

# 2020

## Gas Performance Reporting Datasheets - Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2019-2020

Customers and Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D1	Total number of new connections provided.	23		7 - Oyster Harbour 16 - Rapids Landing.
D2	Total number of new connections that were not provided on or before the agreed date.	0		
D3	Percentage of new connections that were not provided on or before the agreed date.		0%	
D4	Total number of reconnections provided.	2		
D5	Total number of reconnections that were not provided within the prescribed timeframe.	0		
D6	Percentage of reconnections that were not provided within the prescribed timeframe.		0%	
D7	Total number of connections on the distribution system(s).	1,103		<p>231 - Oyster Harbour 185 - Rapids Landing 404 - Riverslea 283 - Leinster.</p> <p>9 connections were identified as having not been included in past performance reports. These consisted of 4 connections where metering equipment has been removed and 5 capped connections. 2 of the 5 capped connections were reconnected to the network during the period (see D4).</p> <p>These 9 connections are located in Oyster Harbour (3), Rapids Landing (1) and Riverslea (5) networks.</p>

## Gas Consumption

Indicator No.	Description	Basis of Reporting	Comments
		Number	
D8	Gas consumption - residential connections (GJ)	8034.7	
D9	Gas consumption - non-residential connections (GJ)	61.3	
D10	Unaccounted for gas (GJ)	796.0	UAFG across all 3 networks has increased during the reporting period. Riverslea +3.1%, Rapids +1.7%, Oyster Harbour +3.9%.



## Number of leak repairs

	Number of leak repairs			Comments
	Low pressure	Medium Pressure	High Pressure	
Mains		2		
Connections		3		
Meters		0		
<b>Totals</b>	<b>0</b>	<b>5</b>	<b>0</b>	



## Network Reliability

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year.	1		Rapids Laniding mains repair, 1 customer unavailable to complete re-instatement during 12hr period.
D15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year.	0		No customers affected by 5 or more interruptions during the reporting period.
D16	The average percentage of time that gas has been supplied to customer premises during the reporting year.		99.999	



## Complaints

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D17	Total number of complaints received.	1		The reduction was due to FY19 having 12 complaints due to our customers in Margaret River being impacted by two gas outages.
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.	0		
D21	Number of reliability of supply complaints.	1		
D22	Number of quality of supply complaints.	0		
D23	Number of network charges and costs complaints.	0		
D24	Number of complaints from customers concluded within 15 business days.	1		
D25	Percentage of complaints from customers concluded within 15 business days.		100%	
D26	Number of complaints from customers concluded within 20 business days.	0		
D27	Percentage of complaints from customers concluded within 20 business days.			



## Call Centre Performance

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D28	Total number of telephone calls to a call centre of the distributor.	246,101		This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.
D29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	196,019		This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.
D30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		79.6%	This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.
D31	Average duration (in seconds) before a call is answered by a call centre operator.	20		This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.
D32	Total number of the calls that are unanswered.	5940		This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.
D33	Percentage of the calls that are unanswered.		2.4%	This figure represents all calls to Kleenheat's Contact Centre, including NG and LPG customers. Same figures are reporting for GTL10 NG call centre performance.



## Distribution Mains Installed and In Service

	Length of in-service distribution mains by operating pressure (km)			Comments
	Description	Medium Pressure	High Pressure	
Cast Iron				
Unprotected Steel				
Protected Steel				
PVC		8.9		No charge
Polyethylene (PE)		33.4		No charge
Other				
Totals	0	42.3	0	
Number of service connections per km of gas mains		26.1		

