

Trading & Distribution Licences

# 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 Compendium of Gas Customer Licence Obligations (**the Compendium**); which requires licenced retailers and distributors prepare and publish an annual report based on record keeping obligations under Part 13 of the Compendium.

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**).

This report relates to its gas operations in Western Australia, covered by its trading and distribution licence obligations.

The trading licence covers the supply of natural gas to residential and small use business customers between Geraldton and Busselton, including the Perth Metropolitan area via the Mid-West/South-West Gas Distribution System (GDS) and the supply of LPG to residential and small use business customers via LPG distribution systems in Oyster Harbour (Albany) and Margaret River owned and operated by Kleenheat.

The distribution licence covers Kleenheat's LPG distribution systems in Oyster Harbour (Albany), and Margaret River.

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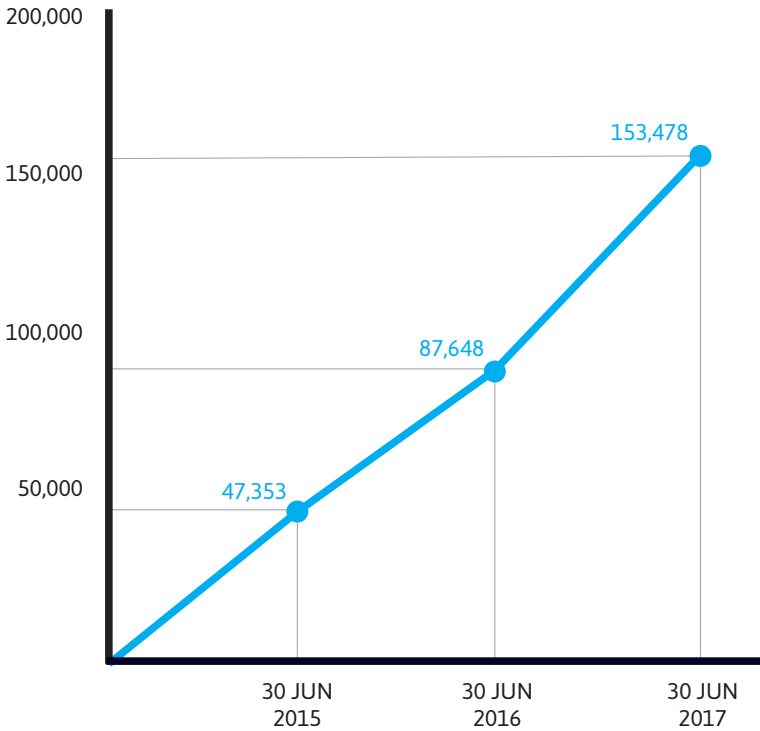
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## Gas Distribution Licence Reportable Information

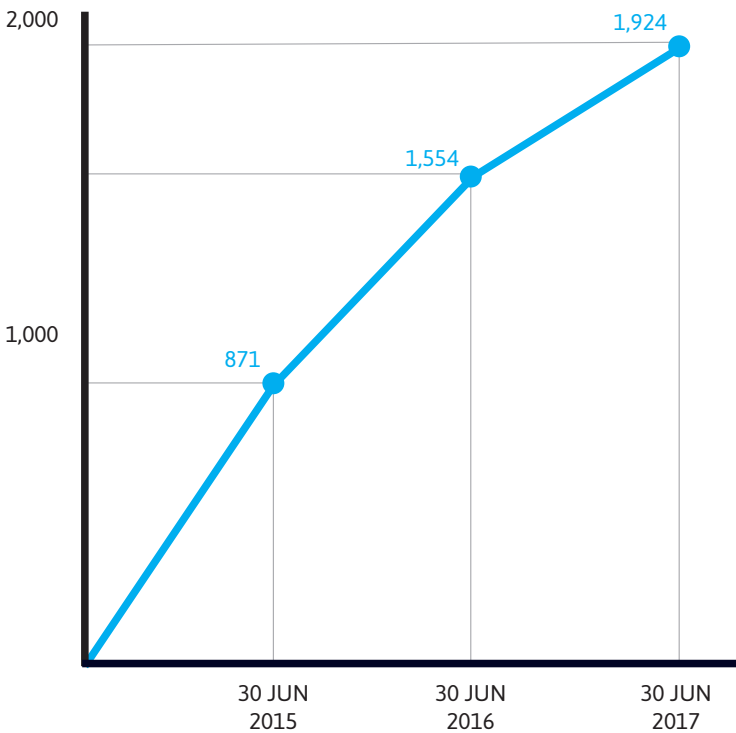
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Residential Customers



Business Customers



## 1. Customer and Customer Information\*

Indicator No.	Description	No.
R1	Total number of residential customers	153,478
R2	Total number of residential customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	153,475
R3	Total number of business customers	1,924
R4	Total number of business customers covered by the Gas Moratorium (Alinta Energy and Kleenheat only)	1,259

## 2. Affordability\*

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

Indicator No.	Description	No.	%
R5/R6	have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer	268	0.17
R7/R8	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	61	0.04
R9/R10	have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	0	
R11/R12	are subject to an instalment plan	4,166	2.71
R13/14	have been granted additional time to pay a bill	2,197	1.43
R15/16	have been placed on a shortened billing cycle	0	
R25/26	have lodged security deposits in relation to their residential account	0	
R29/30	have had their direct debit plans terminated	0	

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

Indicator No.	Description	No.	%
R17/18	have been issued with a bill outside the prescribed timeframes	149	7.74
R19/20	that are subject to an instalment plan	180	9.36
R21/22	have been granted additional time to pay a bill	21	1.09
R23/24	have been placed on a shortened billing cycle	0	
R27/28	have lodged security deposits in relation to their business customer account	6	0.31
R31/32	have had their direct debit plans terminated	0	

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

### 3. Disconnections for Non-Payment

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

Indicator No.	Description	No.	%
R33/34	have been disconnected for failure to pay a bill	2,121	1.38
R37/38	have been disconnected that were previously the subject of an instalment plan	885	41.73
R39/40	have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	575	27.11
R41/42	have been disconnected while the subject of a concession	0	

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

Indicator No.	Description	No.	%
R35/36	have been disconnected for failure to pay a bill	82	4.26

### 4. Reconnections

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

Indicator No.	Description	No.	%
R41/42	were reconnected within 7 days of requesting the residential customer account be disconnected	1,095	51.63
R45	reconnected within 7 days involving residential customer account that were previously the subject of an instalment plan	551	
R46	disconnected but were reconnected within 7 days involving residential customers that were previously the subject of an instalment plan		25.98
R47	reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	214	
R48	of disconnected but were reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		10.09
R49	reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	0	
R50	of disconnected but were reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession		0
R51/52	the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	1,317	62.09
R53/54	reconnected that were not reconnected within the prescribed timeframe	1	0.08

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

Indicator No.	Description	No.	%
R43/44	requested to be reconnected within 7 days of requesting the business customer be disconnected	70	85.37
R55/56	requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	77	93.90
R57/58	requested to be reconnected that were not reconnected within the prescribed timeframe	0	

## 5. Complaints

The total number of, and percentage of, residential complaints:

Indicator No.	Description	No.	%
R59	Total number of complaints received from residential customers	716	
R61/62	that relate to billing/credit complaints	464	64.80
R65/66	that relate to transfer complaints	8	1.12
R69/70	that relate to marketing complaints (including complaints made directly to a retailer)	8	1.12
R73/74	that relate to other complaints	236	32.96
R77/78	concluded within 15 business days	677	94.55
R79/80	concluded within 20 business days*	4	0.56

\*XX complaints not resolved within 20 business days due to inability to contact customer and complaints now resolved.

The total number of, and percentage of, its business complaints:

Indicator No.	Description	No.	%
R60	Total number of complaints received from business customers	16	
R63/R64	that relate to billing/credit complaints	14	87.50
R67/68	that relate to transfer complaints	0	
R71/72	that relate to marketing complaints (including complaints made directly to a retailer)	0	
R75/76	that relate to other complaints	2	12.50
R81/82	business customers' complaints concluded within 15 business days	15	93.75
R83/84	from concluded within 20 business days**	0	

\*\*The remaining one business complaint took longer than 20 business days to resolve due to customer correspondence.



## 6. Call Centre Performance

Indicator No.	Description	No.	%
R85	Total number of telephone calls to a call centre of the retailer	285,887	
R86/87	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	207,630	72.63
R88	Average duration (in seconds) before a call is answered by a call centre operator	32	-
R89/90	Total number of telephone calls that are unanswered	9,160	3.20

## 7. Energy Bill Debt Indicators

Indicator No.	Description	No.	\$
R91	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	3,063	
R92	Total number of business customers repaying an energy bill debt as at 30 June	43	
R93	Number of residential electricity and gas customers using Centrelink's Centrepay to pay their energy bills as at 30 June	924	
R94	Average amount of energy bill debt for residential electricity and gas customers (excluding hardship program customers), as at 30 June		157
R95	Average amount of energy bill debt for business electricity and gas customers as at 30 June		377

## 8. Hardship Programs

Indicator No.	Description	No.	\$
R96	Number of residential electricity and gas customers on a retailer's hardship program as at 30 June		391
R97	Average energy bill debt of electricity and gas hardship program customers, as at 30 June		232



## 9. Customers & Connections

Indicator No.	Description	No.	%
D1	Total number of connections provided	48	
D2/3	Total number of connections that were not provided on or before the agreed date	1	2.08
D4	Total number of reconnections provided	6	
D5/6	Reconnections that were not provided within the prescribed timeframe	0	
D7	Total number of connections on the distributor's network	730	

## 10. Complaints

Indicator No.	Description	No.	%
D17	Total number of complaints received	4	
D18	Number of the complaints that relate to administrative process or customer service complaints	0	
D19	Number of other complaints	0	
D20	Number of connection and augmentation complaints	2	
D21	Number of reliability of supply complaints	2	
D22	Number of quality of supply complaints	0	
D23	Number of network charges and costs complaints	0	
D24/25	Complaints from customers concluded within 15 business days	3	75
D26/27	Complaints from customers concluded within 20 business days	0	

## 11. Call Centre Performance

Indicator No.	Description	No.	%
D28	Total number of telephone calls to a call centre of the distributor	285,887	
D29/30	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	207,630	72.63
D31	Average duration (in seconds) before a call is answered by a call centre operator	32	-
D32/33	Total number of telephone calls that are unanswered	9,160	3.20

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