2020

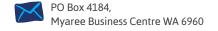
Gas Performance Reporting Datasheets - Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2019-2020

Indicator No.	Description	Basis of Reporting		Comments
	Description	Number	Percentage	Comments
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		231 - Oyster Harbour 185 - Rapids Landing 404 - Riverslea 283 - Leinster. 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). These 9 connections are located in Oyster Habour (3), Rapids Landing (1) and Riverslea (5) networks.

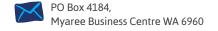






Gas Consumption Basis of Reporting Indicator No. Description Comments Number D8 Gas consumption - residential connections (GJ) 8034.7 Gas consumption - non-residential connections D9 61.3 (GJ) UAFG across all 3 networks has increased during the reporting period. D10 Unaccounted for gas (GJ) 796.0







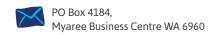
Riverslea +3.1%, Rapids +1.7%, Oyster

Harbour +3.9%.

Number of leak repairs

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







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







Complaints				
Indianta Na	Description	Basis of Reporting		6
Indicator No.		Number	Percentage	Comments
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.			





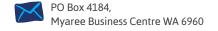


Call Centre Performance Basis of Reporting Indicator No. Description Comments Number Percentage This figure represents all calls to Kleenheat's Contact Centre, including Total number of telephone calls to a call D28 246,101 NG and LPG customers. Same figures centre of the distributor. are reporting for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



Percentage of the calls that are unanswered.

D33





This figure represents all calls to Kleenheat's Contact Centre, including

performance.

NG and LPG customers. Same figures are reporting for GTL10 NG call centre

2.4%

Distribution Mains Installed and In Service

	Length of in-service distribution mains by operating pressure (km)			
	Description	Medium Pressure	High Pressure	Comments
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		





