

Electricity Retail Licence

ANNUAL REPORT

2016/17



Kleenheat

Background

This annual report has been prepared by Wesfarmers Kleenheat Gas Pty Ltd (**Kleenheat**) as required under section 13.1 of the Code of Conduct for the Supply of Electricity to Small Use Customers 2016 (**the Code**); which requires that licenced retailers prepare and publish an annual report based on record keeping obligations under part 13 of the Code.

Kleenheat is part of Wesfarmers Chemicals, Energy and Fertilisers, a subsidiary of Wesfarmers Limited.

Its business includes retailing natural gas and electricity, and production, distribution and retailing Liquefied Petroleum Gas (**LPG**) and Liquefied Natural Gas (**LNG**).

Kleenheat's electricity retail licence permits it to supply electricity to customers that consume at least 50 megawatt hours (MWh) of electricity per annum via the South West Interconnected System (SWIS). This annual report is limited to customers that consume more than 50 MWh but less than 160 MWh of electricity per annum.

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1. Customers*

Indicator No.	Description	No.	%
CCR4	Total number of business customers that are contestable customers	74	
CCR5	Total number of business customers that are non-contestable customers	0	
CCR6	Total number of business customers	74	

2. Affordability and Access*

The total number of, and percentage of, business customers who:

Indicator No.	Description	No.	%
CCR23/24	have been issued with a bill outside the prescribed timeframes	0	
CCR25/26	are subject to an instalment plan	4	5.41
CCR27/28	have been granted additional time to pay a bill	12	16.22
CCR29/30	have been placed on a shortened billing cycle	0	
CCR33/34	have lodged security deposits in relation to their business customer account	0	
CCR37/38	have had their direct debit plans terminated	0	

3. Disconnections for Non-Payment

The total number of, and percentage of, its business customers who:

Indicator No.	Description	No.	%
CCR42/43	have been disconnected for failure to pay a bill	2	2.70

4. Reconnections

The total number of, and percentage of, its business customers who:

Indicator No.	Description	No.	%
CCR 56/57	the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	1	50
CCR 68/69	the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	0	
CCR 70/71	the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	0	

*customer numbers based on active customer accounts, as opposed to number of customer sign ups, as at 30 June 2017.

5. Complaints

The total number of, and percentage of, its business customers who:

Indicator No.	Description	No.	%
CCR 73	complaints received, other than complaints received from pre-payment meter customers	1	
CCR 76/77	complaints that relate to billing/credit complaints	1	100
CCR 80/81	complaints that relate to transfer complaints	0	
CCR 84/85	complaints that relate to marketing complaints (including complaints made directly to a retailer)	0	
CCR 88/89	complaints that relate to other complaints	0	
CCR 94/95	complaints from concluded within 15 business days	1	100
CCR 96/97	complaints from concluded within 20 business days	0	

6. Call Centre Performance

Indicator No.	Description	No.	%
CCR 109	Total number of telephone calls to a call centre of the retailer	46	
CCR 110/111	Telephone calls to a call centre answered by a call centre operator within 30 seconds	44	95.7
CCR 112	Average duration (in seconds) before a call answered by a call centre operator	34	
CCR 113/114	Number of the calls that are unanswered	1	2.2

7. Energy Bill Debt Indicators

Indicator No.	Description	No.	\$
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June	7	
CCR 119	Average amount of energy bill debt for business customers as at 30 June		2,536.31

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