Kleenheat

2026

Gas Performance Reporting Datasheets – Retail

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

Residential customers		
Indicator No.	Description	Basis of Reporting
		Number
R1	Residential customers as at June 30.	232,208
R2	Residential customers covered by the Gas Market Moratorium as at June 30.	232,196
R11	Residential customer payment plans (including hardship payment plans) during the reporting year.	5,682
R101	Residential customers, excluding hardship customers, on a payment plan as at 30 June.	578
R13	Residential customers granted additional time to pay an energy bill during the reporting year.	710
R25	Residential customers who lodged a security deposit for their account during the reporting year.	
R29	Residential customers who had a direct debit plan terminated by the retailer during the reporting year.	
R93	Residential customers using Centrepay to pay their energy bills as at June 30.	1,930
R102	Residential customers, excluding hardship customers, who had a payment plan cancelled due to non-payment during the reporting year.	757
R103	Residential customers, excluding hardship customers, who successfully completed a payment plan during the reporting year.	1,442
R91	Residential customers, excluding hardship customers, with energy bill debt as at 30 June.	1,069
R94	Mean energy bill debt of residential customers with energy bill debt, excluding hardship customers, as at 30 June.	$210
R98	Residential customers, excluding hardship customers, with energy bill debt over $500 and up to $1,500 as at 30 June.	49
R99	Residential customers, excluding hardship customers, with energy bill debt over $1,500 and up to $2,500 as at 30 June.	16
R100	Residential customers, excluding hardship customers, with energy bill debt over $2,500 as at 30 June.	5
R105	Residential customers denied access to a hardship program during the reporting year.	0

Business customers		
Indicator No.	Description	Basis of Reporting
		Number
R3	Business customers as at June 30.	2,493
R4	Business customers covered by the Gas Market Moratorium as at 30 June.	1,443
R19	Business customers on a payment plan as at 30 June.	196
R21	Business customers granted additional time to pay an energy bill during the reporting year.	13
R27	Business customers who lodged security deposits for their account during the reporting year.	0
R31	Business customers who had a direct debit plan terminated by the retailer during the reporting year.	

R92	Business customers with energy bill debt as at 30 June.	21
R95	Mean energy bill debt of business customers with energy bill debt as at 30 June.	$382

Hardship customers		
Indicator No.	Description	Basis of Reporting
		Number
R96	Hardship customers as at 30 June.	667
R111	Hardship customers, excluding those using Centrepay, on a payment plan as at 30 June.	399
R112	Hardship customers using Centrepay as at 30 June.	267
R104	Hardship customers with a concession as at 30 June.	
R113	Customers who exited a hardship program during the reporting year.	1,610
R114	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.	838
R115	Customers removed from a hardship program during the reporting year for non-compliance.	833
R116	Hardship customers at the start of the reporting year with an inactive account as at 30 June.	201
R117	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.	68
R118	Customers who exited a hardship program during the reporting year or 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.	60
R97	Mean energy bill debt of hardship customers as at 30 June.	$457
R106	Mean energy bill debt of customers who entered a hardship program during the reporting year, at the time of entering the hardship program.	$236
R107	Customers who entered a hardship program during the reporting year with energy bill debt up to $500 at the time.	951
R108	Customers who entered a hardship program during the reporting year with energy bill debt over $500 and up to $1500 at the time.	153
R109	Customers who entered a hardship program during the reporting year with an energy bill debt between $1,500 and up to $2,500 at the time.	13
R110	Customers who entered a hardship program with an energy bill debt over $2,500 at the time.	4

Vulnerable customers		
Indicator No.	Description	Basis of Reporting
		Number
R143	Vulnerable customer accounts as at 30 June.	486
R144	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is the account-holder.	484
R145	Vulnerable customer accounts as at 30 June for which an identified vulnerable person is not the account-holder.	2
R146	Vulnerable customer accounts as at 30 June on a nine-month disconnection moratorium.	164
R147	Mean energy bill debt of vulnerable customers at the time of exiting a nine-month disconnection moratorium during the reporting year.	699

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Call centre performance		
Indicator No.	Description	Basis of Reporting
		Number
R85	Calls to the licensee call centre that selected to speak to an operator during the reporting year.	109,905
R86	Calls to the licensee call centre answered by an operator within 30 seconds of selecting to speak to an operator, during the reporting year.	70,768
R88	Mean waiting time for calls to the licensee call centre to be answered after selecting to speak to an operator, during the reporting year.	157
R89	Calls to the licensee call centre that selected to speak to an operator but were terminated before being answered, during the reporting year.	7,811

Billing delays		
Indicator No.	Description	Basis of Reporting
		Number
R5	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year where the delay was the fault of the retailer.	0
R7	Residential customers issued an energy bill outside the prescribed maximum timeframe during the reporting year because the retailer did not receive timely billing data from the distributor.	5
R17	Business customers issued an energy bill outside the prescribed maximum timeframe during the reporting year.	0

Complaints		
Indicator No.	Description	Basis of Reporting
		Number
R59	Complaints from residential customers during the reporting year.	855
R60	Complaints from business customers during the reporting year.	31
R61	Billing/credit complaints from residential customers during the reporting year.	486
R63	Billing/credit complaints from business customers during the reporting year.	23
R65	Transfer complaints from residential customers during the reporting year.	58
R67	Transfer complaints from business customers during the reporting year.	0
R69	Marketing complaints from residential customers (including those directly to the retailer) during the reporting year.	12
R71	Marketing complaints from business customers (including those directly to the retailer) during the reporting year.	1
R73	Other complaints from residential customers during the reporting year.	299
R75	Other complaints from business customers during the reporting year.	7
R77	Complaints from residential customers concluded within 15 business days during the reporting year.	789
R79	Complaints from residential customers concluded within 20 business days during the reporting year.	8
R81	Complaints from business customers concluded within 15 business days during the reporting year.	26
R83	Complaints from business customers concluded within 20 business days during the reporting year.	1

Disconnections and reconnections		
Indicator No.	Description	Basis of Reporting Number
R33	Residential customer disconnections during the reporting year.	751
R35	Business customer disconnections during the reporting year.	47
R37	Residential customer disconnections during the reporting year or previous reporting year of customers on a payment plan at the time.	287
R39	Residential customer disconnections during the reporting year who were disconnected at least one other time during the reporting year or the previous reporting year.	100
R41	Residential customer disconnections during the reporting year of customers with a concession.	0
R51	Residential customer reconnections during the reporting year.	364
R42	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	324
R53	Residential customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	1
R45	Residential customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection for customer on payment plan.	170
R47	Residential customer reconnections during the reporting period 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.	41
R49	Residential customer reconnections during the reporting period requested by the retailer within seven days of requesting the disconnection for customers with a concession.	0
R55	Business customer reconnections during the reporting year.	34
R43	Business customer reconnections during the reporting year requested by the retailer within seven days of requesting the disconnection.	31
R57	Business customer reconnections during the reporting year requested by the retailer that were not reconnected by the distributor within the prescribed timeframe.	0

Billing plans and marketing claims		
Indicator No.	Description	Basis of Reporting Number
R152	Publication of new or updated basic plan information documents during the reporting year.	45
R153	Number of unique comparative marketing claims presented to customers or potential customers relating to cooking, space heating, environmental sustainability or greenhouse gas emissions during the reporting year.	0