

Electricity Retailer Performance Report

Retailer: Kleenheat (ERL5)

Reporting Period: 2015/16

Customers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
CCR 1	Total number of residential accounts held by contestable customers		
CCR 2	Total number of residential accounts held by non-contestable customers		
CCR 3	Total number of residential accounts	0	
CCR 4	Total number of business customer accounts held by contestable customers	28	Small SME customers of less than 160 MWh per annum
CCR 5	Total number of business customer accounts held by non-contestable customers		
CCR 6	Total number of business customer accounts	28	Small SME customers of less than 160 MWh per annum
CCR 7	Total number of pre-payment meter customers		
CCR 8	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract		
CCR 9	Total number of pre-payment meter customers who have reverted to a standard meter in the 3 month period immediately following the expiry of the period referred to in subclause 13.7(1)(f) of the Code of Conduct		
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter		

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Affordability and Access				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 11	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer			
CCR 12	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer			
CCR 13	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor			
CCR 14	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor			
CCR 15	Total number of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			
CCR 16	Percentage of residential customer accounts that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer			
CCR 17	Total number of residential customer accounts that are subject to an instalment plan			
CCR 18	Percentage of residential customer accounts that are subject to an instalment plan			
CCR 19	Total number of residential customer accounts that have been granted additional time to pay			
CCR 20	Percentage of residential customer accounts that have been granted additional time to pay a bill			
CCR 21	Total number of residential customer accounts that have been placed on a shortened billing cycle			
CCR 22	Percentage of residential customer accounts that have been placed on a shortened billing cycle			

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Affordability and Access				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 23	Total number of business customer accounts that have been issued with a bill outside the prescribed timeframes	0		
CCR 24	Percentage of business customer accounts that have been issued with a bill outside the prescribed timeframes			
CCR 25	Total number of business customer accounts that are subject to an instalment plan	1		
CCR 26	Percentage of business customer accounts that are subject to an instalment plan		3.57%	
CCR 27	Total number of business customer accounts that have been granted additional time to pay a bill	1		
CCR 28	Percentage of business customer accounts that have been granted additional time to pay a bill		3.57%	
CCR 29	Total number of business customer accounts that have been placed on a shortened billing cycle	0		
CCR 30	Percentage of business customer accounts that have been placed on a shortened billing cycle			
CCR 31	Total number of residential customer accounts that have lodged security deposits in relation to the residential customer account			
CCR 32	Percentage of residential customer accounts that have lodged security deposits in relation to the residential customer account			
CCR 33	Total number of business customer accounts that have lodged security deposits in relation to the business customer account	0		
CCR 34	Percentage of business customer accounts that have lodged security deposits in relation to the business customer account			
CCR 35	Total number of residential customer accounts that have had direct debit plans terminated			
CCR 36	Percentage of residential customer accounts that have had direct debit plans terminated			
CCR 37	Total number of business customer accounts that have had direct debit plans terminated	0		
CCR 38	Percentage of business customer accounts that have had direct debit plans terminated			
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship			

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Disconnections for Non-Payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 40	Total number of residential customer accounts that have been disconnected for failure to pay a bill			
CCR 41	Percentage of residential customer accounts that have been disconnected for failure to pay a bill			
CCR 42	Total number of business customer accounts that have been disconnected for failure to pay a bill	0		
CCR 43	Percentage of business customer accounts that have been disconnected for failure to pay a bill			
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan			
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan			
CCR 46	Total number of residential customer accounts that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 47	Percentage of residential customer accounts that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 48	Total number of residential customer accounts that have been disconnected while the subject of a concession			
CCR 49	Percentage of residential customer accounts that have been disconnected while the subject of a concession			
CCR 50	The number of instances where a pre-payment meter customer has been disconnected			
CCR 51	Percentage of pre-payment customer disconnections			
CCR 52	The number of instances where a pre-payment meter customer has not received electricity other than being disconnected			
CCR 53	The number of pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion			

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 54	Total number of residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected			
CCR 55	Percentage of disconnected residential customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection			
CCR 56	Total number of business customer accounts that the retailer has requested to be reconnected within 7 days of requesting the business customer account be disconnected	0		
CCR 57	Percentage of disconnected business customer accounts that the retailer has requested to be reconnected within 7 days of requesting disconnection			
CCR 58	Total number of reconnections within 7 days involving residential customer accounts that were previously the subject of an instalment plan			
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customer accounts that were previously the subject of an instalment plan			
CCR 60	Total number of reconnections within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 61	Percentage of disconnections reconnected within 7 days involving residential customer accounts that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year			
CCR 62	Total number of reconnections within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession			
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customer accounts that, immediately prior to disconnection, were the subject of a concession			

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 64	Total number of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected			
CCR 65	Percentage of of residential customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected			
CCR 66	Total number of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			
CCR 67	Percentage of residential customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			
CCR 68	Total number of business customer accounts that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer account be disconnected	0		
CCR 69	Percentage of total disconnected business customer accounts that the retailer has requested to be reconnected			
CCR 70	Total number of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0		
CCR 71	Percentage of business customer accounts that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe			

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers			
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers	1		
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints			
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints			
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints	1		
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints		100.0%	
CCR 78	Total number of the residential customer complaints that relate to transfer complaints			
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints			
CCR 80	Total number of the business customer complaints that relate to transfer complaints	0		
CCR 81	Percentage of the business customer complaints that relate to transfer complaints			
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			
CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	0		
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)			

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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 86	Total number of the residential customer complaints that relate to other complaints			
CCR 87	Percentage of the residential customer complaints that relate to other complaints			
CCR 88	Total number of the business customer complaints that relate to other complaints	0		
CCR 89	Percentage of the business customer complaints that relate to other complaints			
CCR 90	Number of customer complaints from residential customers concluded within 15 business days			
CCR 91	Percentage of customer complaints from residential customers concluded within 15 business days			
CCR 92	Total number of customer complaints from residential customers concluded within 20 business days			
CCR 93	Percentage of customer complaints from residential customers concluded within 20 business days			
CCR 94	Total number of complaints from business customers concluded within 15 business days	1		
CCR 95	Percentage of complaints from business customers concluded within 15 business days		100.0%	
CCR 96	Total number of complaints from business customers concluded within 20 business days			
CCR 97	Percentage of complaints from business customers concluded within 20 business days			
CCR 98	Total number of complaints relating to a pre-payment meter customer			
CCR 99	Total number of complaints relating to a pre-payment meter customer concluded within 15 business days			
CCR 100	Percentage of complaints relating to a pre-payment meter customer concluded within 15 business days			
CCR 101	Total number of complaints relating to a pre-payment meter customer concluded within 20 business days			
CCR 102	Percentage of complaints relating to a pre-payment meter customer concluded within 20 business days			

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Compensation Payments				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct			
CCR 104	The amount paid to customers under clause 14.1 of the Code of Conduct			
CCR 105	Total number of payments to customers under clause 14.2 of the Code of Conduct			
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct			
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct			
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct			

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Percentage	
CCR 109	Total number of telephone calls to a call centre of the retailer	14		
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	12		
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		85.7%	
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator	26.0		
CCR 113	Number of the calls that are unanswered			Not Reportable
CCR 114	Percentage of the calls that are unanswered			