer disconnections during the reporting year.	
CCR42	Business customer disconnections during the reporting year.	1
CCR44	Residential customer disconnections during the reporting year or previous reporting year of customers on a payment plan at the time.	
CCR46	Residential customer disconnections during the reporting year who were disconnected at least one other time during the reporting year or previous reporting year.	
CCR48	Residential customer disconnections during the reporting year of customers with a concession.	
CCR50	Pre-payment meter customer disconnections due to insufficient pre-payment, during the reporting	

	year.	
CCR53	Pre-payment meter customer disconnected during the reporting year for longer than two hours at least twice in any one month.	
CCR64	Residential customer reconnections during the reporting year.	
CCR54	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	
CCR66	Residential customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	
CCR58	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers on a payment plan.	
CCR60	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers reconnected on at least one other occasion during the reporting year or the previous reporting year.	
CCR62	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customers with a concession.	
CCR68	Business customer reconnections during the reporting year.	0
CCR56	Business customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	0
CCR70	Business customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	