

2019 Gas Performance Reporting Datasheets – Retail

Distributor: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2018-2019

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R1	Total number of residential customers.	197,325	
R2	Total number of residential customers covered by the Gas Market Moratorium (this is residential customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	196,533	
R3	Total number of business customers.	2,406	
R4	Total number of business customers covered by the Gas Market Moratorium (this is business customers on ATCO's distribution network who consume less than 0.18TJ of gas per year).	1,448	

Billing and payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R23	Not used.			
R24	Not used.			
R25	Total number of residential customers who have lodged security deposits in relation to their residential customer account.	n/a		Kleenheat does not require residential customers to lodge security deposits
R26	Percentage of residential customers who have lodged security deposits in relation to their residential customer account.			
R27	Total number of business customers that have lodged security deposits in relation to their business customer account.	4		
R28	Percentage of business customers that have lodged security deposits in relation to their business customer account.		0.2%	
R29	Total number of residential customers who have had their direct debit plans terminated.	n/a		Kleenheat does not currently terminate direct debit plans.
R30	Percentage of residential customers who have had their direct debit plans terminated.			
R31	Total number of business customers that have had their direct debit plans terminated.	n/a		Kleenheat does not currently terminate direct debit plans.
R32	Percentage of business customers that have had their direct debit plans terminated.			
R93	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	1,263		

Disconnections for non-payment				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R33	Total number of residential customer disconnections for failure to pay a bill.	2,007		This increase is in line with the increase in number of residential customers.
R34	Percentage of residential customer disconnections for failure to pay a bill.		1.0%	
R35	Total number of business customer disconnections for failure to pay a bill.	26		
R36	Percentage of business customer disconnections for failure to pay a bill.		1.1%	
R37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	1,219		Driven by an increase in customers under payment arrangements who have subsequently failed to meet agreed payments.
R38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		60.7%	
R39	Total number of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.	631		
R40	Percentage of residential customer disconnections involving customers who were disconnected on at least 1 other occasion during the reporting year or the previous reporting year.		31.4%	
R41	Total number of residential customer disconnections involving customers who were the subject of a concession.	n/a		Kleenheat does not have any visibility on the concessions customers receive or if a customer is subject to a concession.
R41A	Percentage of residential customer disconnections involving customers who were the subject of a concession.			

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R42	Total number of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	936		
R42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		46.6%	
R43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	11		
R44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		42.3%	
R45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	719		
R46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		35.8%	
R47	Total number of residential customer reconnections within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.	267		
R48	Percentage of residential customer disconnections reconnected within 7 days involving customers who were reconnected on at least 1 other occasion during the reporting year or the previous reporting year.		13.3%	
R49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	n/a		Kleenheat does not have any visibility on the concessions customers receive or if a customer is subject to a concession.
R50	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of a concession.			
R51	Total number of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	1073		

Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R52	Percentage of residential customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		53.5%	
R53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	3		
R54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.		0.3%	
R55	Total number of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).	11		
R56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		42.3%	
R57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		
R58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			

Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R77	Total number of residential customer complaints concluded within 15 business days.	1,055		
R78	Percentage of residential customer complaints concluded within 15 business days.		91.5%	
R79	Total number of residential customer complaints concluded within 20 business days.	23		The increase is attributed to customer delay or failure to respond to Kleenheat's communications to resolve and close their complaint.
R80	Percentage of residential customer complaints concluded within 20 business days.		2.0%	
R81	Total number of business customer complaints concluded within 15 business days.	13		
R82	Percentage of business customer complaints concluded within 15 business days.		86.7%	
R83	Total number of business customer complaints concluded within 20 business days.	0		
R84	Percentage of business customer complaints concluded within 20 business days.			

Call centre performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R85	Total number of telephone calls to a call centre of the retailer.	289,778		This figure includes all calls to Kleenheat's Contact Centre including LPG customer calls.
R86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	233,098		
R87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		80.4%	
R88	Average duration (in seconds) before a call is answered by a call centre operator.	17		
R89	Total number of telephone calls to a call centre that are unanswered.	6,422		
R90	Percentage of telephone calls to a call centre that are unanswered.		2.2%	

Energy bill debt				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R91	Total number of residential customers (excluding hardship customers) repaying an energy bill debt as at 30 June.	1,979		Increase due to a change in collection strategy to enable customers additional time to repay arrears.
R92	Total number of business customers repaying an energy bill debt as at 30 June.	28		
R93	[Indicator R 93 moved to 'Billing and payment' section].			
R94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$116	
R95	Average amount of energy bill debt for business customers as at 30 June.		\$439	
R98	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$500 but less than \$1,500 as at 30 June.	35		This increase correlates with the increase in number of residential customers repaying an energy bill debt overall.
R99	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$1,500 but less than \$2,500 as at 30 June.	1		
R100	Total number of residential customers (excluding hardship customers) with energy bill debt that is over \$2,500 as at 30 June.	0		
R101	Total number of residential customers (excluding hardship customers) who were subject to an instalment plan as at 30 June.	1,724		Last year's data may have included customers who successfully completed their instalment plan as at 30 June.
R102	Total number of residential customers (excluding hardship customers) who, during the reporting year, had their instalment plan cancelled by the retailer for non-payment.	3,231		
R103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	2,722		Last year's data may not have included all customers that successfully completed their instalment plan as at 30 June.

Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R96	Total number of residential customers on a retailer's hardship program as at 30 June.	496		Decrease due to a change in the interpretation of hardship customers, to exclude hardship customers that churned away from Kleenheat. Kleenheat previously included hardship customers that switched away to another retailer and continued to honour their instalment plan.
R97	Average energy bill debt of hardship customers as at 30 June.		\$220	
R104	Total number of hardship customers who are the subject of a concession as at 30 June.	n/a		
R105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	n/a		
R106	Average energy bill debt (as at the time of entering the hardship program) for those hardship customers who entered the hardship program during the reporting year.		\$344	
R107	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was between \$0 and \$500.	194		Kleenheat assessed a lower number of customers for financial hardship during this reporting year.
R108	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$500 but less than \$1,500.	49		
R109	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was over \$1,500 but less than \$2,500.	2		
R110	Total number of hardship customers who entered the hardship program during the reporting year, with an energy bill debt (as at the time of entering the hardship program) that was \$2,500 or more.	0		
R111	Total number of hardship customers who were subject to an instalment plan (excluding those who make their payment plan payments using Centrepay) as at 30 June.	165		Decrease due to a change in the interpretation of hardship customers, to exclude hardship customers that churned away from Kleenheat. Kleenheat previously included hardship customers that switched away to another retailer and continued to honour their instalment plan.

Hardship customers				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
R112	Total number of hardship customers using Centrepay as at 30 June.	113		Decrease due to a change in the interpretation of hardship customers, to exclude hardship customers that churned away from Kleenheat. Kleenheat previously included hardship customers that switched away to another retailer and continued to honour their instalment plan.
R113	Total number of residential customers who exited the hardship program during the reporting year.	679		Kleenheat previously included hardship customers that switched away to another retailer and continued to honour their instalment plan.
R114	Total number of residential customers who exited the hardship program during the reporting year, because they successfully completed the hardship program or exited the program by agreement with the retailer.	224		Kleenheat previously included hardship customers that switched away to another retailer and continued to honour their instalment plan.
R115	Total number of residential customers who exited the hardship program during the reporting year, because they were excluded or removed from the hardship program for non-compliance.	268		
R116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	187		
R117	Total number of residential customers who successfully completed the hardship program, or exited by agreement with the retailer, during the reporting year or the previous reporting year, and who were subsequently disconnected during the reporting year for non-payment.	1		
R118	Total number of residential customers who successfully completed the hardship program, or exited the program by agreement with the retailer, during the reporting year or the previous reporting year, and who were reconnected within 7 days of disconnection for non-payment.	0		