

2020

Gas Performance Reporting Datasheets - Retail

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2019-2020

Customer numbers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
R1	Total number of residential customers.	201,102	NG 200,297, LPG Retic 805
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).	200,293	
R3	Total number of business customers.	2,620	1 LPG Retic
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).	1,660	



Billing and payment

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R5	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.	25		Change in billing process has facilitated a reduction on prior years figures NIL LPG Retic customers.
R6	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to fault on the part of the retailer.		0%	
R7	Total number of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.	4		NIL LPG Retic Customers.
R8	Percentage of residential customers who have been issued with a bill outside the prescribed maximum timeframe and where the delay is due to the retailer not receiving the billing data from the distributor.		0%	
R9	Not used.			
R10	Not used.			
R11	Total number of residential customers who are subject to an instalment plan.	6,976		There has been a lower number of residential customers with overdue arrears requiring instalment plans in FY20. 6933 + 43retic.
R12	Percentage of residential customers who are subject to an instalment plan.		3.5%	
R13	Total number of residential customers who have been granted additional time to pay a bill.	1,178		There has been a lower number of residential customers with overdue arrears requiring payment extensions in FY20.
R14	Percentage of residential customers who have been granted additional time to pay a bill.		0.6%	
R15	Not used.			
R16	Not used.			
R17	Total number of business customers that have been issued with a bill outside the prescribed maximum timeframe.	13		NIL LPG Retic Customers.
R18	Percentage of business customers that have been issued with a bill outside the prescribed maximum timeframe.		0.5%	
R19	Total number of business customers that are subject to an instalment plan.	329		The increase in business customers seeking instalment plans was directly as a result of COVID-19.
R20	Percentage of business customers that are subject to an instalment plan.		12.6%	

Billing and payment

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R21	Total number of business customers that have been granted additional time to pay a bill.	56		
R22	Percentage of business customers that have been granted additional time to pay a bill.		2.1%	
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.	11		Higher vs FY19 due to a higher number of credit applications with increased risk of default.
R28	Percentage of business customers that have lodged security deposits in relation to their business customer account.		0.4%	
R29	Total number of residential customers who have had their direct debit plans terminated.	N/A		Kleenheat does not 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 terminate direct debit plans.
R32	Percentage of business customers that have had their direct debit plans terminated.			
R33	Total number of residential customers using Centrelink's Centrepay to pay their energy bills at at 30 June.	1,084		There has been a lower number of residential customers with overdue arrears requiring payment from Centerlink to pay their bills in FY20.

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.	1,708		FY19 was high due to a backlog of collection activities as a result of increased churn and delinquency. Accounts had to be reset to the beginning of the collections cycle in instances where customers with arrears received new invoices with a new due date prior to disconnection, as such accounts could not be disconnected based on the previous due date as it is considered a type 2 breach, resulting in a higher number of customers repaying an energy bill debt.
R92	Total number of business customers repaying an energy bill debt as at 30 June.	75		The increase in the number of customers repaying an energy bill debt is driven by customers being affected by COVID-19.
R94	Average amount of energy bill debt for residential customers (excluding hardship customers) as at 30 June.		\$134	Despite the lower number of customers repaying an energy bill debt as at 30 June, the average energy bill debt is driven by the impact from COVID-19 and the suspension of disconnections. As a result accounts reportable for this indicator are carrying more invoices (FY20: 1.63 invoice per account vs FY19: 1.47 invoice per account) and more debt on a per account basis.
R95	Average amount of energy bill debt for business customers as at 30 June.		\$998	The higher energy bill debt is driven by customers being affected by COVID-19.
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.	39		
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.	1,263		Lower vs FY19 due to a lower number of customers requesting instalment plans and an improved hardship process resulting in an increase in hardship customers identified during the year.

Energy bill debt

Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
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.	2,420		Lower vs FY19 due to a lower number of customers requesting instalment plans and an improved hardship process resulting in an increase in hardship customers identified during the year.
R103	Total number of residential customers (excluding hardship customers) who, during the reporting year, successfully completed their instalment plan.	2,280		Lower vs FY19 due to a lower number of customers requesting instalment plans and an improved hardship process resulting in an increase in hardship customers identified during the year.



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.	1,910		First half saw increased disconnections driven by more efficient disconnection process developed during FY20 (prior to a suspension of disconnections), last quarter lower due to a suspension of disconnections as a result of COVID-19. 1 LPG Retic Customer.
R34	Percentage of residential customer disconnections for failure to pay a bill.		0.9%	
R35	Total number of business customer disconnections for failure to pay a bill.	37		Higher vs FY19 due to a slight increase in delinquency and a more efficient disconnection process developed during FY20 (prior to a suspension of disconnections as a result of COVID-19). NIL LPG Retic Customers.
R36	Percentage of business customer disconnections for failure to pay a bill.		1.4%	
R37	Total number of residential customer disconnections involving customers who were the subject of an instalment plan.	1,073		Lower due to a suspension of disconnections as a result of COVID-19. NIL LPG Retic Customers.
R38	Percentage of residential customer disconnections involving customers who were the subject of an instalment plan.		56.2%	
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.	588		Lower due to a suspension of disconnections as a result of COVID-19. NIL LPG Retic Customers.
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.		30.8%	
R41	Total number of residential customer disconnections involving customers who were the subject of a concession.	N/A		ERA do not require gas retailers to report on 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.	841		Lower due to a suspension of disconnections as a result of COVID-19. NIL LPG Retic Customers.
R42A	Percentage of residential customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		44%	
R43	Total number of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.	10		NIL LPG Retic Customers.
R44	Percentage of business customer reconnections requested by the retailer within 7 days of requesting the customer be disconnected.		27%	
R45	Total number of residential customer reconnections within 7 days involving customers who were the subject of an instalment plan.	631		Lower due to a suspension of disconnections as a result of COVID-19.
R46	Percentage of residential customer disconnections reconnected within 7 days involving customers who were the subject of an instalment plan.		33%	
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.	253		NIL LPG Retic Customers.
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.		13.2%	
R49	Total number of residential customer reconnections within 7 days involving customers who were the subject of a concession.	N/A		ERA do not require gas retailers to report on 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).	1,007		NIL LPG Retic Customers.

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).		52.7%	
R53	Total number of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		NIL LPG Retic Customers.
R54	Percentage of residential customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			
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).	12		NIL LPG Retic Customers.
R56	Percentage of business customer reconnections requested by the retailer after requesting the customer be disconnected (including those who were reconnected within 7 days).		32.4%	
R57	Total number of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.	0		NIL LPG Retic Customers.
R58	Percentage of business customer reconnections requested by the retailer that were not reconnected within the prescribed timeframe.			



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.	548		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified. Two LPG retic customers.
R97	Average energy bill debt of hardship customers as at 30 June.		\$227	FY19 was high due to a backlog of collection activities as a result of increased churn and delinquency. Accounts had to be reset to the beginning of the collections cycle in instances where customers with arrears received new invoices with a new due date prior to disconnection, as such the accounts could not be disconnected based on the previous due date as it is considered a type 2 breach, causing debt to aged further. Due to the high energy bill debt in FY19, the FY20 figure was not significantly higher despite the impact from COVID-19.
R104	Total number of hardship customers who are the subject of a concession as at 30 June.	N/A		ERA do not require gas retailers to report on concession.
R105	Total number of residential customers denied access to the retailer's hardship program during the reporting year.	0		Kleenheat do not deny access to the hardship program.
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.		\$262	Lower vs FY19 due to an improved hardship process resulting in earlier identification of hardship customers with lower debt balances.
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.	715		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
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.	114		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
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.	4		
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		

Hardship customers

Indicator No.	Description	Basis of Reporting		Comments
		Number	Value (\$)	
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.	211		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
R112	Total number of hardship customers using Centrepay as at 30 June.	120		
R113	Total number of residential customers who exited the hardship program during the reporting year.	928		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
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.	327		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
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 noncompliance.	316		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
R116	Total number of residential customers who exited the hardship program during the reporting year, because they switched, transferred or left the retailer.	285		Higher vs FY19 due to an improved hardship process and the impact from COVID-19 resulting in an increase in hardship customers identified.
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.	28		Higher vs FY19 due to an improved hardship process resulting in an increase in hardship customers identified.
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.	20		Higher vs FY19 due to an improved hardship process resulting in an increase in hardship customers identified.



Complaints

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
R59	Total number of complaints received from residential customers.	469		Kleenheat's complaint numbers continued to reduce as a result of training to our frontline staff to clearly identify a complaints vs feedback or enquiry. Billing again was the main area of complaint at 66.1%.
R60	Total number of complaints received from business customers.	9		
R61	Total number of residential customer complaints that are billing/credit complaints.	310		
R62	Percentage of residential customer complaints that are billing/credit complaints.		66.1%	
R63	Total number of business customer complaints that are billing/credit complaints.	6		
R64	Percentage of business customer complaints that are billing/credit complaints.		66.7%	
R65	Total number of residential customer complaints that are transfer complaints.	35		
R66	Percentage of residential customer complaints that are transfer complaints.		7.5%	
R67	Total number of business customer complaints that are transfer complaints.	1		
R68	Percentage of business customer complaints that are transfer complaints.		11.1%	
R69	Total number of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).	10		
R70	Percentage of residential customer complaints that are marketing complaints (including complaints made directly to a retailer).		2.1%	
R71	Total number of business customer complaints that are marketing complaints (including complaints made directly to a retailer).	0		
R72	Percentage of business customer complaints that are marketing complaints (including complaints made directly to a retailer).			
R73	Total number of residential customer complaints that are other complaints.	114		
R74	Percentage of residential customer complaints that are other complaints.		24.3%	
R75	Total number of business customer complaints that are other complaints.	2		
R76	Percentage of business customer complaints that are other complaints.		22.2%	
R77	Total number of residential customer complaints concluded within 15 business days.	429		

Complaints

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
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.	13		
R80	Percentage of residential customer complaints concluded within 20 business days.		2.8%	
R81	Total number of business customer complaints concluded within 15 business days.	6		
R82	Percentage of business customer complaints concluded within 15 business days.		66.7%	
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.	246,101		NG = 148,427, LPG = 97,674
R86	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds.	196,019		NG = 112,453, LPG = 83,566
R87	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds.		79.6%	NG = 76.18%, LPG = 86.95%
R88	Average duration (in seconds) before a call is answered by a call centre operator.	20		NG = 25 secs, LPG = 16 secs
R89	Total number of telephone calls to a call centre that are unanswered.	5,940		NG = 2,855, LPG = 3,085
R90	Percentage of telephone calls to a call centre that are unanswered.		2.4%	NG = 1.92%, LPG = 3.16%

